

SAFE ROADS AHEAD

Building a skilled workforce for the
future of fleet operations

ISLINGTON COUNCIL CASE STUDY

Chris Demetriou

Assistant Director, Corporate Fleet, Transport & Accessible Community
Transport
London Borough of Islington

Director, Association of Fleet Professionals



ISLINGTON CONTEXT

2 A complex operation, one common safety standard

550+ vehicles supporting services across one of London’s most densely populated boroughs.



215,000+
Residents

A vibrant and diverse inner London borough



550+
Vehicles

A diverse fleet supporting critical local services



24/7
Operations

Keeping Islington moving safely every day



One standard
Safety first

A common safety standard across all services and vehicles



ISLINGTON
For a more equal future



King's Cross
(Borough Connection)



Finsbury Park



Emirates Stadium



Upper Street



Cottage Road
Waste & Recycling
Centre



Sadler's Wells



Angel



City Road
Basin



Waste &
Recycling



Street
Cleansing



SEND
Transport



Accessible
Community
Transport



Highways



Fleet &
Workshop

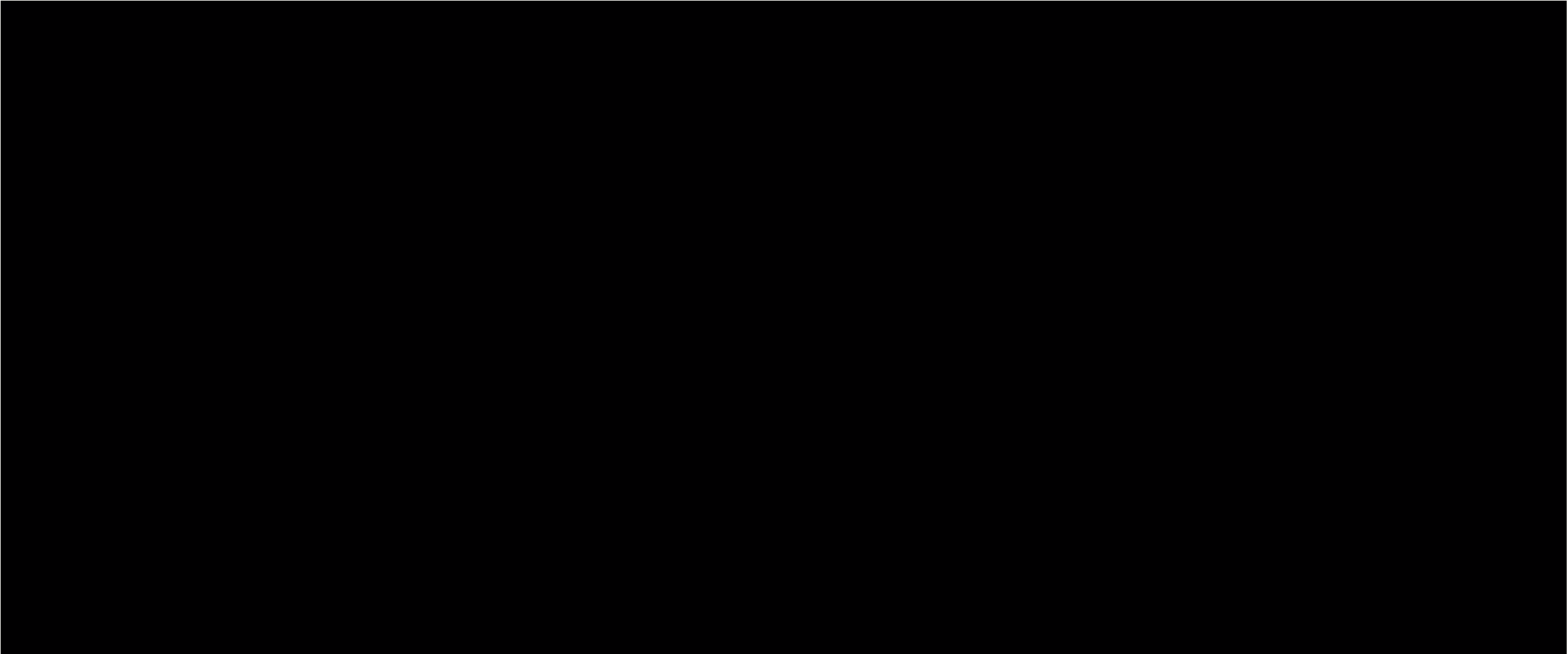


One Borough. One Fleet. One Safety Standard.

Safe Roads Ahead: Building a skilled workforce for the future of fleet operations.

ISLINGTON CONTEXT

Addressing Incidents Through Action



Driver training & compliance

Stronger policy, safer driving and auditable fleet controls

1 Driver policy

Council-wide standards covering pre-use checks, incidents, alcohol and drugs, licences, declarations, penalties and vehicle compliance.

2 CPC & fleet courses

In-house CPC for professional and non-professional drivers, plus PATS, MIDAS, safeguarding and Van/LCV training.

3 Driving licence checks

Davis provides secure, auditable checks with near real-time licence information.

4 Driver compliance

Logistics Vision monitors hours, tachograph data and training to support legal and operational compliance.

5 Digital pre-use checks

R2C records daily vehicle safety checks across the fleet.

6 Telematics

Trials use real-time driving data to support safer behaviour and targeted coaching.

7 RCV bin-fire detection

Lixo AI camera trials identify loose lithium-ion items and alert drivers and the back office before compaction.

8 RCV auto-lift upgrade

Dennis Eagle software, sensors and relocated stop controls improve safety; two RCVs also trial person-detection cameras.

Driver training that keeps you moving

Stay compliant. Improve safety. Build driver confidence.

Our professional transport training helps drivers and operators meet compliance requirements while improving safety and performance on the road.



Driver CPC Courses

Designed for LGV and PCV drivers, covering essential topics including:

- Drivers' Hours & Tachographs
- Tachographs – In Depth
- Driver Legal Requirements
- Vehicle Legal Requirements
- Load Safety
- Vulnerable Road Users
- Eco & Safe Driving
- Drivers' Mental Health
- Working with Others
- First at Scene
- First Aid
- And much more...

Book your place today!

Email fleet@islington.gov.uk to discuss your training needs or reserve your place on an upcoming course.



THE CASE FOR CHANGE

Move from reacting to incidents to preventing them (Driver Training)

Incidents are often the visible outcome of capability, consistency, systems and culture.

1 Evidence

Review incidents, near misses, defects, footage and telematics data.

2 Intervention

Target coaching, refresher training, driver reassessment (internal and external) and vehicle familiarisation.

3 Reinforcement

Use/train managers across services/departments, toolbox talks, robust council policies and reporting expectations.

4 Learning

Share lessons between drivers, fleet, workshop, services and other organisations.

Evidence into action. Action into habit. Habit into culture.

FLEET AND WORKSHOP

The workshop is an important part of the safety system

Every inspection, defect and hand-back conversation is an opportunity to prevent future risk.

**INSPECT**

In house technicians Identify safety-critical defects and roadworthiness issues.

EXPLAIN

Clearly explain the defect and confirm when the vehicle is safe to use again.

FEEDBACK

Turn recurring defects or misuse into targeted learning or training.

DIGITISE

Improve scheduling, visibility and records through systems and data.

Safe vehicle + skilled colleague + clear information

WORKFORCE RESILIENCE

Grow our own technical capability

HGV technicians in particular are hard to recruit, so workforce planning must combine attraction, progression and retention.

HARD-TO-RECRUIT ROLES

HGV/Master technicians

Build capability internally through structured development and progression.

1 ENTRY / TRAINEE

Career grade planning approach. Core workshop skills and aptitude. Low entry qualification + apprenticeships

2 DEVELOPING

Workplace learning/ mentoring and IMI development.

3 HGV TECHNICIAN

Heavy-vehicle competence and responsibility. OEM supplier training.

4 MASTER TECHNICIAN

Diagnostics, EV systems, mentoring and leadership.

IMI courses • Remit Training example • workplace mentoring

PROFESSIONAL DEVELOPMENT

AFP Fleet Academy: learning at every career stage

AFP Fleet Academy

Course Types

Fleet Vehicle Management Pathway courses

Flexible learning pathway to develop fleet knowledge and skills at any point in your career.



Introductory – A self-paced online course for those new to fleet.

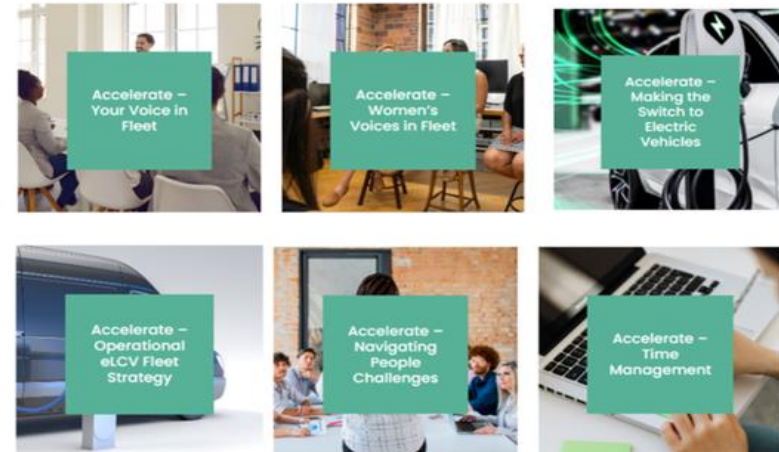
Foundation – A 2-day face-to-face course designed to build practical, day-to-day fleet operations skills.

Strategic – A 6-day (3x2 days) IMI-accredited course for fleet managers. Strategic knowledge and competencies.

Advanced – An 8-day (4x2 days) IMI-accredited course for senior professionals focused on leading and optimising complex fleet operations.

Accelerate Courses

Flexible learning pathway to develop fleet knowledge and skills at any point in your career.



Find out more at:
<https://www.theafp.co.uk/education-training/>

FIVE LESSONS

- 1 Set one clear standard for all
- 2 Make compliance visible
- 3 Train for the real and ever increasing risks
- 4 Connect people, vehicles and technology
- 5 Develop the workforce for tomorrow

**SAFE ROADS START WITH
SKILLED, ENGAGED PEOPLE.**

Thank you | Questions

