

# ECO Stars Fleet Recognition Scheme®

## ECO Stars Case Study

Investing in people as well as technology drives success!

### South Yorkshire Housing Association (SYHA) Neighbourhood Environmental Action Team (NEAT)

**Nature of business:** Affordable housing and support for vulnerable families and individuals

**Number of employees:** 550 at SYHA, including 25 at NEAT

**Fleet:** 14 vans, including two electric

**Average annual mileage:** 150,000

**Area covered:** South Yorkshire, but also other parts of Yorkshire, North East Derbyshire and North East Nottinghamshire

### South Yorkshire Housing Association and the Neighbourhood Environmental Action Team

SYHA has been providing quality accommodation across South Yorkshire for more than 45 years. Their Neighbourhood Environmental Action Team (NEAT) is responsible for maintaining the extensive housing stock within SYHA - a fleet of 14 vehicles services nearly 4,000 homes and additional communal areas.

### The process

NEAT joined the ECO Stars South Yorkshire scheme in 2014. They supplied a full fleet listing to the ECO Stars team – this was then followed by an on-site visit to discuss their fleet and fuel management practices. The ECO Stars fleet expert assessed each vehicle along with the overall fleet management operation and awarded an initial three star rating; an excellent achievement. It was clear that their fleet profile and management practices provided a solid foundation on which to build.

As part of the ECO Stars process, once the assessment has been completed, a 'Road Map' is produced which highlights key actions that could be considered.

Three key actions were identified:

### Key Actions

- Fleet renewal
- Systematic fuel monitoring
- Driver engagement



Stuart Bingley, Transport Officer and Diana Ostroumova, NEAT team member

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# ECO Stars Fleet Recognition Scheme®

## Key benefits

- ✓ 6% reduction in fuel costs
- ✓ 28% reduction in diesel use
- ✓ 27% reduction in mileage
- ✓ 13% improvement in MPG
- ✓ 8 tonne reduction in carbon emissions

## Fleet renewal

Reviewing the fleet to ensure it is appropriate to the job is key to ensuring that vehicles are not over-specified and comply with NEAT's "Fit for Purpose" policy. It was not simply a question of replacing older vehicles since many were modern at no more than three years old. However, by exchanging some of the larger vehicles for smaller ones that offered a similar payload, significant miles per gallon (MPG) improvements have been made. In some cases the MPG was doubled using this initiative alone.

NEAT have also replaced two of their diesel vans with Nissan eNV200 electric vans which are 100% electric with 0% emissions. These vans are used by the cleaning team and used locally and for city centre use.

Reviewing both fleet requirements and adopting available technology has resulted in significant savings.

## Systematic fuel monitoring

Collecting, analysing and reporting on miles per gallon data is the single most important element of fuel efficiency performance management. NEAT were recording this manually but since the ECO Stars assessments, they have made much more use of their Quartix tracking system. Consolidating this data with information from their electronic fuel management system has provided more accurate and timely MPG data.

## Driver engagement

Having the best technology and reporting processes in place is important but the help and support of the people that use the equipment is vital to maximise benefits. NEAT have always valued their staff and building on this recognition with training and incentives has helped drive further improvement.

All drivers are encouraged to use their Eco-Driving training with regular updates and management recognise the most fuel efficient drivers at team meetings, with the driver of the month being awarded a cash prize.

## Improved performance and awards success

After less than a year of ECO Star's membership, the fleet was reassessed and awarded an upgraded rating of four stars; a testament to the commitment of the company to improving their management practices.

South Yorkshire Housing Association also received national recognition through the 24 Housing Awards in 2016, winning the 'Best Green Scheme' category.



(Centre Left) Christine Wood, NEAT team member and (Centre Right) Stuart Bingley, Transport Officer receiving the award).

## Conclusion

Both the ECO Stars team and NEAT were pleased with their improved performance in such a short space of time. SYHA now plan to focus on getting the most out of their new vehicles including the electric powered ones. Transport Manager Stuart Bingley said, "We know that we can't rest on our laurels and that further improvements can still be made – we will be concentrating on driver behaviours in the coming months".

## Interested?

*It couldn't be easier!*

To join ECO Stars call: **01344 770700**

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