



Milestone CPC Survey

November 2012

Introduction

In November 2012 Milestone surveyed its national database of 3,000+ LGV drivers to monitor their progress with CPC training.

The survey followed the Skills for Logistics' April 2012 report, which registered concern that all eligible drivers would not have completed enough training hours in time for the deadline, thereby creating a temporary drop in driver availability in September 2014. It also followed anecdotal evidence reported internally at Milestone that a proportion of LGV drivers would be exiting the career because of factors associated with CPC training (e.g. cost).

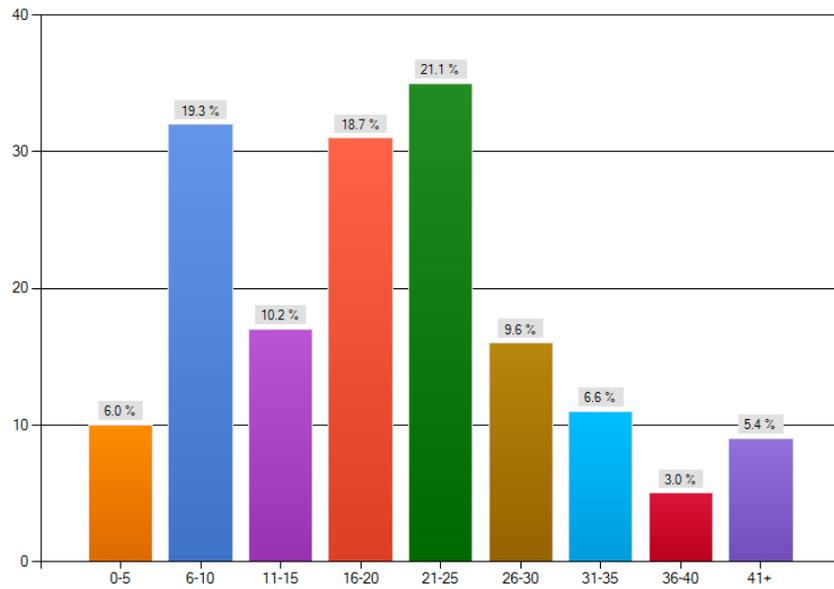
Both temporary and longer term shortages are of concern to Milestone and its clients, especially against a backdrop of an aging workforce and prospective economic recovery that will increase demand.

The survey also tracks drivers' opinions about how useful CPC training is in meeting key objectives to improve skills and the image of the job.

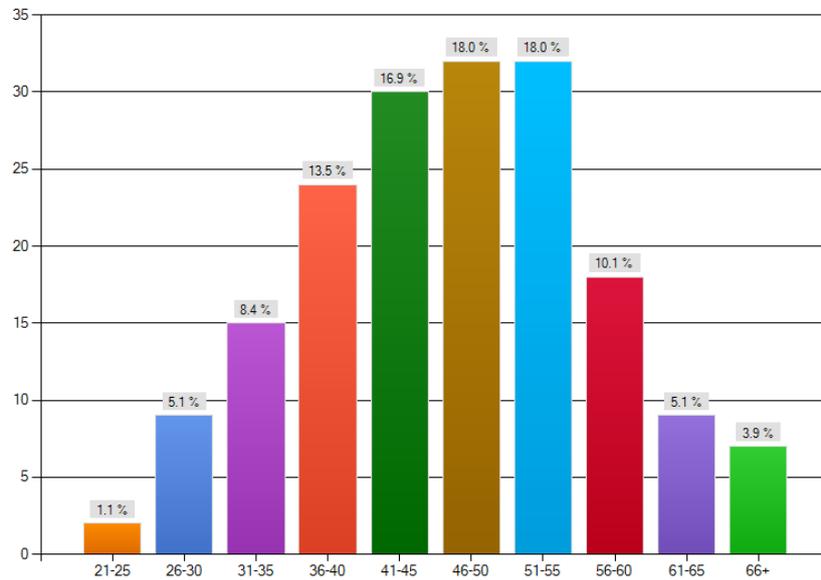


Demographic Data

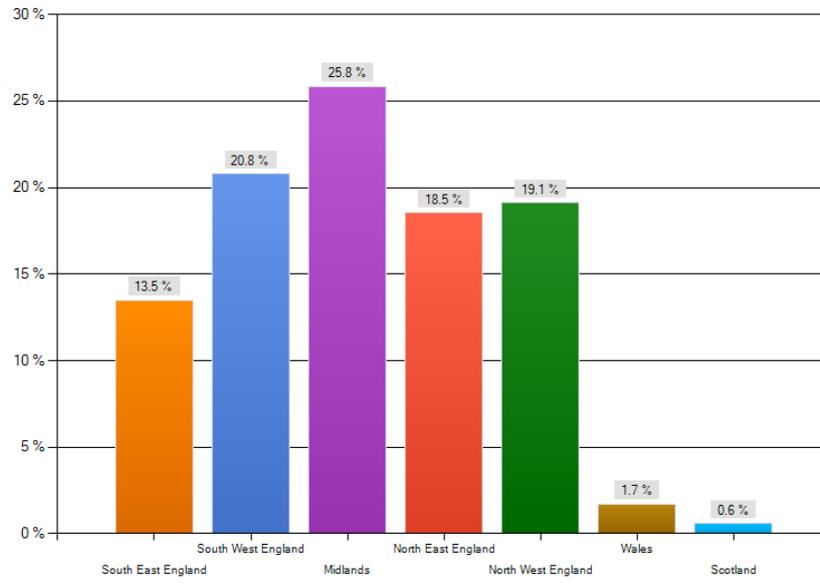
How many years of experience do you have as an LGV driver?



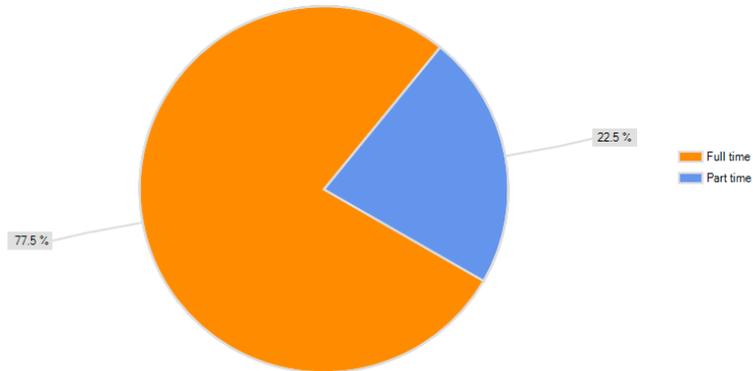
What is your age?



In which region is the depot you work from?

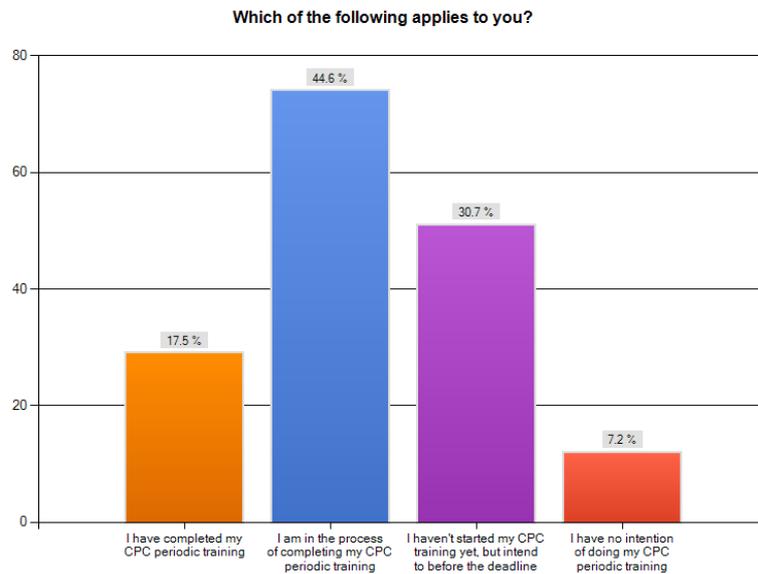


Is your driving job full time or part time?

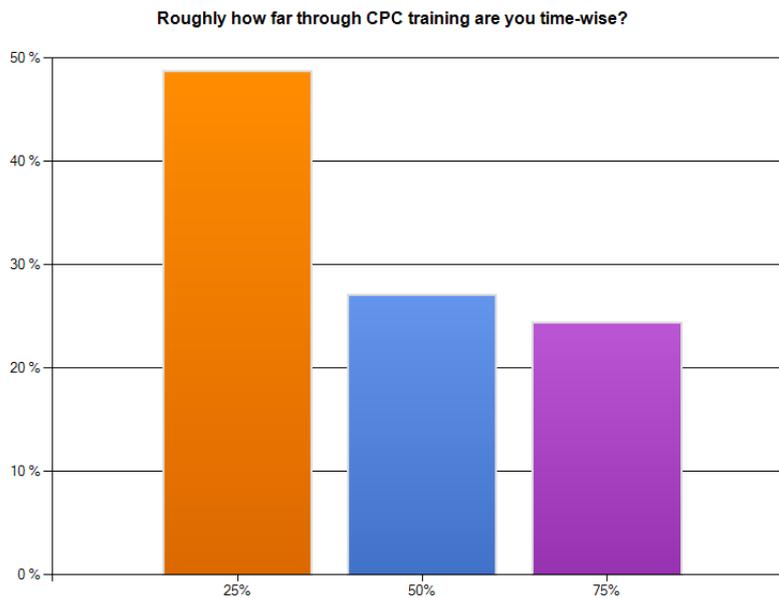


Key findings

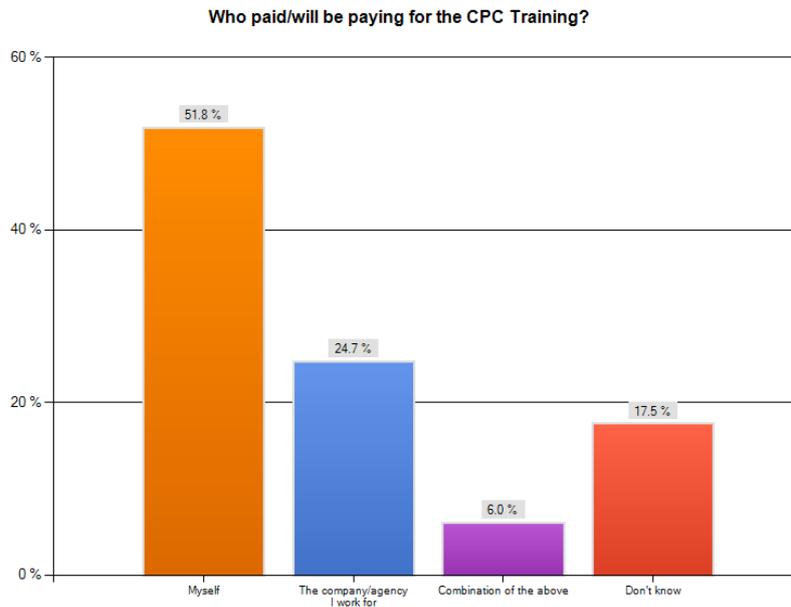
Progress in taking CPC training among those needing to complete it by September 2014.



Rate of progress among those underway with training.



Funding sources for training among all respondents.



Milestone commentary

Although the numbers who have finished are an improvement on Skills for Logistics' figures in April 2012 (8%), we share a concern with Sfl that there will be a last minute rush. This might mean some people are temporarily unavailable if they don't make the deadline, because 31% have not started training.

Regarding longer term shortages, 9% of our drivers are over 61. A further 10% are 56-60 years old. Retirement combined with the 7% who aren't going to do the CPC (none of whom because they were retiring) means we can expect to lose over a quarter of our workforce in the next decade. **This is very concerning for us because all indications show that the rate of new licence acquisition will not be adequate to replace these drivers.**

CPC-related shortages, both short and longer term, may have a regional dimension. In the north east 12% won't be doing CPC training at all (vs. 0% in the south east), while 38% have finished it already in the south east. This suggests that CPC-related shortage issues are least likely to affect the south east.

Note: It is worth noting that drivers who have finished CPC training already are most likely to have had it all paid for by the company or agency they work for.

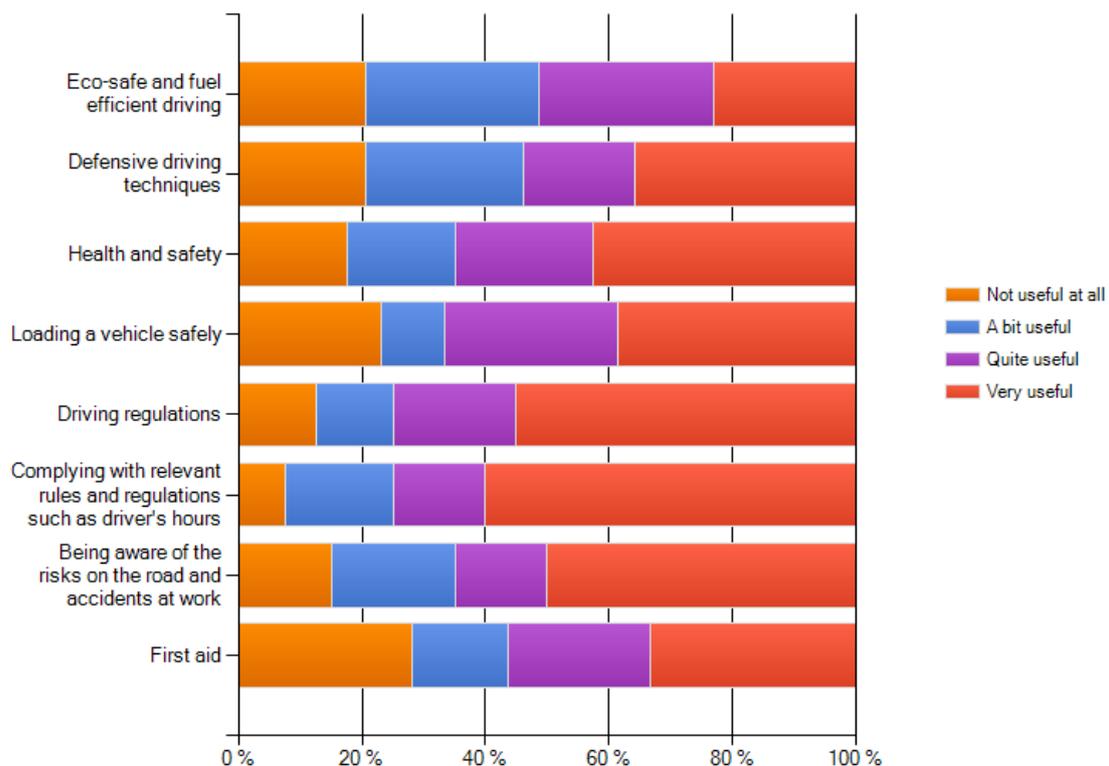


Top reasons for not doing CPC training, among those not doing it

- Expense 42%;
- Career change 42%;
- Other 25% (e.g. emigrating).

How useful drivers who are required to do CPC training and have finished it found the various components (on a scale of 1 to 4 where 1 is 'not at all useful' and 4 is 'very useful').

Please rate how useful you found the CPC training for improving each of the following skills



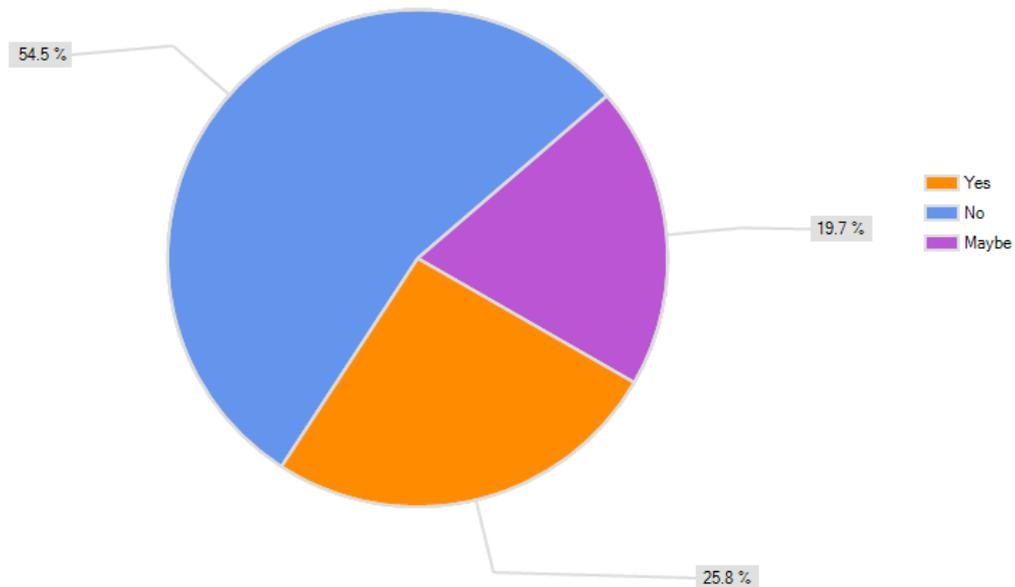
Milestone commentary

After all the negative press, we were surprised but encouraged to hear how useful drivers had found CPC training in improving their skills. In fact, the most common opinion about each of the areas covered in CPC training was 'very useful' (apart from eco-safe driving where it was 'quite useful').

Notes: More experienced drivers were less inclined to think the training was useful. The average rating for drivers 21 years of experience and over across all skills was only 2.56/4, but for those with fewer years it was 3.34/4.

Will CPC training improve the image of drivers as professionals?

Do you think CPC training will improve the image of drivers as professionals?



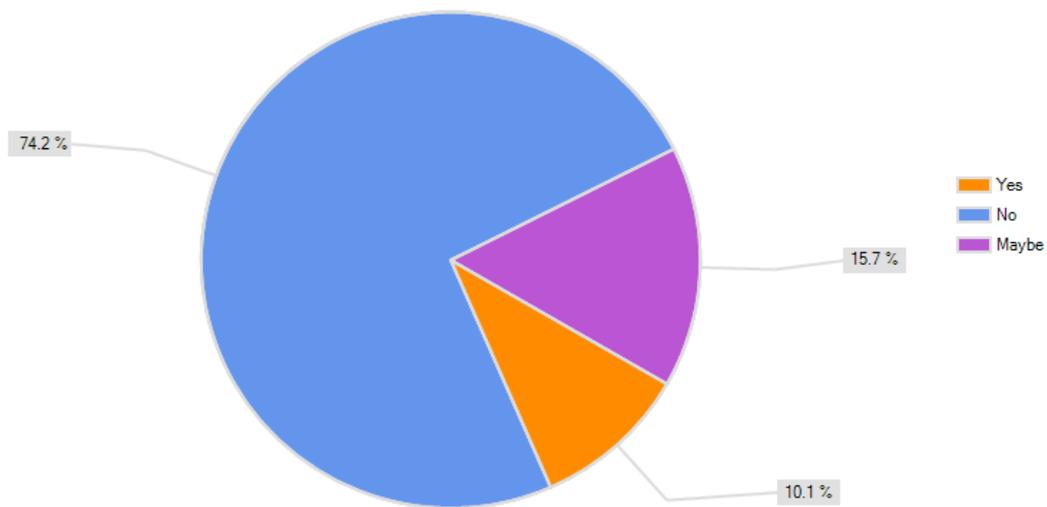
Milestone commentary

A majority of all drivers remain unconvinced that CPC training will improve the image of drivers as professionals – one of its main objectives. Those that have completed all or some CPC training are only slightly less critical (31% answered yes and 52% no). We are surprised that drivers who have undergone training think this, even though our survey shows they believe their skills are being improved by CPC training.

Note: More experienced drivers are less enthusiastic. Of those with 21 or over years of experience 24% think yes and 65% think no. Of those with under 21 years of experience, 29% think yes and 46% think no.

Will CPC training encourage more people to become drivers and encourage drivers to stay in the industry?

Do you think CPC training will encourage more people to become drivers and encourage drivers to stay in the industry?

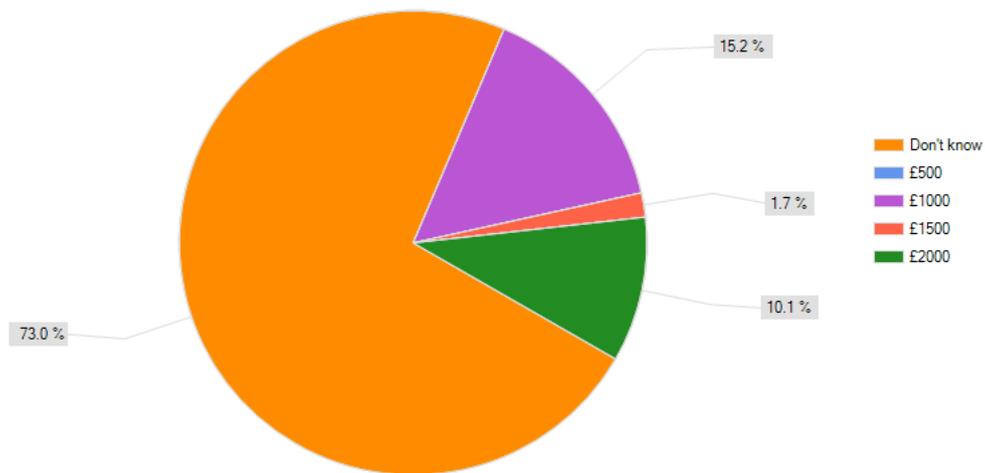


Milestone commentary

An overwhelming majority of drivers reject the idea that CPC will have any effect retaining or attracting drivers to the job, which was one of the stated objectives of the training. Those that have completed all CPC training are more enthusiastic (24% answered yes and 66% no), but we are surprised that the difference is not more pronounced because of the number of respondents who believe their skills are being improved by CPC training.

Do drivers know the financial penalty for being caught driving without having completed CPC training?

Do you know the fine for working as a professional driver without completing your CPC?



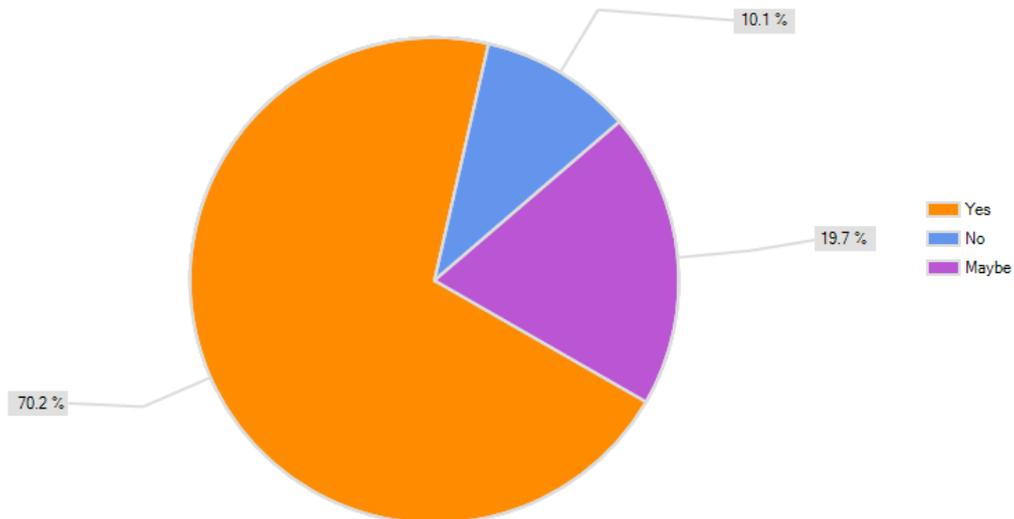
Milestone commentary

Only around 15% know it is £1000, even if they have completed their CPC training, which we think is a worrying sign that the training providers aren't getting their message through.

Note: A further 17% of drivers who have completed CPC training said £2000, which is technically correct if their employer's fine is also taken into account

Will CPC training make driver shortages worse, e.g. if people do not complete training by September 2014?

Do you think the CPC system will make driver shortages worse? For example, if people do not complete the CPC training by the Sept 2014 deadline.



Milestone commentary

Drivers are very pessimistic about the effect of CPC training on shortages. Our analysis of driver intentions to take CPC training confirms this by suggesting that CPC-related leavers will increase by a third again the number who could be expected to leave through retirement in the next decade.

Note: 82% of more experienced drivers (21+ years driving) answered 'yes', vs. 63% of younger drivers (under 21 years of driving).

About Milestone

Milestone is a recruitment business specialising in finding temporary and permanent jobs for professional drivers, warehouse staff and industry experts within the transport, distribution, industrial and utilities sectors.

Our approach is pretty simple – we like to think that when someone starts working with us they join the Milestone community. So, we aim to be helpful, honest, professional and fun. We also aim to pay our drivers and warehouse workers as much as we can. Loyalty and satisfaction are everything for us, which is why we are the first agency to launch a driver reward scheme (have a look on the “Smile Miles” page). It sounds cheesy but once you join us, you become one of our Colleagues with a capital C.

If you are a Client then you can expect from us the highest levels of customer service and creative thinking. We try and combine the best of “hands on” practical delivery with technology that is designed to increase efficiency and cut operational costs. (Have a look at the section about our Driver Management System or the one on our Optimal Mix of Drivers.) We think that our Clients want to work with a true partner, which is why we always try to understand their business and come up with the best solution possible even if that occasionally means being too honest!

www.milestoneops.com

