

CASE STUDY

**A financial
saving of**

£250,000

**Consistent 98%
Driver Compliance**

Canal & River Trust

The UK's largest canal charity, looking after 2,000 miles of canals and rivers across England and Wales. Became a charity in 2012 and is supported by 14,000 volunteers, 32,000 friends and donors and hosts on the canal network 35,000 boats.

Fleet Operations

To support the management of the canal network, fleet is made up of 495 vans, 1 HGV, a small number of rentals and 1258 vehicles defined as grey fleet. All drivers authorised to drive on company business, either using a Trust provided vehicle or their own vehicle, are registered in the Driver Management programme. There are currently 1785 registered drivers.

“ As a Fleet Manager in a challenging industry, I require a partner who consistently delivers a quality service on a 24/7 basis. I am pleased to confirm that a competitive retendering process in 2025 identified FSGB, once again, as the right partner – the process of improvement continues. ”

Steve Mulvaney,
Fleet Manager,
Canal & River Trust



History

In 2020, influenced by an external audit, Canal & River Trust appointed Steve Mulvaney as its Fleet Manager with a clear objective to identify all fleet operational challenges and then implement the necessary required changes.

Canal & River Trust produced a tender document inviting seven management companies to respond. Following a rigorous assessment, Fleet Service GB were successful with their bid and subsequently appointed as Fleet Management provider in 2021.

The next 4-years represented a valuable learning period for the partnership resulting in considerable progress made in reducing operating costs, improving driver compliance, safety and wellbeing.

Continuous challenges

Communication with internal Trust teams has proven to be vital in ensuring engagement and support necessary to implement processes and procedures that deliver the fleet operational objective.

Engagement methods involve quarterly frontline manager calls and regional management meetings, in addition the involvement of the trade unions is considered key before implementing any process changes. The internal fleet steering group made up of representatives from all areas of the Trust provides the business with all the necessary support to achieve the agreed fleet objectives.

In 2025 Canal & River Trust, as a requirement of their constitution, retendered the fleet management business. Fleet Service GB's bid demonstrated a comprehensive understanding of Canal & River Trust requirements and, as a result, were retained as the fleet management partner with the award of a 5-year contract, plus 2 years.



An operating Strategy that works

From the outset of the partnership in 2021, Steve Mulvaney has stressed the importance of working to an effective fleet operations plan ensuring focus remains on the identified cost and compliance challenges. This focus has delivered continuing positive results.

A particular aspect of FSGB's operations that appealed to Canal & River Trust was the fact that FSGB does not outsource any of its services. This factor ensures absolute control over all elements of the service delivered resulting in improved driver satisfaction. The availability of accurate dynamic data provides visibility of 'where the fleet is' at any given time.

The introduction of the FSGB Driver Management programme has proven to be a vital component ensuring the safety and wellbeing of all Trust personnel - driving either Trust provided vehicles or their own vehicles for business use. Prior to FSGB's involvement driver and vehicle checks were virtually non-existent.

The fully integrated range of driver and vehicle management services provides Steve Mulvaney with the ability to continuously access and view driver and vehicle data/ information on a genuine 24/7 basis - proving to be an operational game changer.

A team that delivers

Building a team to support Canal & River Trust's dispersed fleet was identified as a significant challenge. By working with open agendas and embracing developed technology, FSGB and Canal & River Trust can genuinely claim this challenge has been overcome.

All FSGB services are delivered from one-location by dedicated teams - resulting in Steve Mulvaney being able to capitalise on getting to know the individuals within the FSGB teams. Part of the strategic objective was a requirement that FSGB becomes an operating extension of Canal & River Trust's fleet department. This objective has been achieved and continues to differentiate FSGB when compared to its competitors.

As part of regular reviews, the effectiveness of the technology and the driver app, is continually assessed with the comment 'FSGB's technology is class leading and a major industry differentiator' being regularly made.

Technology that makes a difference

Continually improving technology has allowed Canal & River Trust to keep its inhouse fleet team costs to an absolute minimum. Being able to access a proactive system at any time and being able to interrogate the data and produce meaningful information has proven to be a game changer.

Part of the re-tendering process, focused on the ability of the Canal & River Trust's potential service delivery partner to be able to demonstrate a capability of designing, developing and implementing its own IT systems in-house. Fleet Service GB were identified as the only company able to satisfy this critical requirement.

The award-winning seamless portal and the very intuitive app, reinforce the FSGB mantra of **making service personal**.

Benefits and Results

Over a 2-year measured period, Canal & River Trust have achieved:

£ £250,000

Financial saving

98%

Driver compliance

30%

Reduction in claims reported

20%

Reduction of year-on-year spend

21%

Reduction of non-fault collisions

19%

Reduction of at-fault collisions

12%

Reduction of fuel use

Further savings are being achieved as a direct result of improvement in the overall operating efficiency of the fleet.



“ Retendering the Canal & River Trust business enabled both teams to analyse in detail all aspects of the service required and delivered – the open dialogue partnership proved to be a winning formula. FSGB are delighted that the successful partnership will continue for at least another 5-years. ”



Marcus Bray,
Sales Director,
Fleet Service GB

Visit our website to find out more on how Fleet Service GB can benefit your company.

A fully integrated driver and vehicle management programme, to find out more visit:
fleetservicegb.co.uk

