



**Road to Logistics**

# Tackling driver shortages

Case study

Worcester cohort



## Background

Road to Logistics is a CIC (Community Interest Company) (Not for Profit), established with government seed funding, to tackle the driver shortage. This is done in a number of ways, from raising awareness and making relevant, driver roles to a more diverse range of people, to partnering with various organisations who can most effectively reach new demographics of resource. The mainstay of what the organisation does however, is to encourage and assist car license holders to get their LGV licenses, with an emphasis on supporting more vulnerable and further-away-from-the-labour-market types of individuals.

All of the team at Road to Logistics come from the industry itself, we are logistics professionals. This gives us an important distinction in that we fully understand the roles we are training people for, and the wants and needs of our employers. Our programmes have been created to mitigate risk for employers, whilst providing access to training for people who would otherwise not have had the opportunity.



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## Our Programmes

Logistics employers are often reticent to employ new drivers, with this in mind, Road to Logistics have created robust programmes that include more than just the basic driver training.

**The course structure is as follows:**

▶ **Pre-Programme:**

- Sourcing, screening and selection of trainees
- Medical
- Driving Assessment

▶ **Stage One:**

- Access to Online DTS Theory Revision Software
- Online LGV Theory Test Training

▶ **Stage Two: Classroom based Training**

- Intro to Logistics
- Employability
- DTS Training
- Health and Safety

▶ **Stage Three:**

- Work Experience

▶ **Stage Four:**

- Practical training and test (Cat C OR Cat C+E)

▶ **Stage Five:**

- 35-hour CPC

▶ **Stage Six:**

- Interview / Induction with Employer



We involve the employer from day one of the programme, we run the classroom-based training on site with the employer where possible, and the trainees spend up to 5 days of work experience with the employer. The aim of the employer involvement is to build relationships between the trainee and their potential employer from the beginning, increasing the motivation of the trainees and ensuring more positive outcomes.

We also offer wrap-around support for all of our trainees, from day one of the programme, as far as one year post employment. This is again to ensure positive outcomes and works especially well when dealing with more vulnerable people, in giving them that extra boost of

confidence that many need. A lot of the time they have the ability, but their lack of confidence and self-worth stands in the way of their success. By mentoring and counselling our trainees, we can increase their chances of success.

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## DWP Relationship

We run 90% of our courses in partnership with the DWP. This partnership is crucial to the success of our programmes, not only because the DWP provide the funding, but they also offer vital support when screening and selecting appropriate trainees, and then throughout the programme they work closely with RtL, to ensure the trainees keep on track, and are given any additional support that is necessary.

## Worcester Programme

We began a Cat C+E Programme for Worcester JCP, working with local employers.

The cohort comprised of 11 people who had a diverse range of backgrounds and needs including:

- ▶ **Long-term unemployed**
- ▶ **Ex-homeless**
- ▶ **Veteran**
- ▶ **Neurodiversity (autism)**

As we always do, once they have been successfully screened and their place on the programme confirmed, we issue them with their DTS links to start revising for their theory, and then confirm a date for them all to attend their classroom-based training with us.

The classroom-based training works well, not only because RtL are providing the trainees with important education around the logistics sector, employability, and health and wellbeing, but because it's the time when the trainees begin to bond with each other and their potential new employer. We set up a WhatsApp group for each cohort, so that they can stay in touch throughout their training journey, ask any questions, look for advice, and also to celebrate their success.

This is also the time when RtL colleagues get to know the trainees, identifying any reasonable adjustments that may need to be made for each person, and build trust with them. Through the relationships we create with our trainees, we are able to foresee any bumps in the road, mitigate risk and solve any spontaneous problems that can arise along their journey.

This was particularly important with the Worcester cohort, who experienced quite extensive delays due to issues arising from Covid. Because RtL keep in regular contact with the trainees, and have built a relationship with them, we were able to keep 100% of them on programme, despite concerns over how long it was taking.



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## Worcester stats and data

Number of individuals who began programme	10
1st time theory pass rate	80%
1st time practical pass rate	90%
DfT Practical pass Rate for 2021/22	58.7%
% Of individuals who completed programme	90% (one still on programme)
% Of individuals who went straight into employment after completion of course	100%
% Of individuals still in employment	100%

### Things to note:

- ▶ Our first-time practical pass rate of 90% is far above the national average of 56%. It is worth noting that the national pass rate is made up of “mainstream” individuals, yet RtL, because of our operating model and particularly the wrap-around support, is able to achieve much higher first-time pass rates with people considered to be further away from the labour market.
- ▶ Our 100% employment achieved is due to how we involve the employer from day one. The employer feels confident they have some control over the process with

many just offering inductions rather than interviews, for trainees who have successfully passed their test. The trainee feels more comfortable and relaxed because they have got to know the employer before they start working for them. The tangibility of the job also motivates them to succeed.

### Trainee Feedback

We have had lots of really positive feedback from our Worcester trainees. Much of it delivered through the WhatsApp group as demonstrated over the following pages...





Paul passes his C+E first time!

Another first time pass!  
This time for Mick.



Lee passes and an example of the Camaraderie on the WhatsApp group.

‘Our 100% employment achieved is due to how we **involve** the employer from day one.’

## Special Mention

There has been one particular stand-out trainee on our Worcester programme. Jason joined us during a time when he had been experiencing extreme financial hardship and had some very difficult personal circumstances.

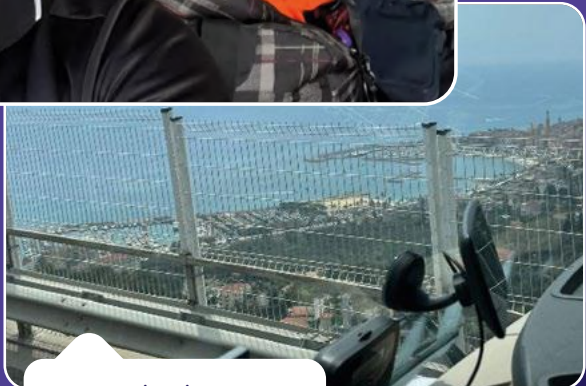
With the support of RtL, he passed both his theory and practical first time and secured employment with Eddie Stobart. He impressed his managers and the organisation

they sub-contracted for and has since secured employment in his dream job – driving all the cars and equipment for Formula One team Williams. He is travelling the world, visiting different F1 locations and in his words “living the dream”.

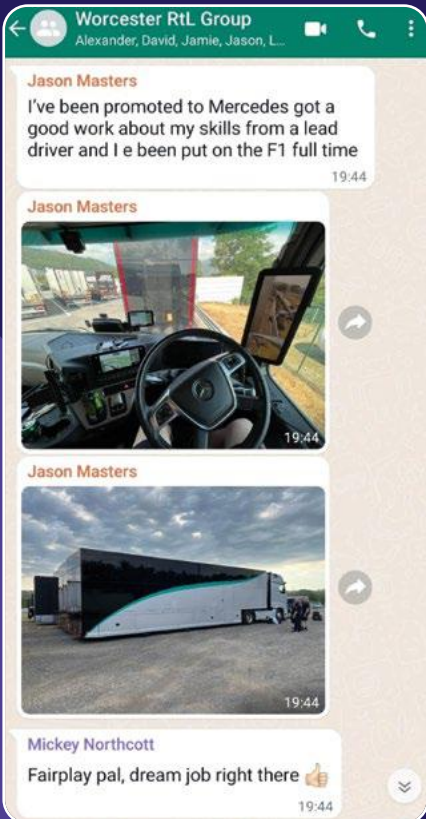
**Jason is a prime example of someone who just needed a chance, and with that chance he is now flying!**



Jason in his Mercedes, Williams Racing cab!

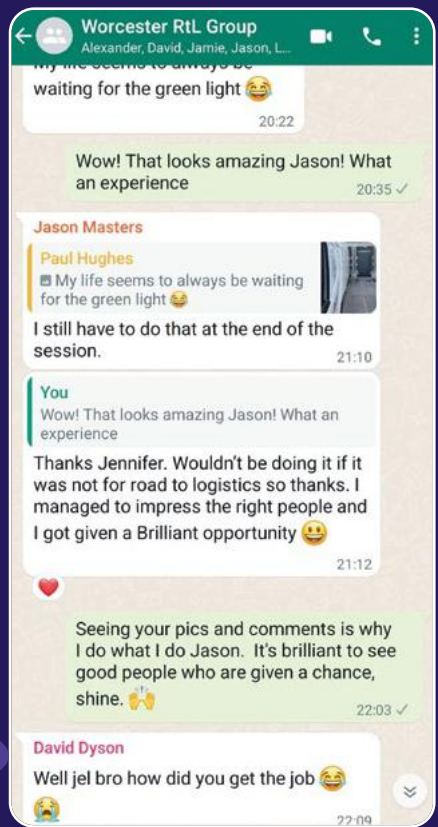


Jason's view in Monaco



Jason telling the WhatsApp group about his promotion and pics of his cab and trailer

Jason in the pitlane at Silverstone



Jason in the pitlane at Silverstone

Feedback from Jason as to his experience of Road to Logistics

## Feedback from DWP

“Road to Logistics (RtL) were introduced to us by our NEPT colleagues as a training provider who could get our customers into the world of HGVs. They came in cold, but very quickly impressed with their knowledge and expertise, and more importantly their flexibility – which as we all know is key when working with DWP. Jen and her team have been quick to step in if there were issues. There are training providers and then there are training providers that go the extra mile, RtL have show how it should be done. In addition to the HGV course the team have supported all the candidates with CVs, job searches, motivation and general wellbeing. The success of our Worcester course demonstrates how good this team are.”

### **Duncan Campbell**

Business Development Manager, Herefordshire & Worcestershire, Department for Works and Pensions, Work and Health Services

## Get in Touch!

To find out more about our Road to Logistics programmes please contact Jennifer Swain, Head of Talent, Development and HR at [jennifer.swain@roadtologistics.org](mailto:jennifer.swain@roadtologistics.org)