

Support, Consultancy and Compliance

Services 2019



You Transport.
We Support.

Supporting your transport business, protecting your success.

We're here to support your transport business. Our professional transport management services are designed to provide you with flexible access to the skills and knowledge you need to keep your transport operations on the road!

About Hurst Transport Services

Hurst Transport Services Ltd was established in August 2017, led by Director Mark Hurst CMILT. Our lead consultant, Mark has Chartered Member status within CILT as well as extensive experience and credentials in the logistics and transport sector. As an International CPC holder and nominated Transport Manager on four Goods Vehicle Operator Licences, Mark Hurst is able to call upon experience and knowledge gained from a career spent leading effective transport operations.

With this experience and knowledge, combined with a diploma in Commercial Vehicle Fleet Management, Hurst Transport Services Ltd are able to offer a number of management and compliance services to assist Transport Operators of all sizes.

The services we offer are tailored to individual companies and the issues that affect them, whether they operate one vehicle or one thousand. Our experience - gained in both SME and enterprise companies within the transport sector - tells us there are too many variables for any two operations to run alike and our services are designed to reflect this.

The cost of getting things wrong is not just financial...

If you believe there is a potential requirement for an external compliance service, you should act on this intuitive feeling.

The impact of failing in compliance, especially in the road haulage industry, far outweighs the cost and resource of ensuring the operation is compliant.



Personal Risk

Non-compliance creates personal risk for directors and owners - convictions, fines and barring.



Licence Revocation

Statutory authorities can revoke your operating licence or impose strict conditions.



Damaged Reputation

Not all publicity is good publicity - particularly when it comes to professional transport operations.



Asset Loss

Severely defective vehicles can be seized by authorities or could be involved in road traffic collisions.



Public Inquiries

Failings in compliance could see you facing the cost and embarrassment of a public inquiry.

WHY WORK WITH US?

- > We allow directors, senior managers and stakeholders to obtain a 'true view' of the compliance status of their fleet and drivers, without diverting resources and staff
- > Our support is available alongside 24/7 access to our compliance evidence portal
- > We undertake independent reviews of your fleet, drivers and Operator Licence to provide comprehensive and completely transparent report
- > You benefit from external, independent audit and review providing a list of improvements - and you get the support and assistance of our team to implement the protocols and to achieve recommendations set out
- > Our vast experience of fleet management may allow us to identify operational efficiencies and cost reductions that have a positive financial impact on your business



Our Services

We offer six levels of support to Transport Businesses

- > Operator Licensing (Applications and Variations)
- > Operator Site Visits
- > Professional Audit and Review
- > On-Site Operator Support
- > Remote Operator Support
- > Driver Check App & Online Shop

Operator Licensing

Obtaining your Operator License is the first mile of the journey...

Hurst Transport Services can assist both prospective and existing operators obtain or make variations to an Operator Licence (or multiple licences).

The cost - in terms of finance, time and resources - of applying for or varying an 'O' Licence need not be significant. Hurst Transport Services can provide professional support to applicants to help get things right first time.

WHY USE OUR OPERATOR LICENSING SERVICES?

- > We have proven experience at completing initial applications and variations.
- > The cost of the advertisement is often more than the application so mistakes are costly.
- > The application process can be time consuming and lead to periods of downtime whilst waiting for the application to be decided, if not completed correctly.

HOW DO WE ASSIST?

We will:

- > meet with you to establish your requirements
- > complete the correct paperwork or online application
- > help you source a Transport Manager, if required
- > arrange for your advertisement in the correct publication
- > collect the publication on the day of publishing
- > gather any evidence that may be required (finance, landlord permissions, etc).
- > send all requested documents to Traffic Commissioner
- > be available for advice throughout the process

Operator Site Visits

Personal support from our transport professionals

Our Operator Site Visits provide a significant level of oversight for your transport operations and assurance to the business that your operations are efficient, safe, legal and compliant.

Our assistance ranges from workforce training, liaison with maintenance providers, reviews of systems, assistance with DVSA visits and more.

WHY USE OUR OPERATOR SITE VISIT SERVICES?

- > We have proven experience with assisting Operators in the training of staff (including drivers).
- > The cost of getting compliance wrong can be unlimited.
- > Depot managers and supervisors may not have the time or skills required for effective management of fleet and drivers.
- > Fresh, impartial views can lead to compliance improvements.

HOW DO WE ASSIST?

We will:

- > provide guidance to drivers in how they conduct a walkaround check
- > explain to drivers what a defect is and what would make a vehicle unroadworthy
- > liaise with your maintenance providers to ensure compliance (especially with paperwork)
- > review your systems and provide suggestions for improvement
- > provide drivers' hours and maintenance guideline advice to your responsible persons
- > assist with DVSA visits
- > assist with a prohibition
- > provide bespoke training and guidance

Audit & Review

Get a truly independent view of your transport operations

Our audit services aims to identify safety, legal and other compliance issues in your transport operations, giving you a full view of areas for improvement and areas of risk.

Our audits include a review of all drivers' records and tachographs, vehicle maintenance checks, compliance with the Operator's Licence conditions and is followed up with a full report and our recommendations.

WHY USE OUR OPERATOR LICENSING SERVICES?

- > We have experience of carrying out audits for all fleet sizes.
- > We will audit multiple aspects of your Operator Licence compliance requirements.
- > We can undertake full audits of your Operator License(s) including visits to all of your depots (if requested).

HOW DO WE ASSIST?

We will:

- > attend the correspondence address of the Operator Licence and carry out a full audit on topics including compliance and management controls, management of drivers' hours, records and training, vehicle maintenance and inspection, procedures in the event of a road traffic collision, arrangements for hiring short term vehicles, health and safety and criminal offences
- > visit all of your operating centres to conduct audits on the topics above
- > provide a thorough, in-depth report of our audit findings
- > provide detailed recommendations to allow you to implement necessary changes

Support Packages

Full, on-site or remote support for transport operators

Our complete support packages are designed to aid transport operators, throughout their entire operations.

Our on-site and remote support services offer additional, professional resource to ensure you are operating safely, legally and in compliance with your licence. You'll also benefit from having an independent point of view to allay niggling doubts, provide a sense check or answer questions.

WHY USE OUR OPERATOR SITE VISIT SERVICES?

- > We are flexible in our approach and will always try to find the best solution for your operation to achieve compliance.
- > We have experience of improving monthly audit findings within large fleets.
- > We use Silkthread, industry leading compliance software, which allows an audit trail of improvements, recommendations and suggestions for 100% transparency.


HOW DO WE ASSIST?

We will:

- > conduct a full audit each month (on-site packages)
- > be present on-site for one day each week, assisting with any requirements and implementing good practice (on-site packages)
- > provide unlimited remote support via a dedicated phone number and email address
- > give you full access and management of compliance using Silkthread compliance software (at no extra cost)
- > full access to our knowledge base, complete with expert insights, useful resources and answers to common questions

What Our Clients Say...

We're proud to say that we offer a first-class service to our clients, regardless of their size or type of operations.



“...the service offered is excellent and extremely valuable to us...”

Sylvia O'Meara
Hires & Logistics Manager
CRJ Services & Matpro Machinery

“We would highly recommend Hurst Transport Services and the services they provide.”

Kevin Costigan
Transport Operations Management
Blends

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