



CUMBRIA TRANSPORT GROUP

2022 ANNUAL CONFERENCE



Agenda

- 10:00: Neil Robinson (CTG Chairman)
- 10:10: DVSA Enforcement Delivery Manager – Steven Brougham
- 10:55: Marsh Commercial Transportation Industry
Practice Leader UK&I - Zoë Parkes
- 11:30: Networking & Coffee break
- 12:00: Former Senior Traffic Commissioner – Beverley Bell CBE
- 13:00: Close. Light lunch kindly sponsored by Marsh Commercial.



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Neil Robinson
CTG Chairman

**WELCOME TO
OUR ANNUAL
CONFERENCE**



Steven Brougham
Enforcement Delivery
Manager at DVSA



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Steven Brougham Enforcement Delivery Manager

Cumbria Transport Group Meeting
1st November 2022

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Top 10 Defects

Roadside Activities

Earned Recognition

Strategic Traffic Management Office

The Future

Recording of other work

Laden test vehicles

Questions

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Key Achievements

Key Performance Measure	Target	Outcome
Deliver our theory and driving test recovery plan <ul style="list-style-type: none">- Restart theory tests and practical tests- Revert to 7 car driving tests per day (per full time driving examiner schedule)	April 2021 Once COVID-19 restrictions are lifted	Achieved Achieved
Improving our theory test service <ul style="list-style-type: none">- Launch our new theory test booking service- New theory test service transitions to public service delivery at UK test centres	July 2021 September 2021	Achieved Achieved
Customer Satisfaction <ul style="list-style-type: none">- Car Practical test candidates satisfied with the service they receive from DVSA	>=70%	64% Not achieved*

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Key Achievements

Key Performance Measure	Target	Outcome
Authorised Testing Facilities satisfied with the service they receive from DVSA	$\geq 80\%$	93% Achieved
Operators satisfied with the service they receive from DVSA	$\geq 80\%$	80% Achieved
MOT garages satisfied with the service they receive from DVSA	$\geq 80\%$	87% Achieved

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Key Achievements

Key Performance Measure	Target	Outcome
Increase by at least 5% from prior year outturn the number of MOT cases where we act upon the most serious fraud, dishonesty and negligence	+5%	+5.3% Achieved
Detecting serious roadworthiness defects and traffic offences	28,000	29,113 Achieved

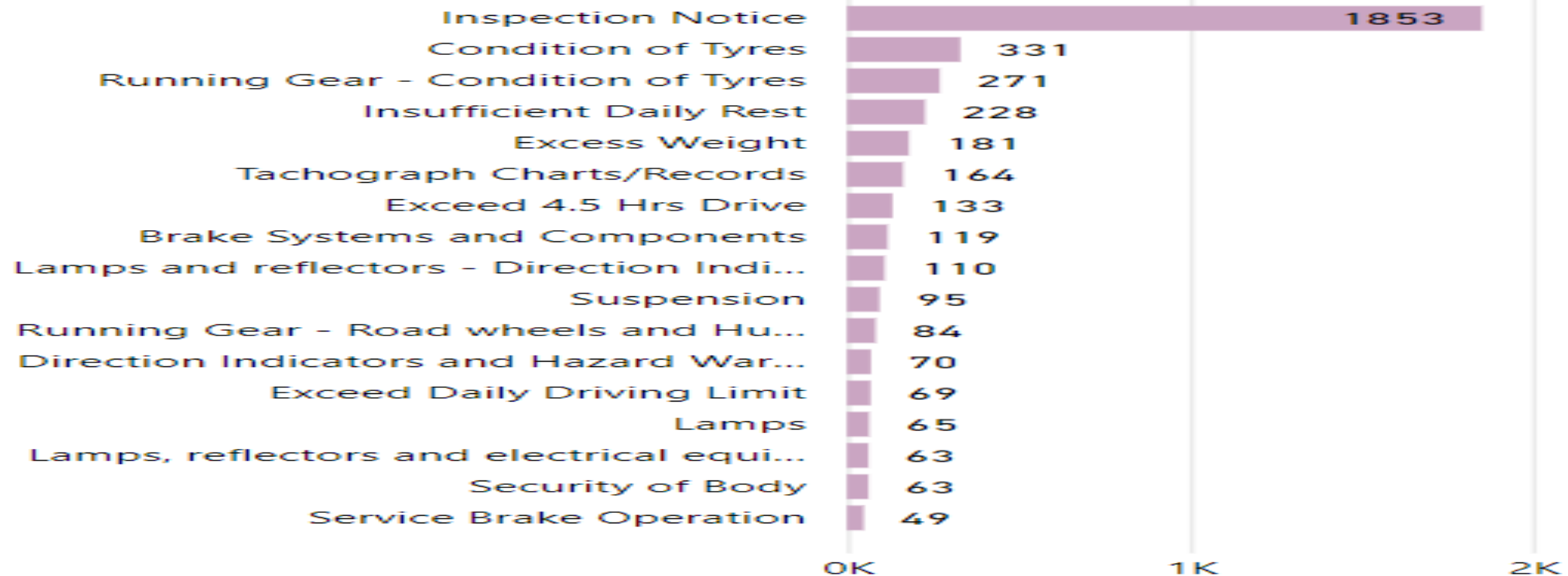
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Regional Defects & Offences 22/23

Top Defect & Offence Categories



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EARNED RECOGNITION





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DVSA ran a joint operation with the Environment Agency (Joint Unit for Waste Crime - JUWC) and Lancashire Police earlier this year (February). Targeting a serially non-compliant business with the aim of seizing their vehicles and disrupting their activities.

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Stopping these unsafe vehicles from travelling on Britain's roads was a priority



The vehicles were in such poor roadworthiness condition that we found 40 defects on 7 vehicles and issued immediate prohibitions. Our intention was to impound the vehicles using DVSA powers.



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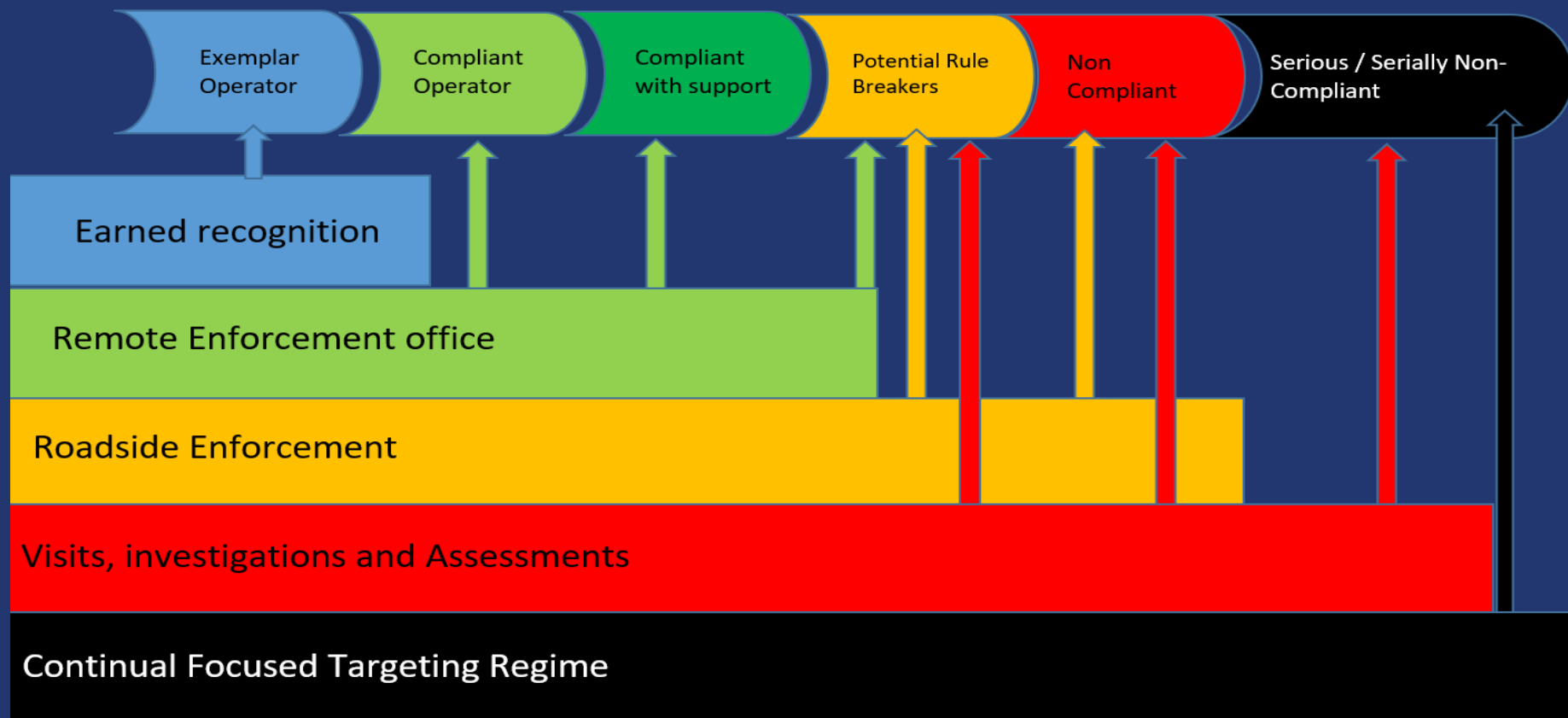
As this was part of a wider JUWC investigation, it was agreed that the vehicles would be crushed on the instruction of JUWC.



There's a much bigger story to this operator and how they've reached this point.

Actions like illegally dumping 50,000 tonnes of waste in an area of natural beauty, polluting the environment for the local community

DVSA Enforcement Focus



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Road Safety Matters



Making every journey

safer in your community

Earned Recognition is a unique scheme through which we regularly monitor operators, checking that they achieve and maintain the highest standards of compliance. Its logo identifies operators of lorry and bus fleets of all sizes, including school bus services and refuse collection trucks.

These socially conscious operators adopt policies that promote safety, positive environmental impacts and the wellbeing of their communities. They improve outcomes for cities and towns, and the people who live and work there.



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What are the benefits?

By joining the scheme you



prove you meet driver and vehicle standards



can win more work when you bid for contracts, such as construction or local authority tenders



get direct access to the DVSA Earned Recognition team



are less likely to be stopped at the roadside or have your premises visited



get extra data to help improve your operations



can use the Earned Recognition logo on your premises and in your publicity to show you're serious about road safety



can reduce your running costs



can attend exclusive events for Earned Recognition members

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Ian Scott, Director Stanley Travel

“During the COVID-19 pandemic issues arose which meant that potential contracts could have been impacted within my business.

Due to being an ER member I was able to contact the ER team who rectified the situation quickly, resulting in contracts being able to be fulfilled in a timely manner.”





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Play your part in road safety – Join Earned Recognition



Find out how to apply and get started at:

www.gov.uk/dvsa/earned-recognition

or get in touch via email:

dvsaer@dvsa.gov.uk

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Targeted Enforcement

Automatic Number Plate Recognition (ANPR) is the key solution for meeting DFT's requirement that DVSA provide targeted enforcement.

It also aligns to DVSA's Enforcement Target Operating Model by enabling our capability to target high risk operators at the roadside and from the desktop/record. This model included the creation of a 'Strategic Traffic Management Office'

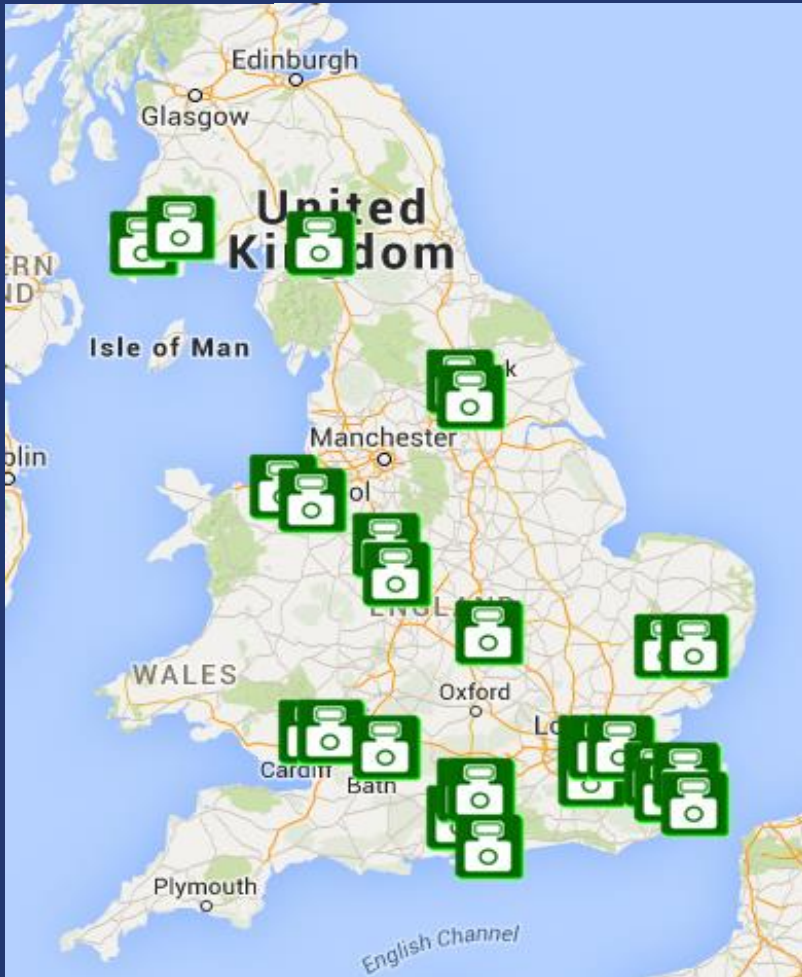


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DVSA's ANPR



ANPR Alert Grid - Google Chrome

Current Filter: M4 Tormarton WB All

Details My Alert Basket

Pause countdown: 09:35

M4 WB Tormarton Ln1

RED R/W

WMS Alerts OORS RR_OORS_MOB Std_Int_CA

Notes for - PN160HR

Red Roadworthiness

Green Traffic

6 Axle Artic 3+3 55 mph

OF1132794 20.41 m

RR10 TG03 4 C

PN160HR

VRM PN160HR

Read 10 Feb 21 14:44:11.000

DateTime

Location M4 Tormarton WB

Camera 201:114:1

Camera M4 WB Tormarton Ln1

Name

Confidence 94

Lat/Long 51.509602, -2.18035

Make SCANIA

Colour WHITE

Received 10 Feb 21 14:44:13.745

DateTime

Axle	Read	Max	Overweight
Axle 1	7,155 kg	8,500 kg	
Axle 2	3,090 kg	4,500 kg	
Axle 3	7,235 kg	11,500 kg	
Tractor	17,480 kg	21,450 kg	
Axle 4	6,610 kg		
Axle 5	6,675 kg		
Axle 6	6,350 kg		
Trailer	19,635 kg		

DVSA currently
Operate a small
estate of ANPR
and Weighing In
Motion sites.

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Weighing In Motion (WIMS)

Pause Countdown: 09:21



Time since read: + 00:17:00

WU64 BMZ

Correct VRM

WU64BMZ

VRM	WU64BMZ
Read Date/Time	06 May 20 14:43:18.880
Location	M4 Tormarton W/B
Camera	201:114:2
Camera Name	M4 WB Tormarton Ln2
Confidence	93
Lat/Long	51.509602, -2.18035
Make	SCANIA
Colour	WHITE
Received Date/Time	06 May 20 14:43:20.946

M4 WB Tormarton Ln2

GREEN R/W, GREEN TRAFFIC

WIMS Alerts

OCRS

Notes for - WU64BMZ

Green Roadworthiness

Green Traffic

Gross Vehicle Overweight

Axle Overweight

6 Axle Artic
3+3

OH0146353

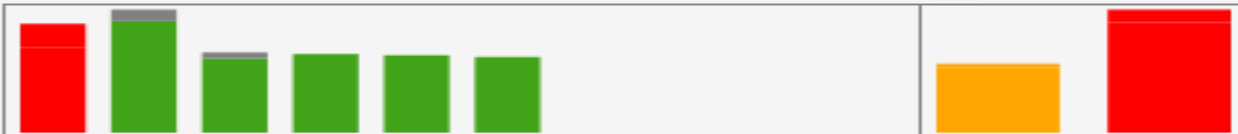
RG03

TG03

55 mph

19.95 m

29 C



Axle	Read	Max	Overweight
Axle 1	10,177 kg	8,000 kg	(21.39%)
Axle 2	10,410 kg	11,500 kg	
Axle 3	6,960 kg	7,500 kg	
Tractor	27,547 kg	26,000 kg	(5.62%)
Axle 4	7,347 kg		
Axle 5	7,242 kg		
Axle 6	7,082 kg		
Trailer	21,671 kg		
Gross	102,118 kg	114,000 kg	(10.6%)

National ANPR Service



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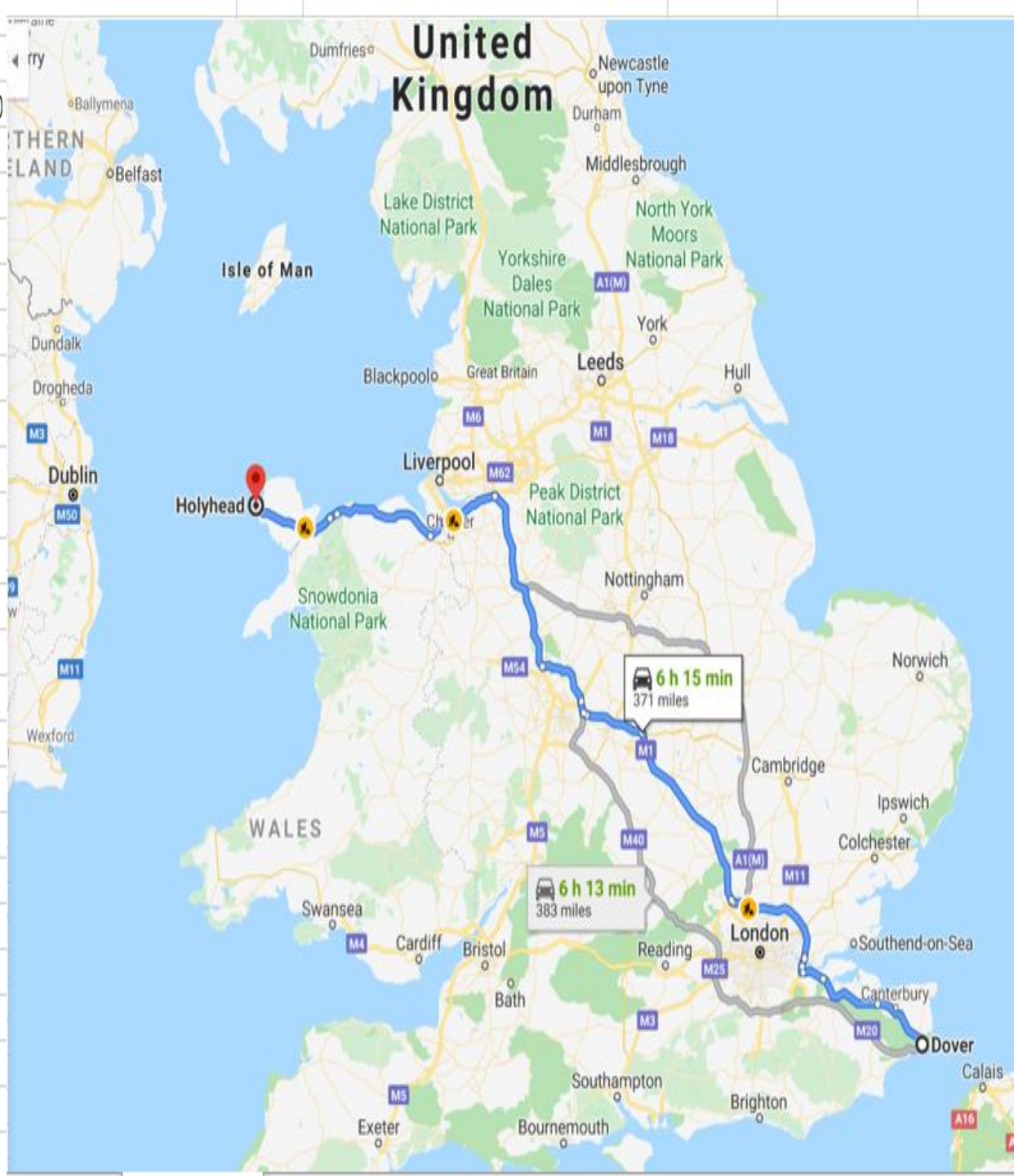


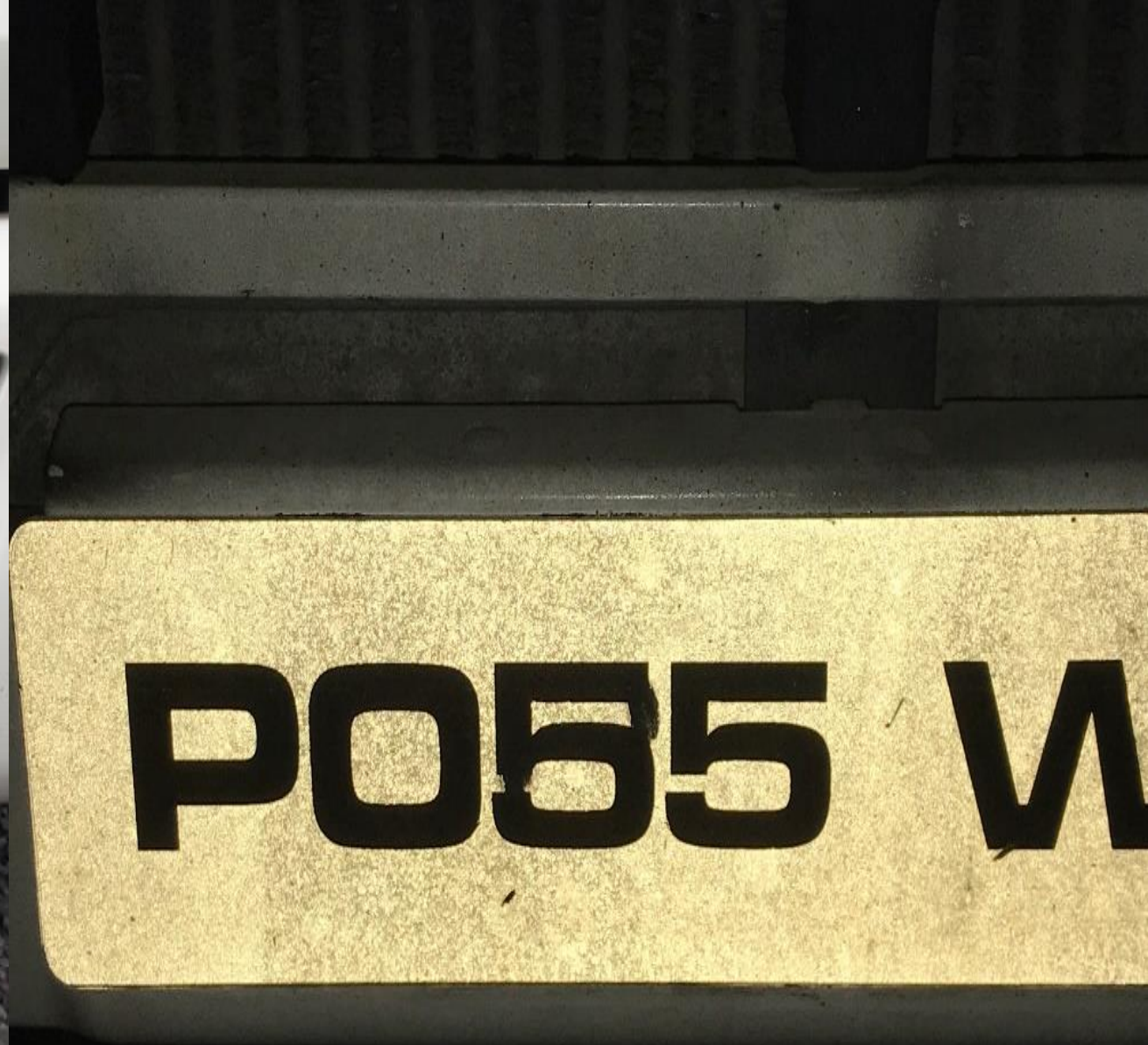
As an approved Law Enforcement Agency (LEA) DVSA joined the NAS project in 2019.

This gave us access to over 11,000 ANPR camera nationwide.

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IML3472	Official Sensitive									
Date/Time	VRM	SET/Mobile	Status	VOI List	Domain	MMC Plate				
06/07/2020 09:06:29 UTC+01:00	BV47CLP	[REDACTED] ks	Pending Alarm	201_DVSA_NONGB	Kent OA Cameras	VRM not in MMC List			8hrs 20	
06/07/2020 09:05:34 UTC+01:00	BV47CLP	46_1534 [REDACTED] V OB Rear	Pending Alarm	201_DVSA_NONGB	Kent OA Cameras	VRM not in MMC List				
06/07/2020 09:05:30 UTC+01:00	BV47CLP	46_1534 [REDACTED] ADV OB	Pending Alarm	201_DVSA_NONGB	Kent OA Cameras	VRM not in MMC List				
06/07/2020 08:36:49 UTC+01:00	BV47CLP	2_6229 [REDACTED] E	Pending Alarm	201_DVSA_NONGB	MPS OA Cameras	VRM not in MMC List				
06/07/2020 06:08:42 UTC+01:00	BV47CLP	735_1102 [REDACTED] on SEB	Pending Alarm	201_DVSA_NONGB	BCHPol OA Cameras	VRM not in MMC List				
06/07/2020 05:39:18 UTC+01:00	BV47CLP	Roth [REDACTED]	Pending Alarm	201_DVSA_NONGB	Northants OA Cameras	VRM not in MMC List		2hrs 14 to Dover		
06/07/2020 05:39:18 UTC+01:00	BV47CLP	Roth [REDACTED] d	Pending Alarm	201_DVSA_NONGB	Northants OA Cameras	VRM not in MMC List				
06/07/2020 05:25:24 UTC+01:00	BV47CLP	M [REDACTED]	Pending Alarm	201_DVSA_NONGB	Northants OA Cameras	VRM not in MMC List				
06/07/2020 05:25:24 UTC+01:00	BV47CLP	M [REDACTED]	Pending Alarm	201_DVSA_NONGB	Northants OA Cameras	VRM not in MMC List				
06/07/2020 05:02:58 UTC+01:00	BV47CLP	20_463 [REDACTED]	Pending Alarm	201_DVSA_NONGB	W Mids OA Cameras	VRM not in MMC List				
06/07/2020 04:21:51 UTC+01:00	BV47CLP	20_419 [REDACTED]	Pending Alarm	201_DVSA_NONGB	W Mids OA Cameras	VRM not in MMC List				
06/07/2020 04:15:43 UTC+01:00	BV47CLP	20_459 [REDACTED]	Pending Alarm	201_DVSA_NONGB	W Mids OA Cameras	VRM not in MMC List				
06/07/2020 03:40:25 UTC+01:00	BV47CLP	20_440 [REDACTED]	Pending Alarm	201_DVSA_NONGB	W Mids OA Cameras	VRM not in MMC List				
06/07/2020 03:01:33 UTC+01:00	BV47CLP	700_256 [REDACTED]	Pending Alarm	201_DVSA_NONGB	NWSR OA Cameras	VRM not in MMC List				
06/07/2020 02:52:42 UTC+01:00	BV47CLP	60_7_A [REDACTED] Eastbound	Pending Alarm	201_DVSA_NONGB	N Wales OA Cameras	VRM not in MMC List				
06/07/2020 02:44:03 UTC+01:00	BV47CLP	60_726 [REDACTED] d	Pending Alarm	201_DVSA_NONGB	N Wales OA Cameras	VRM not in MMC List				
06/07/2020 02:34:17 UTC+01:00	BV47CLP	60_727 [REDACTED] d	Pending Alarm	201_DVSA_NONGB	N Wales OA Cameras	VRM not in MMC List				
06/07/2020 02:24:33 UTC+01:00	BV47CLP	60_728 [REDACTED] bound	Pending Alarm	201_DVSA_NONGB	N Wales OA Cameras	VRM not in MMC List				
06/07/2020 02:19:53 UTC+01:00	BV47CLP	60_729 [REDACTED] Eastbound	Pending Alarm	201_DVSA_NONGB	N Wales OA Cameras	VRM not in MMC List				
06/07/2020 02:09:09 UTC+01:00	BV47CLP	60_730 [REDACTED] Eastbound	Pending Alarm	201_DVSA_NONGB	N Wales OA Cameras	VRM not in MMC List				
06/07/2020 01:52:56 UTC+01:00	BV47CLP	60_731 [REDACTED]	Pending Alarm	201_DVSA_NONGB	N Wales OA Cameras	VRM not in MMC List				
06/07/2020 01:47:23 UTC+01:00	BV47CLP	60_749 [REDACTED] Eastbound	Pending Alarm	201_DVSA_NONGB	N Wales OA Cameras	VRM not in MMC List				
06/07/2020 00:46:38 UTC+01:00	BV47CLP	60_809 [REDACTED]	Pending Alarm	201_DVSA_NONGB	N Wales OA Cameras	VRM not in MMC List				
06/07/2020 00:42:12 UTC+01:00	BV47CLP	60_803 [REDACTED]	Pending Alarm	201_DVSA_NONGB	N Wales OA Cameras	VRM not in MMC List				





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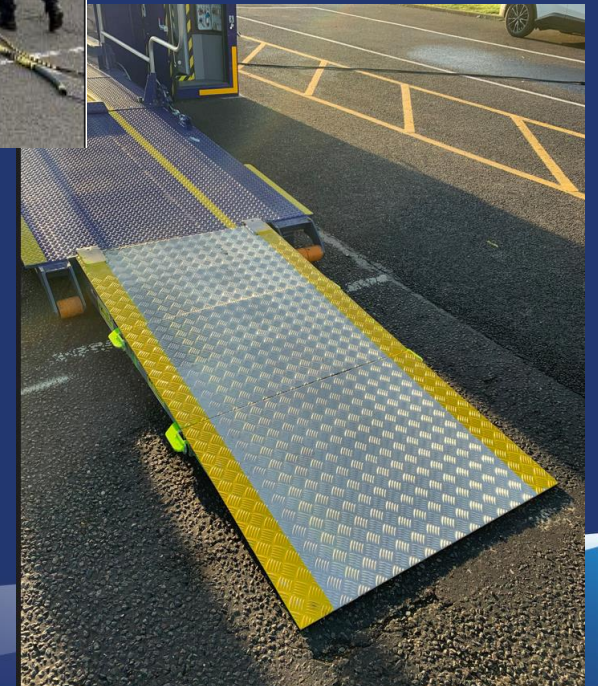
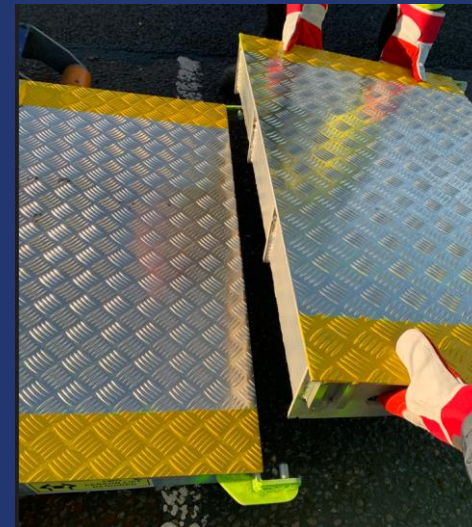
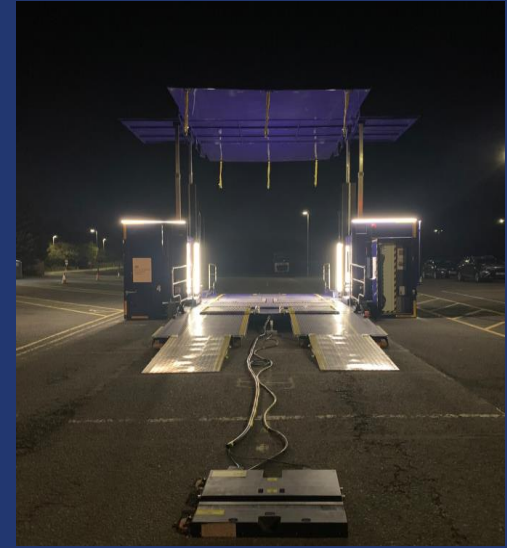
MIU- Mobile Inspection Unit

The MIU has recently had the necessary ramp extensions which are simply slotted in to place and provide a softer slope for ease when inspecting HGVs.

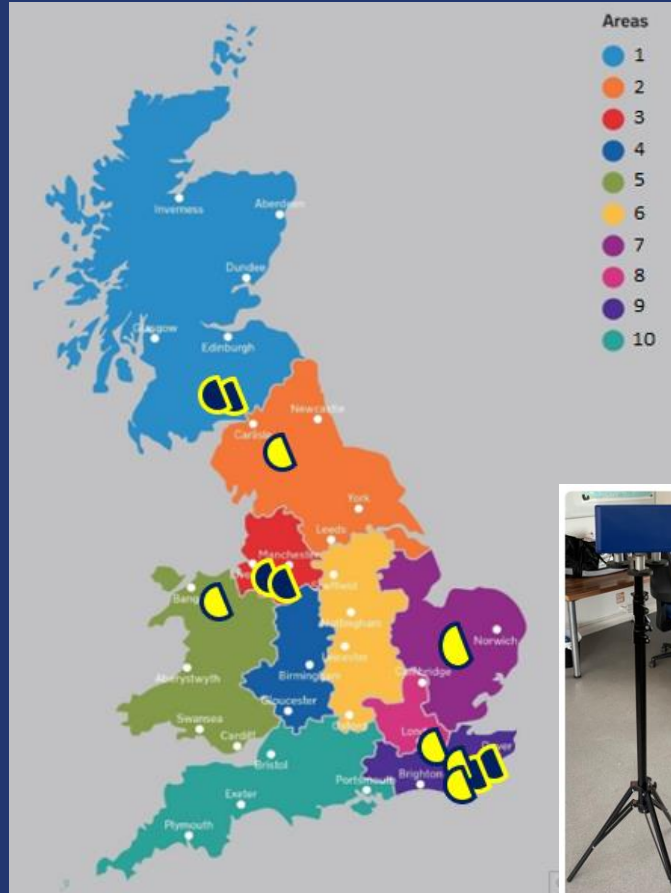
Final snags and H&S/TUS requirements are being completed with a view to be putting the first official encounters through the MIU in the coming weeks.

The unit has been tested at night and is well lit to allow use on late and night checks

Further refresher familiarisation sessions will be given to examiners due to use the MIU prior to it being in situ in their Area.



RTSE- Remote Tachograph Sensing Equipment



Results have not yielded multiple prohibitions but the potential when the software is updated to detect current drivers hours offences is apparent.

Just over half way through the trials, we will be moving the licences and equipment to other examiners and Areas to allow a broader end user experience.

This will give a valuable taste of what this new technology will yield in the future.

A big thank you to the examiners and ESOs who have been helping us with the feedback and using.

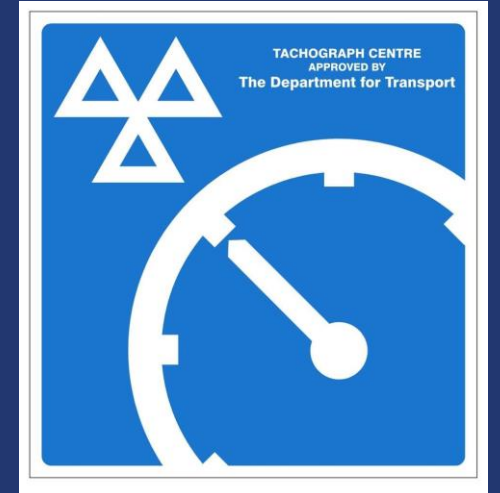
We are also exploring the potential for links to ANPR and gantry mounted antennas if the future.

New opportunities...

- Broadening our reach
- Tackling the root causes
- Mystery Shopper opportunities



Making every journey safer





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Recording of other work Article 6(5)

Mobility package EU 2020/1054 introduced August 2020
Included changes to the requirement for the keeping of records under Article 6(5)

The regulations state that drivers must produce full records (current day and the previous 28 days). As well as recording time spent driving an in-scope vehicle on a driver card/record sheet, a driver must also record any POAs, other work, breaks and rest by either manually recording them on a record sheet/printout or by adding a manual entry on to their driver card.

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Laden Test Vehicles

It's crucial to test the brake test performance of heavy vehicles and trailers during the annual test.

Most vehicles and trailers presented for their annual test must be loaded to at least 65% of their design axle weights with cargo (though this doesn't have to be the cargo you usually carry).

This is to enable the brake test to be carried out efficiently and obtain a meaningful assessment of the overall brake efficiency.

In our latest blog post, Vehicle Testing and Roadworthiness Policy Specialist Richard Clements, explains what is involved and why vehicles and trailers should be presented for test laden.

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Moving On

Bring your heavy goods vehicle to annual test (MOT) appropriately laden

[Richard Clements](#), 22 September 2022 - [Vehicle testing](#)



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Thank you
for
listening 😊



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 **Marsh
Commercial**

Zoe Parkes ACII
Transportation Industry
Practice Leader UK&I for
Marsh Commercial

Fleet Risk, Trends & Challenges

Cumbria Transport Group

1 November 2022
CTG Annual Conference

Zoë Parkes
Transportation Industry Practice Leader



Industry Economic Contribution



**Contributes
£139 billion of
value to UK
economy**



**226,220
logistics
enterprises in
the UK**



**77% of UK domestic
freight moved by road**

Marsh Commercial offers the best of both: local service teams, with the capabilities and industry-expertise of the World's largest broker.

We work with 8 of the **top 10 logistics** companies in the **UK**



We work with **40%** of **UK's top 50 commercial fleet** operators



£130 million in **motor premium** placed annually by the London team.



Current Logistics & Haulage Sector Trends





Driver Shortage

Risk Environment

- Brexit & Covid-19 led to a shortage of drivers
- Attracting new talent in a competitive industry with tight profit margins
- Insurability concerns of recruiting; Young drivers, inexperienced drivers & rehabilitated ex-offenders
- Driver training – a differential approach
 - New methods for young, inexperienced market entrants
 - Refreshing training for mature workforce, especially with 'net zero' vehicles e.g., EVs / hydrogen
 - Continued oversight of Highway Code compliance



Insurer View – Young, Inexperienced Drivers

*...should a **younger driver** be required to drive and meets the criteria as set by the employer (and licencing requirements), then our **policy** would respond as typically **we do not impose driving restrictions based on age** – other than for high performance/high value vehicles.*

*For drivers with **previous convictions**... it would depend on the **severity** of convictions, **claims** history, **age** of driver, **size** of risk, **cover** etc. We may impose additional **terms** (additional premium, reduced cover, increased excess)...*

*We would expect our customers to **mitigate the risk internally** and not allow an employee with a poor history to have access to a company vehicle.*

- Zurich Commercial



Driver Shortage

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Insurance Considerations

- Risk assessment and Training key
- Increased policy excess may apply
- % of drivers in this category may be a consideration
- Claims are a key factor



Risk Development

- Risk evaluation and control
- Claims reduction



Marsh Support

- Driving at Work Self-Assessment
- Marsh Learning Companion | EdApp
- Driver Benefits and Incentives



‘Driving at Work’ Self Assessment

- Questionnaire covers policy, driver recruitment, collision management, education, awareness & performance measurement.
- We review the output with you and look at priorities to improve driving at work activities.

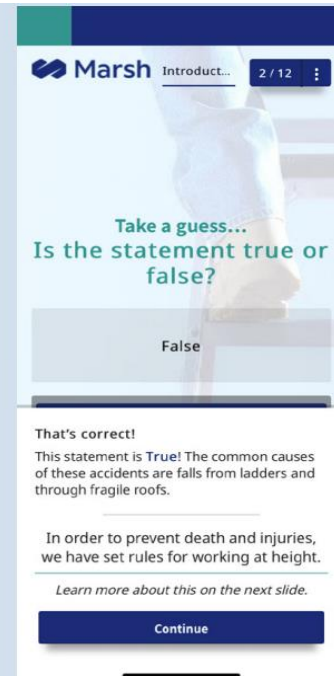
Process





Marsh Learning Companion

- Mobile-first, on-the-go micro training
- Continuous learning culture
- Understanding and monitoring of workforce knowledge
- Analytics support us tailor your risk management & insurance strategy



Claims

Risk Environment

- First Notification of Loss kickstarts your claims-handling process
 - Delayed or inaccurate FNOL reporting could lead to increased cost of claim or increased renewal premium
 - Fleet manager worries of drivers communicating directly with the insurer
 - Using technology to streamline the process
- Ineffective monitoring of telematics data leading to claims disputes
- Increasing claims costs per vehicle (CCPVs) lead to higher premiums



Insurance Considerations

- 'Pound' swapping with Insurers leads to higher premiums.
- Programme should be tailored to individual needs e.g. excess / cover.
- Increased claims cost following delayed reporting.



Risk Development

- Regular review of telematics analytics
- Types of vehicles & repair costs
- Total cost of risk assessment
- Claims analysis – causation / cost



Marsh Support

- Fleet Safety Academy
- Accident Management | sopp+sopp
- Marsh Driving Companion | Flare



Fleet Safety Academy

- A 'done for you' 7-step management programme that enables collision prevention and claims costs reduction.
- Applicable to all types of vehicle in any size of fleet.
- New content added every month with an email to all members advising them of the new material.

Testimonials

"8 out of 10 businesses that implement the templates and policies provided, saw a reduction in their fleet claims costs."

"Using the policies and procedures from The Fleet Safety Academy helped us pass our FORS Silver audit."

"The 7-step programme is simple to follow and I would recommend The Academy to anyone needing to improve their fleet operations."



Accident Management | sopp+sopp

- Access to one of the UK's largest commercial vehicle repair networks
 - Plus extensive partnerships with HGV manufacturers
- Support for end-life vehicles to drive down total ownership costs
- **Reduced** post-incident vehicle downtime, repair costs & operational delays
- Streamlined incident reporting (mandatory telephone reporting)

Continued Mobility with...

Roadside Recovery

ETA within 15 minutes; GPS location identifier; onward travel for drivers

Replacement Hire

Access to 40 hire specialist platforms; courtesy cars; repairs

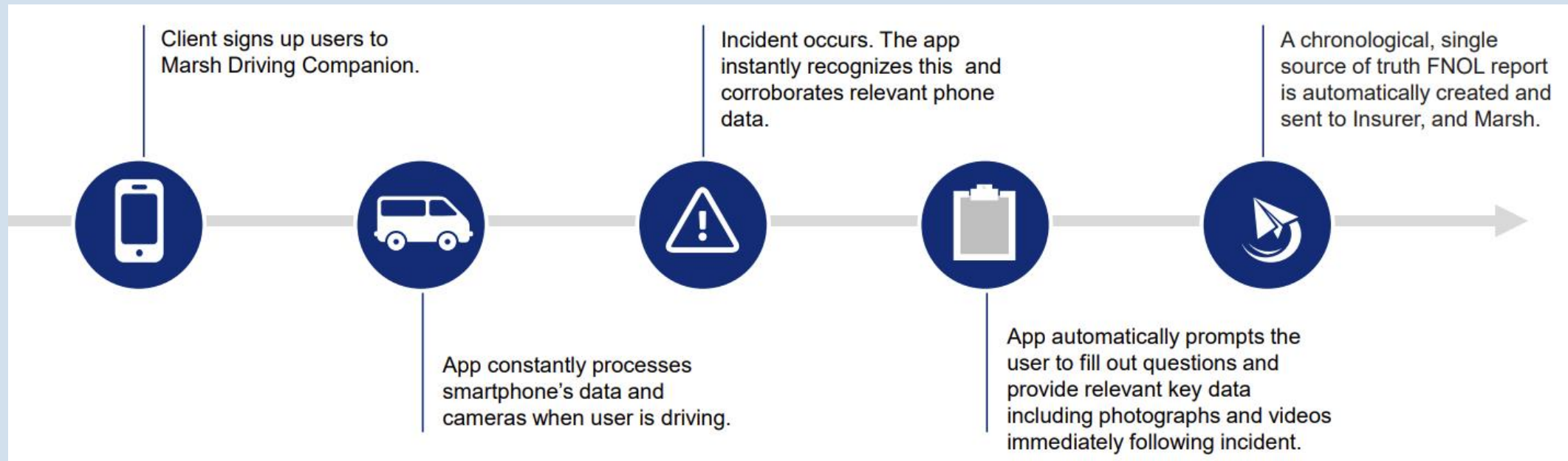
Non-Fault Hire

Automated deployment; real-time FNOL liability assessment

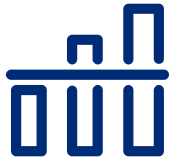


Marsh Driving Companion | Flare

- Automatic incident detection app for First Notification of Loss, Incident Prevention and Claims Defensibility
- Incidents e.g., collisions detected with 99.9% accuracy
- Prompts users to provide information, witnesses & photographic evidence
- App telematics can 'flag' high-risk driving behaviours



Advisory Offering



Advisory

- Motor Loss Modelling
- Cyber Risk Consulting
- Enterprise Risk Management Consulting
- Business Interruption Review
- Climate & Sustainability Consulting
- Claims Defensibility Review
- Workforce Strategies Consulting



Case Study

Problem

A motor client wanted a review of their **risk management framework** and recommendations to optimise approach.

Solution

We worked to understand the client's **strategic objectives** and recommended where their approach was misaligned. We developed a revised **risk scoring scale** and created **risk monitoring dashboards**, to improve risk **analysis**.

Result

Client could distinguish between corporate / departmental risks and **identify risks** with greatest potential **impact**; allowing them to focus critical **management** requirements.



Case Study

Problem

A specialist distributor wanted a claims and risk management review **to reduce overall Motor claims costs**.

Solution

We reviewed claims files, hosted meetings with client leadership, and evaluated existing driving at work risk management documentation. We presented our **recommendations** under a priority system and provided an assessment vs. best practice.

Result

Client's Company Secretary testified that *"Accident numbers, together with our average cost per claim, are now the lowest they have been in recent years, delivering **substantial savings** to our business"*.

Q & A





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Time for a brew & a crack...



Go to www.menti.com and use the code **6400 1442**

We'd love your feedback to ensure that Cumbria Transport Group is offering the best level of support to its members

Please take 2-3 minutes to complete our survey!

Go to www.menti.com and use the code **6400 1442**





Beverley Bell
Former Senior Traffic
Commissioner



A View from the Balcony

Beverley Bell CBE

BEVERLEY BELL

— CONSULTING —

BEVERLEY BELL

— TRAINING —

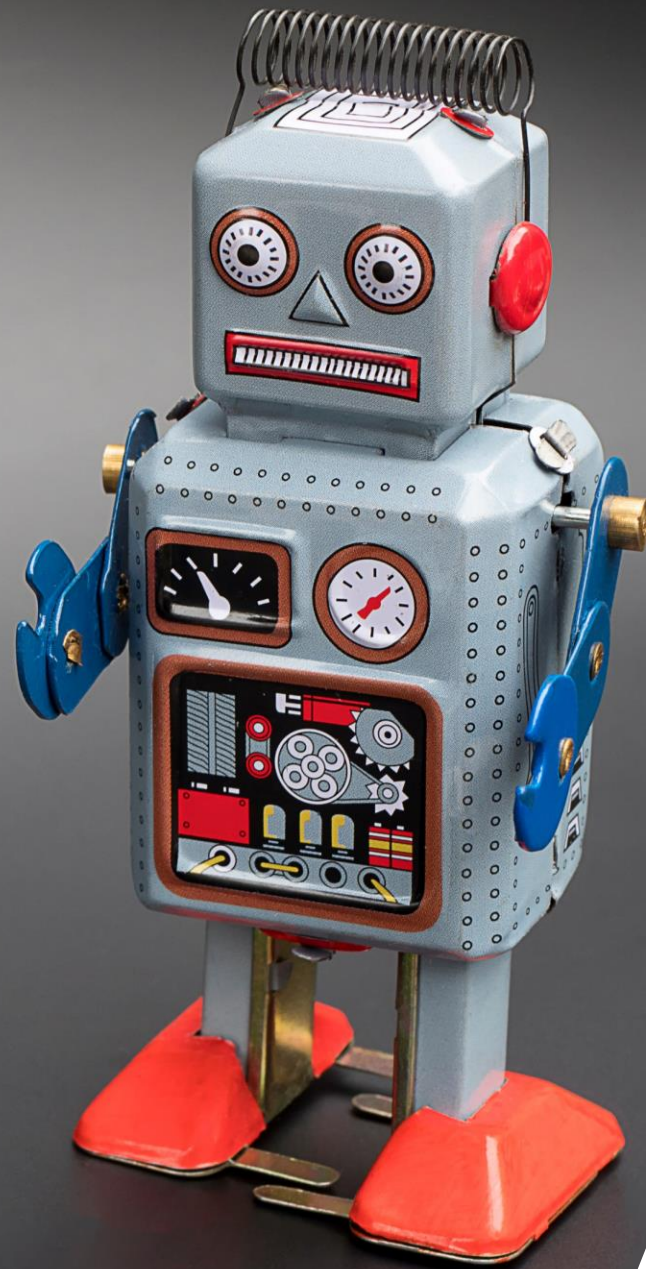














Discussion

Light lunch kindly
sponsored by



Go to www.menti.com and use the code **6400 1442**

We'd love your feedback to ensure that Cumbria Transport Group is offering the best level of support to its members

Please take 2-3 minutes to complete our survey!

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