

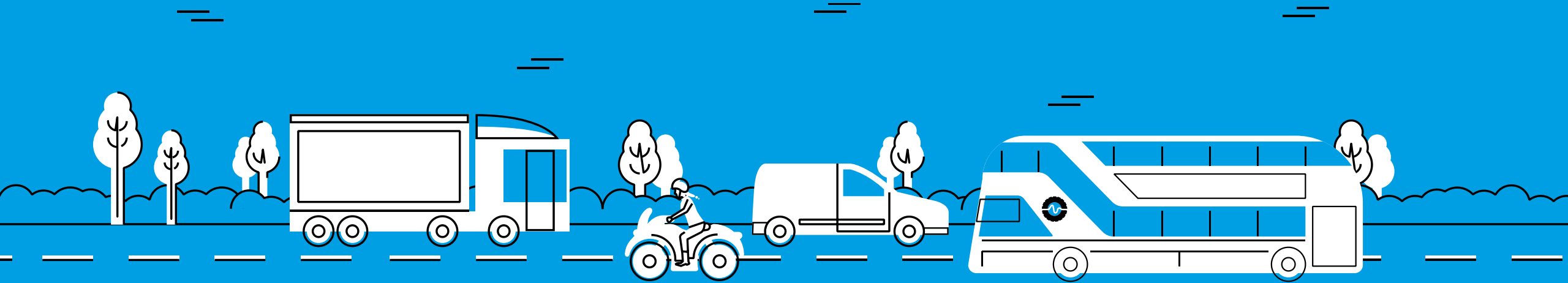


# CLOCS Member meeting - FORS update

Geraint Davies

FORS Concession Director

16 May 2024



# 2023 in numbers

**4,625**

We finished the year on 4,625 Accredited Operators



**4,617**

We conducted 4,617 Bronze Audits



**85%**

First-time pass rate for Bronze was 85%

**15,921**

Drivers attended Safe Urban Driving or Safe Driving



**3,000**

Our social media followers increased by 3,000

**20,081**

The Helpline team handled 20,081 calls

**100,797**

Accredited vehicles surpassed the 100,000 mark, totalling 100,797

**2,821**



We reviewed 2,821 Silver/Gold applications

**89%**

First-time pass rate for Silver was 89%

**279**



Manager courses were delivered, with an average of 18 managers on each course

**6**



We introduced six new partners

**26,349**

The Helpline team responded to 26,349 emails

**91%**

First-time pass rate for Gold was 91%

**293**



Managers became a FORS Practitioner or FORS Advanced Practitioner

**20**



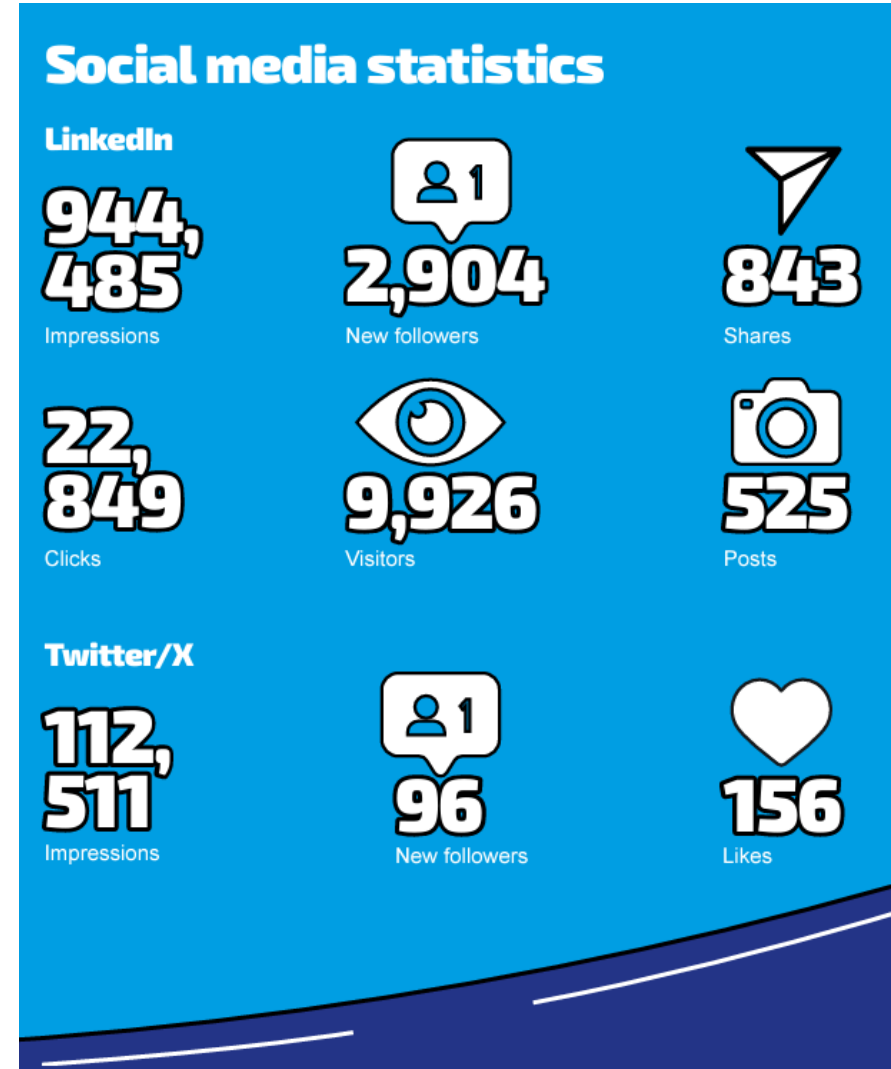
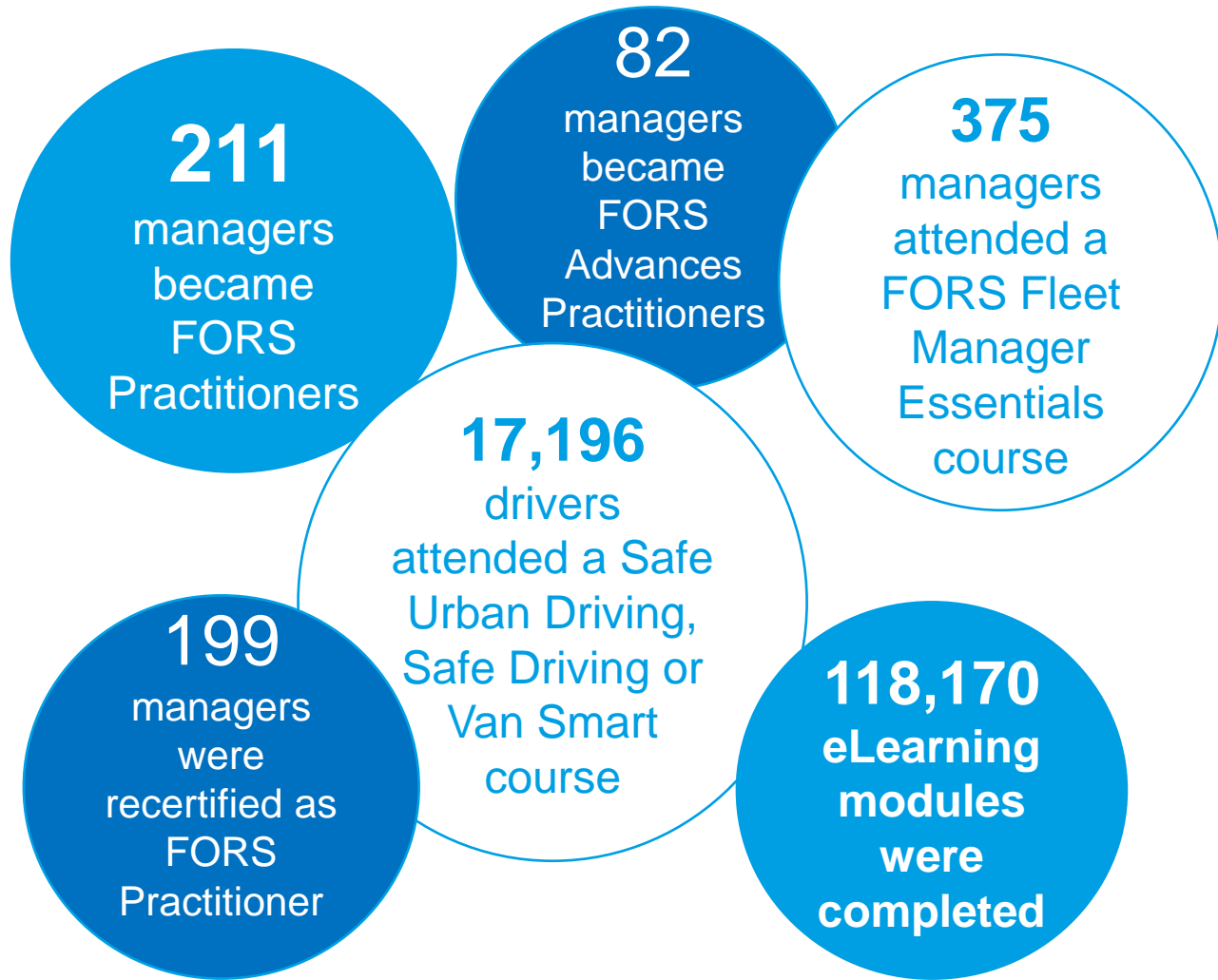
We sent out 20 press releases to the media

**3**

We were shortlisted for 3 awards



# 2023 in numbers



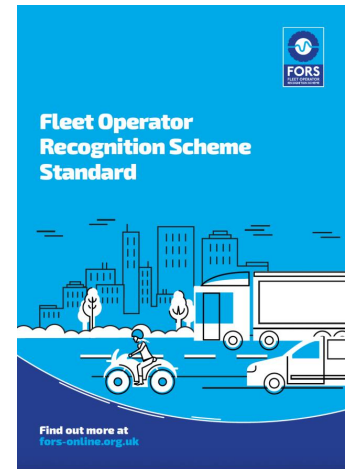
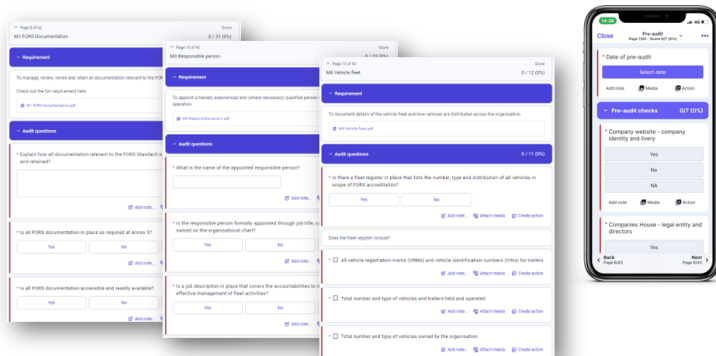
# Priorities for 2024



- A New system check – improvements
- Future of Accreditation (FoA)
- OVDA (Owner Van Driver Accreditation)
- FORS Audit Platform (iAuditor)
- FORS Professional
- FORS Standard V7
- FORS Online



**FORS**  
PROFESSIONAL  
TRAINING, INFORMATION, KNOWLEDGE



# A new system checks - improvements



Date	Number of audits	2 of 2	3 of 3	4 of 4
March 2023	27	6	1	1
April 2023	25	6		
May 2023	27	2		
June 2023	15	1	1	
July 2023	24	1		
August 2023	36			
September 2023	22			
October 2023	15			
November 2023	20	2	1	
December 2023	24	2		
January 2024	22			
February 2024	41	1		
March 2024	47	1	1	
<b>TOTAL</b>	<b>345</b>	<b>22</b>	<b>4</b>	<b>1</b>



# Future of Accreditation (FoA)

- FORS will continue to host internal events for operators, and not only, to help demystify and support the FoA project
- Introduce FORS Forum



# OVDA (Owner Van Driver Accreditation)



- Grow the van sector through a new concept OVDA
- Actively engage with the parcel and home delivery courier organisations

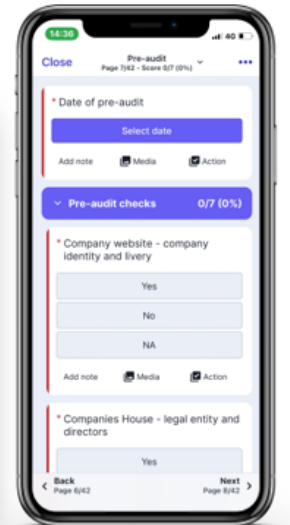
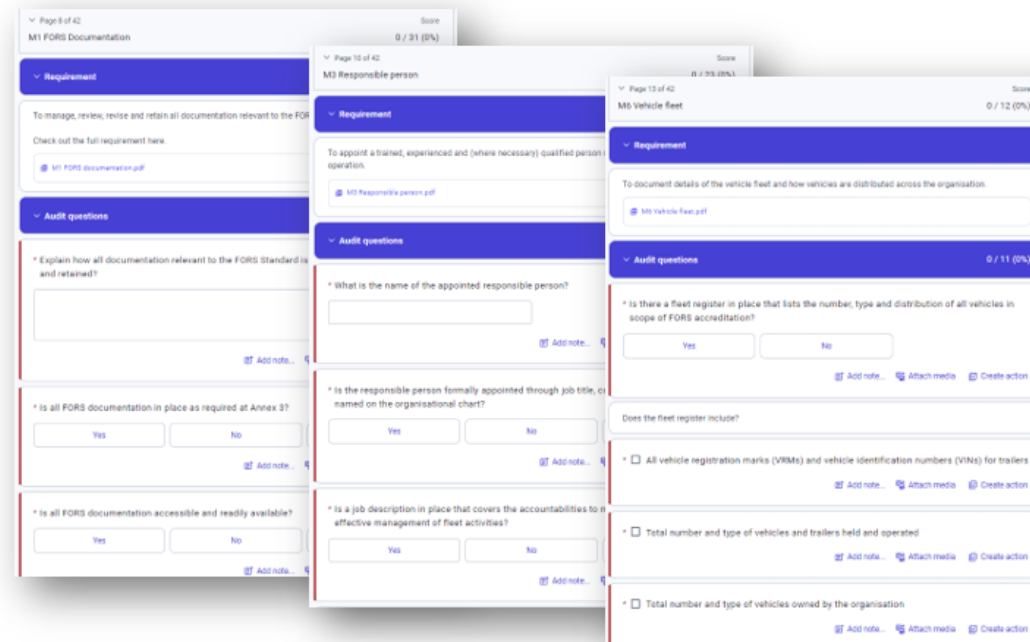


# What is FORS Audit Platform (iAuditor)?



## iAuditor:

- is a digital platform which could be used on several different devices at the same time
- offers enhanced features eg taking photos of documents, uploading media and more
- contains newly designed question sets and auditor guidance notes, more user-friendly approach for auditing





# FORS Professional



- FORS offers the most comprehensive suite of training courses in the fleet sector
- More flexible route to FORS Practitioner
- Advanced FORS Practitioner



# FORS Standard V7

- Launch date – 7 May 2024
- Implementation date – 2 January 2025



# FORS Standard V7 – summary of changes



Bronze level changes are mainly related to:

- aligning the requirements of the FORS Standard to the DVSA Guide to maintain roadworthiness (eg sections V1 and V7)
- more stringent requirements on some of the driver records (eg sections D1 and D6)
- introducing recommendations on fleet replacement plans and fleet emissions calculations



# FORS Standard V7 – summary of changes



Silver level changes are mainly related to:

- bringing the emissions data reporting requirements in line with the UK carbon reporting legislation
- introducing requirements on more responsible planning and management of the transition to lower environmental impact vehicles



# FORS Standard V7 – summary of changes



Gold level changes are mainly related to:

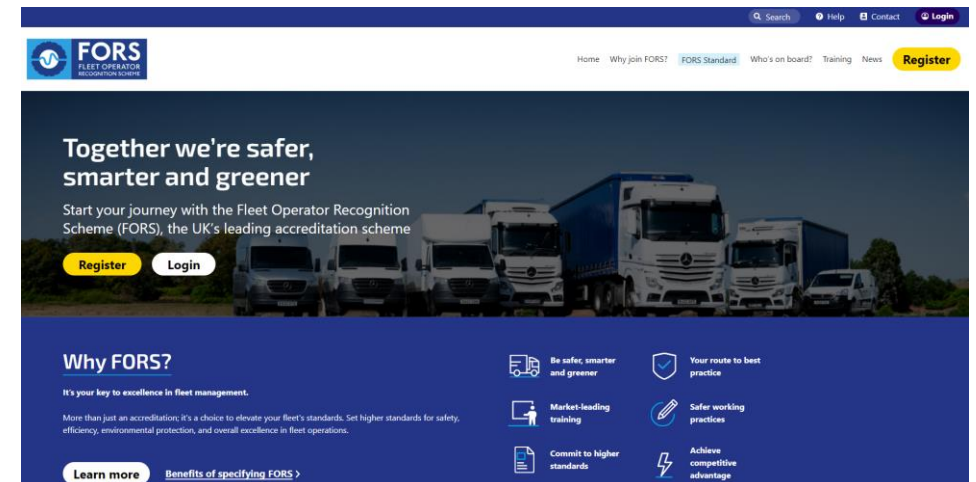
- developing your company's decarbonisation strategy in line with the UK legislation
- developing your company's fleet replacement plans and setting target dates to achieve an ultra-low emissions fleet
- developing your company's policy on actively engaging in sustainable fleet topics



# FORS Online



- Launched an improved version of FORS Online
- Improved stakeholders' journey





# Annual Conference 2024

15 Oct 2024  
ICC Birmingham

- The seventh FORS Annual Conference will explore this year's theme 'Drive and thrive: a roadmap to success'
- Further information can be found on the following link: [FORS Annual Conference 2024 - Home Page](#)
- You can register on the following link: [FORS Annual Conference 2024 – Register](#)
- Conference agenda will be released shortly

# Launch of FORS Forum 2024

- Perfect platform where FORS can continue collaborating F2F with FORS Accredited Operators and deliver what they need
- FORS first-hand updates
- Enrich the ideas and suggestions from the FORS Team and get reassurance we're on the right path from industry experts





# FORS Operator dashboard improvements



**FORS**  
FLEET OPERATOR  
RECOGNITION SCHEME

**Dashboard**

Account  
Accreditation  
Training  
Fleet management  
User management  
**Benefits hub**  
Resource centre  
Contact  
Help and support

John Smith | 4-Rail Services Limited | FORS ID: 011762 | FORS communications | Logout

## Dashboard

Welcome guide  
Start here

FORS subscription  
Expiry in 90 days  
31.12.24

Fleet Size  
654

FORS Standard

### Accreditations

**Bronze** Active

Start date: 05.01.2024 | Expiry in 303 days: 04.01.2025

Request an audit from 21.10.2024

**Silver** Active

Start date: 31.01.2024 | Expiry in 329 days: 30.01.2025

Reapply from 16.11.2024

**Gold** Not yet achieved

**Apply for next level**

### Useful links

- Bronze audit
- Training dashboard
- Fleet amendment
- User management
- Benefits hub
- Training courses
- FORS toolkits and guides
- Invoices and payments

### Save on fuel

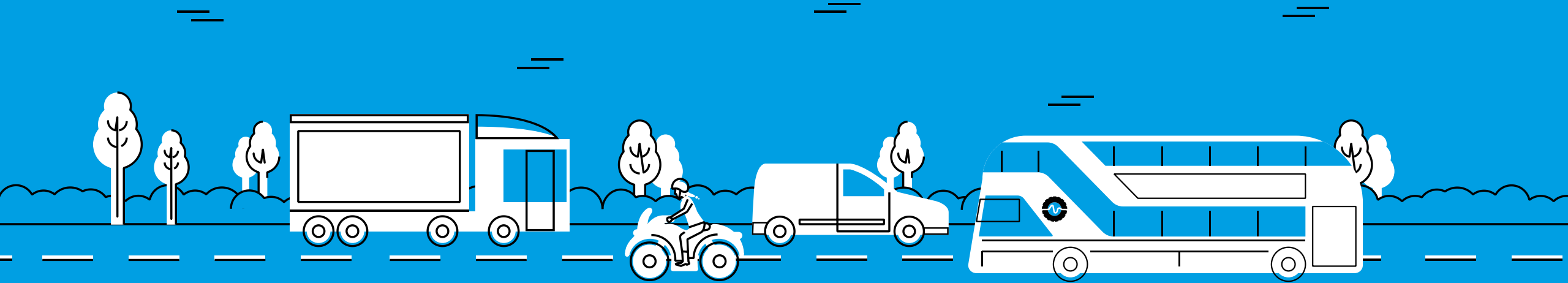
Fuel cards are completely free to purchase for FORS accredited operators, saving our community £12 annually per card.

**Claim now**

**Cost-saving products and services**

<https://www.figma.com/proto/wmlGGJMRRZPBda1X4kdWG3/FORS-Dashboard-Design---Lisa?page-id=0%3A1&type=design&node-id=573-47142&viewport=-873%2C2381%2C0.5&t=tcyvVCDIOMCY3aOA-1&scaling=min-zoom&starting-point-node-id=3%3A1424&show-prototype-sidebar=1&mode=design>

# Q&A





# Thank you

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