



Elite Fleet Performance for Property Management Fleets

How to boost driver
safety, sustainability and
cost efficiency with a
smart new approach



Organisations in facilities management (FM), housing and building services currently face a tough combination of circumstances.

Amid continually increasing job demands, the workforce has to combat the rising costs of fuel, insurance and other operational necessities, while ensuring customer satisfaction remains high, and health and safety requirements are met.

And they have to achieve all this while working towards more environmentally-friendly, sustainable operations as well. Vehicle fleets may not always be treated as a main priority in these industries, but fleet performance has a major impact on all of these issues.

Striving for improved long-term driving practices will play a major part in overcoming them.



By making lasting changes to driving practices and achieving true Elite Fleet Performance, FM and housing organisations can:



Raise standards of safety for the workforce, and protect their reputation



Control the costs of fuel, insurance and vehicle maintenance



Slash CO₂ emissions and improve sustainability credentials



Create new operational efficiencies at all levels

Before we come to a smart new approach to overcome these challenges, let's look at how they are affecting vehicle fleets in the sector.

Challenges facing FM and housing fleets



High pressure on companies and drivers

In FM and housing, vehicles aren't driven by professional drivers, but by tradespeople and experts in their respective fields. And yet, these drivers face similarly immense pressure to get more done while improving their performance out on the road.

Stringent service level agreements often require jobs to be completed within tight timeframes, and contractors can face penalties from customers in the event of any perceived failure.

The knock-on effect of these factors is that vehicle wear and tear, fuel consumption, and safety risks concerning drivers, customers and materials all become growing points of concern.



Safety, insurance and public reputation

While health and safety is a major consideration on site, the safety of workers travelling from job to job is somewhat of a blind spot. But accidents, as well as putting staff and the public at risk, have a huge influence on both insurance premiums (which have risen by [37.4%](#) since 2014) and the cost of claims.

Plus, reactive and scheduled maintenance work often involves the use of expensive materials—so any incidents that occur out on the road come with an added risk of costly losses.

As well as reputational damage for the companies responsible, these incidents can also lead to legal ramifications such as accident and injury lawsuits—a major drain on resources.

High and rising fleet costs

With contractors, tradespeople and engineers driving up and down the country to complete different maintenance jobs, facilities management and housing fleets can clock very high annual mileages.

This means fuel consumption and vehicle wear and tear are persistent (and costly) problems, as are the expenses incurred from incidents claims and insurance premiums.

The pressure on workers to quickly get from A to B can lead to fuel-inefficient driving behaviours such as high acceleration or harsh cornering, which only make these issues worse.

With the perfect storm of tightening purse strings and fuel prices rising at the pump, fleet costs are a difficult challenge to address, and those responsible for them must find new efficiencies to tackle them.

The drive for sustainability

Often, customers of facilities management and housing organisations have an important public profile—whether they are a consumer brand, or an arm of local government.

With environmental policies being especially important to those in the public eye, suppliers are under pressure to follow suit and show a similar commitment to sustainable practices that minimise their impact on the environment.

While electric vehicles (EVs) are a regular point of discussion, actual adoption of EVs is still a relatively distant prospect for many companies. FM and housing fleets need to do what they can now to reduce vehicle emissions and their carbon footprint.

Current solutions and their shortcomings

Across all fleet-driven industries, there are a number of solutions to support those at the wheel—from black box telematics systems to online coaching programmes and dash cams.

All of these solutions are intended to provide feedback on driving performance and thus help control fleet costs, reduce vehicle emissions, and minimise the safety risks associated with driving between jobs.

Unfortunately, many of these solutions are flawed and ineffective, while a number of hurdles specific to the FM and housing sectors also make effective driver coaching difficult.

Limited solutions

➤ Inaccurate technology

Many telematics systems are built on flawed principles that misrepresent the actions of drivers.

For example, they often fail to account for factors that can warrant 'aggressive' driving, such as the need to use high revs when joining a slip road, or driving up a steep incline.

This means otherwise good drivers can be penalised for justifiable actions, and that the system fails to address the root causes of poor fleet performance.

➤ **Labour-intensive processes**

Many telematics systems lack automation, and require a more involved process of collating and analysing driver data, before arranging one-to-one meetings with workers to address issues with performance.

The internal demands of these processes often lead to them being carried out ineffectively, or rejected altogether.

➤ **Fragmented reporting**

Because vehicle data has to be collated and reviewed first, most fleet training solutions work retrospectively, meaning attempts to train drivers and improve their behaviours are made long after the events in question have occurred.

This makes for a disjointed and largely unproductive training process, which can breed resentment between workers and senior management.

FM and housing challenges

➤ Use of telematics and driving data

While telematics systems are used by both facilities management fleets and housing fleets, this is often to allocate work or direct engineers to their location, rather than to monitor driving performance. Some organisations may issue a monthly or quarterly speed report to their workforce, but this is rare.

In most cases, the level of data collation and analysis required by most mainstream telematics systems is simply not workable for time-poor members of senior management.

➤ Limited resources

In a world where getting the job done is top priority, nothing that disrupts the task at hand is a popular choice. Managers and directors are far too busy to manage driver data or have one-to-one reviews with workers on their driving practices, and the operational downtime required to train workers would wreak havoc with job schedules and productivity.

Plus, driver training courses tend to come with a steep upfront cost, which is compounded by the downtime needed to complete them.



➤ **The challenges of a contingent workforce**

With so many jobs being completed by temporary or contract workers, it can be very difficult to hold them to account for poor or inefficient driving.

And in many cases, training courses or retrospective attempts to correct these practices simply aren't a worthwhile use of time.

Without a proactive solution that can be applied to all workers and vehicles, and that can tackle bad habits as they happen, the impact of poor fleet performance will continue to accumulate and to go on unaddressed.



A smarter approach is here: **Elite Fleet Performance**

By striving for Elite Fleet Performance, organisations within the FM and housing sectors can address many of the difficulties they face.

Elite Fleet Performance is a permanent improvement in driving style that helps to lower insurance costs and improve the safety of those at wheel, all while reducing fuel expenditure, carbon emissions, and vehicle wear and tear over time.

These are the five key elements to Elite Fleet Performance:

- 1 **Elite Technology**
- 2 **Elite Coaching**
- 3 **Elite Engagement**
- 4 **Elite Management**
- 5 **Elite Results**

1. Elite Technology

Teams across FM and housing need driving technology that is accurate, accessible and easy to use.

The Lightfoot system interprets driving data using a smart in-cab unit. It continuously measures the engine, and coaches drivers to perform better while they're at the wheel using real-time commands.

This helps users to drive in a way that is smoother, safer, more fuel, and more environmentally friendly, and it also removes the need to compile and analyse reams of vehicle data.

Plus, it accounts for factors such as vehicle size, load and road conditions, which means drivers won't get falsely flagged for aggressive driving.

Lightfoot's speeding alert features also work to alert drivers when necessary to check their speed, adapting dynamically to changes in road speed limits.





For Electric Vehicles

[Lightfoot also works with electric vehicles.](#) Live in-cab feedback encourages the optimal driving style for charge efficiency, prolonging battery life and minimising recharging bills.

The device also monitors battery degradation in EVs, alerts drivers when the battery falls below 20%, and manages route planning to include nearby charging points.



2. Elite Coaching

Having a largely contingent workforce can make it difficult to address issues with fleet performance, allowing the repercussions of poor driving to accumulate, with little chance to address them.

To permanently curb poor performance across regularly changing drivers, vehicle fleets need a proactive solution that gets results fast.

Lightfoot does just this with its smart real-time commands. Light and audio cues help drivers to stay in the 'sweet spot'; ensuring they drive in a way that is as safe, fuel-efficient and environmentally sustainable as possible.

Essentially, it allows your workforce to manage their own performance, so you don't have to.

This is far more effective than traditional telematics systems, as it prevents damage from being done, rather than attempting to correct it retrospectively.



3. Elite Engagement

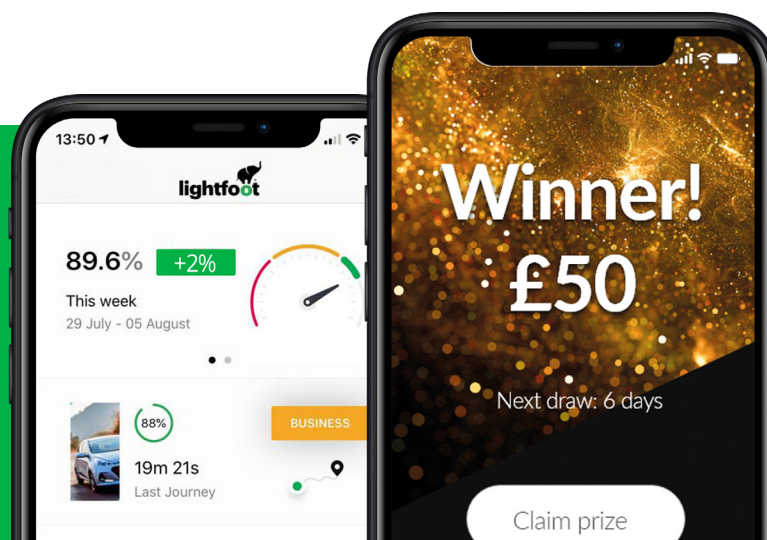
Sometimes new measures can be met with internal scepticism or resistance, particularly in sectors with a strong union presence, or where additional time or budget is scarce.

As the only driver coaching system on the market that actively rewards and incentivises better performance, Lightfoot works to positively engage your workforce.

Users of the Lightfoot app can enter a Drivers' Lottery by achieving a weekly score of +85%, where they can win cash prizes of up to £200.

That might be why 56% of drivers use Lightfoot's app every week, compared to less than 5% for other telematics apps.

By injecting some healthy competition into the mix, Lightfoot makes elite driving performance the more enjoyable option for everyone at the wheel—no matter what the job, or how long the contract.





4. Elite Management

With minimal resources available for driver training, FM and housing fleets need a more 'hands-off' approach to managing driving practices.

By removing the need to track, collate and analyse driving data, Lightfoot can unlock all of the benefits of Elite Fleet Performance, without the need for additional lengthy processes.

The smart in-cab unit works to support and coach drivers in the moment, eliminating the need for unwieldy processes of producing vehicle data reports, escalating them to senior staff, and arranging one-to-one performance reviews.

Lightfoot allows senior management to maximise operational efficiency at all levels, reducing fleet costs, enhancing sustainability, and improving safety provisions, without requiring downtime from workers, managers or directors.

This not only makes driver training easier, cheaper, more efficient and more accessible, but it means teams across facilities, housing and building services can enhance fleet performance without having to compromise their busy schedules, ensuring that service level agreements are fulfilled and KPIs are met.

In fact, there is no need for the driving data to be stored, if this is an issue for drivers. It can simply be used in real time to inform the in-cab coaching system, then deleted.

5. Elite Results

Elite Fleet Performance can only be achieved with an approach that makes a real and measurable impact.

Lightfoot has helped to realise long-term improvements for many FM and housing companies already.

[Richard Irvin FM](#), one of the UK's leading facilities management specialists, trialled Lightfoot with great success, cutting CO₂ emissions and fuel expenditure by 8%, and putting an end to all instances of dangerous driving.



“The results are excellent: our driver performance has increased by at least 51%; we’ve seen a 100% reduction in dangerous driving and a fuel saving of 8%. We are aiming to roll this out across all our fleet of 225 vans and 90 company cars as soon as possible.”

Steven Rawding, HSEQC Director, Richard Irvin FM

Since adopting Lightfoot, the [Sovini Group](#) has seen the number of instances of high-risk driving drop from an average of 39 to 1, and experienced average fuel savings of 8.4%.



“As a not-for-profit organisation, we always look to reduce the cost of our fleets whilst also creating better and safer drivers, which is something that Lightfoot enables us to do.”

Lee Daly, Group Fleet Manager, Sovini Group

Transforming your operations for the better

In industries where fleet management and performance is often overlooked or neglected, the prospect of overcoming the problems that vehicle fleets face can feel impossible.

The Lightfoot approach—and the results that organisations across FM and housing are achieving with it—prove that Elite Fleet Performance doesn't have to be a lofty aspiration, it can be a fully functioning reality.

What's more, making a sustained improvement to driving performance will not only protect your workforce and keep them safe, but it will also lay the groundwork for lasting operational excellence—creating cost savings, sustainability improvements and efficiency gains that will go on to benefit your wider organisation.

Key takeaways

- Facilities management and housing fleets face a number of challenges:
 - Rising job demands are leading to increased expenditure on fuel, maintenance and insurance.
 - Safety concerns are increasing as schedules get busier
 - Pressure to adapt and adhere to greener operational practices.
 - Vehicle fleets are often neglected and overlooked, despite them being at the core of many of the problems that these sectors face.
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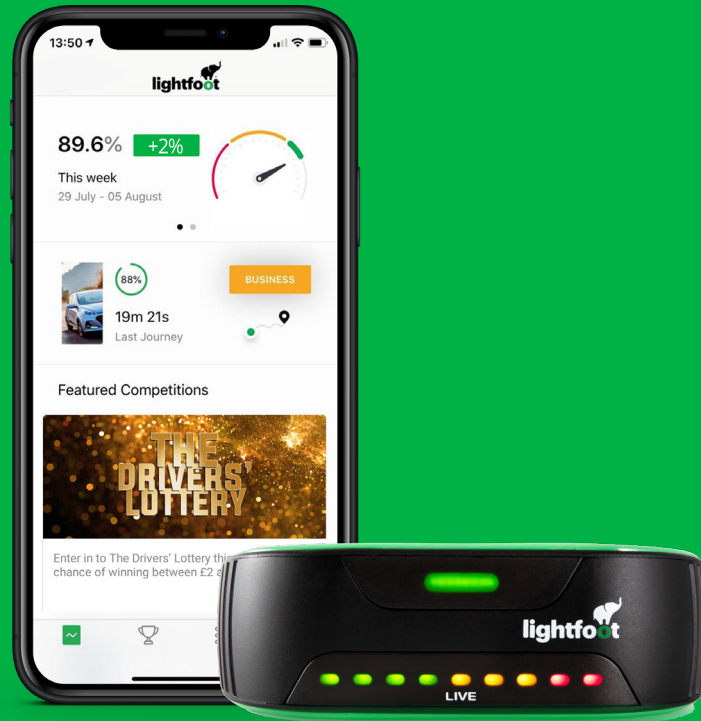
- If fleet performance lies at the heart of all of these problems, striving for Elite Fleet Performance is the best way to overcome them.
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- There are numerous solutions on the market designed to help fleets achieve elite performance levels, but they all have limitations, and some fail to overcome hurdles presented by the facilities management, housing and building services sectors.

- For FM and housing fleets to achieve Elite Fleet Performance and overcome the issues hindering their progress, they need:
 - Fleet management technology that is accurate, accessible, and easy to use.
 - A proactive solution that treats the root cause rather than the symptoms.
 - To positively engage drivers, making elite performance an enjoyable option.
 - A self-managing, hands-off approach that maximises efficiency at all levels.
 - Proof of results and measurable impact
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- The Lightfoot approach can offer all of these things to the facilities management and housing sector, while laying the groundwork for lasting operational excellence.





Want to see how it works for yourself?

Book a Lightfoot demo today.

[Book my demo](#)