



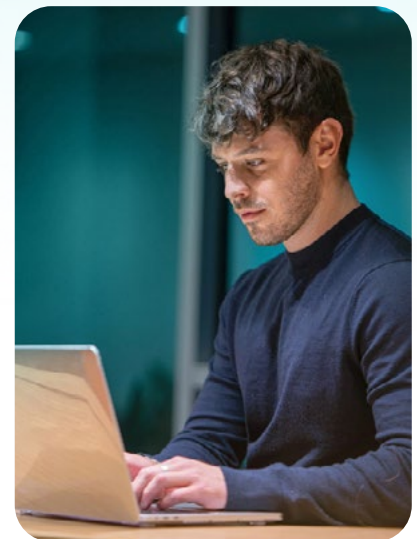
The fleet compliance and cost benchmark report

Benchmarking compliance maturity, operational resilience, and cost efficiency across UK fleets

The UK's fleet sector is under significant operational pressure, and that's only ramping up as compliance has become the backbone of effective fleet management. Fleet operators are facing the perfect storm, with rising costs, tightening regulations, and growing scrutiny around sustainability and safety only adding to the challenges.

Fleet leaders are being asked to do more with less. They're being asked to stay compliant, control spend, and manage risk while keeping vehicles on the road.

To understand how UK fleets are responding to this, the Jaama team surveyed a wide range of fleet professionals to get their thoughts and insights. Built on verified survey data, it benchmarks across five key areas to give you a snapshot of real-life performance: driver risk management, system integration, policy governance, cost control, and sustainability.



Our report also features real-life insights, including analysis from Gareth Jones, Group Fleet Transport Compliance Manager at Speedy Hire. His perspective highlights how compliance and cost control play out on the ground across one of the UK's largest mixed fleets.

It also reveals where the best performing operators are focusing next, while highlighting what fleets are already doing to stay compliant and where they plan to improve moving forward.



Executive summary

Most fleets today operate at either a standard or proactive level of compliance maturity. It's a sector in transition, understanding its key obligations but facing barriers to full automation and integrated oversight.

There are encouraging signs, though. Fleets are showing clear intent to strengthen their position in the coming year, with big investments targeted at driver risk programmes and data integration. As a leading figure in the industry, Speedy Hire's Gareth Jones has his finger closely on the pulse when it comes to all things compliance...

“Compliance isn't just a box-ticking exercise — it's a reflection of culture. When you train, manage and check consistently, you get a seamless process. Support and guidance achieve far more than managing through fear.”



Gareth Jones, Group Fleet Transport Compliance Manager at Speedy Hire.

Key findings at a glance

Driver risk management remains a high priority:

48% of fleets plan to further invest in driver risk management and behavioural training. The focus areas are on targeted coaching programmes, incident review, and licence checking, while the best operators are embedding feedback loops and digital nudges to promote safer driving.

System integration is becoming a necessity:

48% expect to advance their system integration strategy. Leading fleets are integrating telematics, reporting platforms, and compliance software to remove manual data entry and gain real-time insights.

AI adoption is on the horizon:

Operators now see AI as a route to productive risk management and incident prevention within the next three years. While early adopters are already testing AI-driven reporting and identifying compliance gaps before they create downtime or costs.

Policy and governance are strengthening:

Fleets are transitioning from annual policy reviews to continuous auditing, meaning audit readiness is becoming an everyday discipline, not just a year-end box-ticking exercise.

Sustainability and efficiency dominate future plans:

EV integration and emissions reporting feature heavily in planned investments, while cost control and downtime reduction are also key priorities.

How to use this report

This report helps you benchmark your fleet's compliance maturity, operational resilience, and cost efficiency against peers across the UK.

Use it to:

- Identify where your fleet sits today
- Learn what top-performing fleets are prioritising
- Access the scorecard at the end to benchmark your success

Every hour off the road and even the smallest fine eats into margins, so compliance needs to be strategic, not just informative. In our report, we've gathered data to help operators understand how to compare with peers, highlight hidden risks and drive unseen costs, and identify actions that separate leaders from the rest of the pack.

“It comes down to skill and will. If it’s a skill issue, train them. If it’s a will issue, manage them. Compliance only works when you make it part of everyday performance.”



Gareth Jones, Group Fleet Transport Compliance Manager at Speedy Hire.

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The state of the industry

Today, fleet operators have to balance two major forces — tightening regulatory oversight and rising operational costs. Finance and compliance used to sit in separate silos, but are now inseparable. Our data, alongside insights from the DVSA and DfT, reveals the market is operationally mature but still under huge pressure to modernise.

While fleets are auditing, automating, and integrating quicker than ever, compliance complexity and high costs still test their resilience. So, the question isn't whether you can afford to invest in compliance. It's whether you can afford not to.

The compliance-cost convergence

Our data confirms what most fleet leaders already feel each day. Cost efficiency and compliance control are essentially the same challenge.

According to ONS figures, road-freight service prices rose 3.1 % in 2024, while input prices for fuel and vehicle maintenance materials actually fell slightly over the same period. But despite easing fuel costs, many fleets report that labour, insurance, and downtime-related expenses have continued to climb, creating uneven pressure on budgets.

This supports our findings that operators are focusing less on energy volatility and more on reducing inefficiency, duplication, and manual admin costs created by compliance gaps.



“If a vehicle leaves your site non-compliant, it’s not just a safety risk — it’s a cost risk. Every missed check and delayed report translates directly into lost hours and avoidable expense.”



Gareth Jones, Group Fleet Transport Compliance Manager at Speedy Hire.

Where fleets are feeling the pressure

Recent process changes show that fleets are being proactive to curb the two main pressures of compliance control and cost efficiency.

Improvement	% of fleets implementing in the past 12 months
Telematics/driver behaviour monitoring	17%
System integration upgrades	17%
New/updated fleet policy	14%
Incident reporting improvements	14%
Digital licence checking	10%
Digital walk-around checks	10%
Audit/record-keeping improvements	10%
Driver training programme	7%

The figures show that fleet operators are upgrading their systems and visibility before people, so it's automation first and culture second. In reality, you can't fix what you can't see, so integrate the systems first. Once the data's right, the processes and people can follow.

Along with this, the DVSA also recorded 9% of HGVs with prohibitive defects in recent spot checks, and fleets with Earned Recognition status had only 3% defects. The gap here illustrates why better systems are the best predictor of lower costs and enforcement risks.

What fleets are planning next

Here's a glimpse into the outlook of future improvement priorities from the fleets we surveyed.

Area	% expecting major improvement in the next 12 months
Driver risk management	48%
System integration	48%
Driver training	41%
Vehicle safety checks	38%
Sustainability/emissions compliance	38%
Incident management	34%
Operational reporting	28%
Fleet policy	17%
Audit readiness	10%
Regulatory engagement and governance	7%

The industry's next phase is digital integration, where the focus is on connecting telematics, maintenance, and licence checking into a single source of truth. When asked what actions would most improve compliance performance over the next year, respondents consistently pointed to five recurring themes:

- EV and sustainability
- Driver risk, training, and culture
- Policy, governing, and reporting
- Costs, downtime, and efficiency
- System integration and fleet software

System integration and automation gaps

Here's a look at the current integration landscape among UK fleets.

System type	% of fleets currently integrated
Fuel card data	72%
HR and driver records	72%
Telematics	66%
Maintenance provider	55%
Risk and compliance platform	31%

The data shows that only 34% of fleets currently use automated alerts for incorrect or missing data. That means two-thirds of fleets still rely on manual oversight, which is a massive cost and risk driver, as every manual report is a blind spot until someone notices it.





Benchmarking compliance

Benchmarking compliance gives you a mirror to not only see how you perform but also to understand why. Our data reveals that although most operators have made big strides in daily checks and licence validation, auditing, data accuracy, and training performance is uneven.

“It’s not about catching people out. It’s about building a culture where compliance is second nature — not something you scramble to prove when things go wrong.”



Gareth Jones, Group Fleet Transport Compliance Manager at Speedy Hire.

Where fleets are improving

Here's a look at the most recent compliance changes from the UK fleets we surveyed.

Area of change	% of fleets
Telematics/driver-behaviour monitoring	17%
System integration upgrades	17%
New or updated policy/procedure	14%
Incident-reporting improvements	14%
Digital licence checking	10%
Digital walkaround checks	10%
Audit/record-keeping improvements	10%
Driver training programme	7%

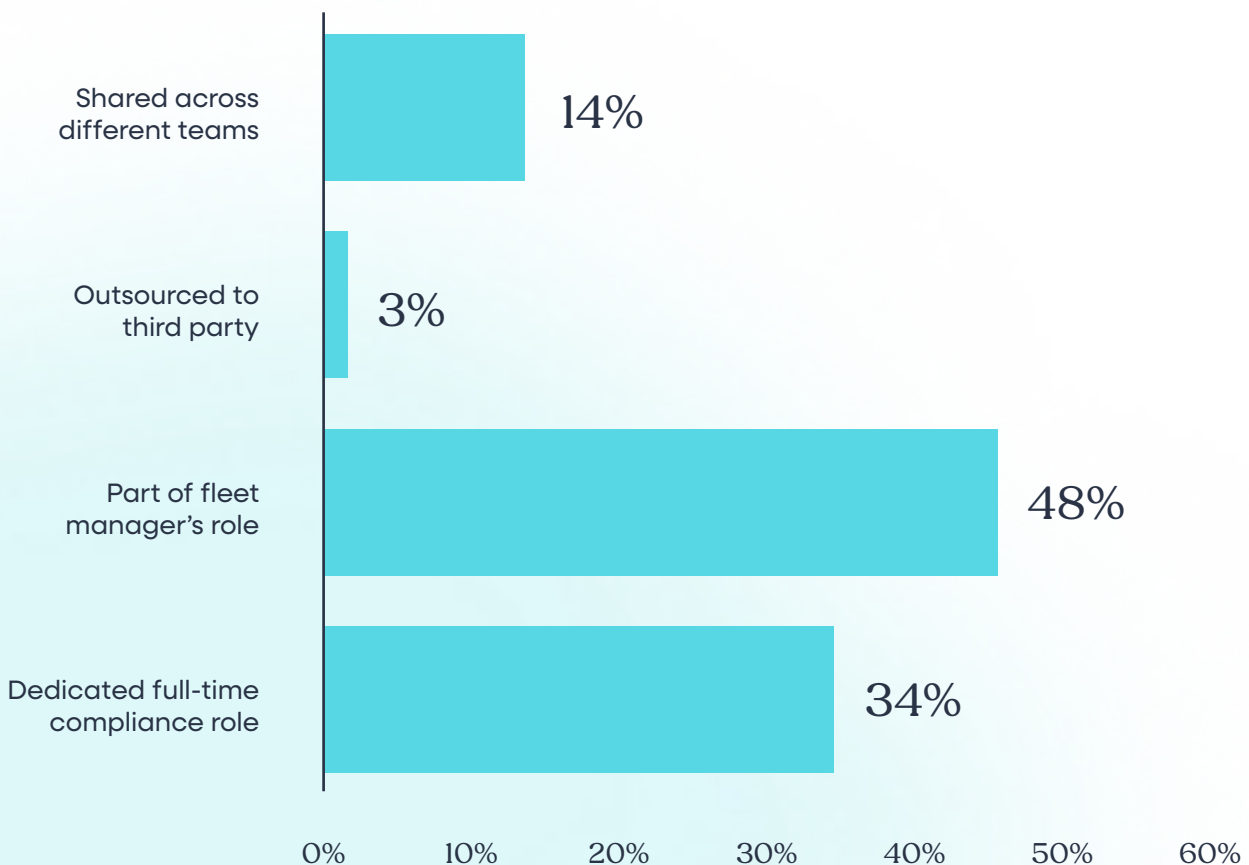
Most fleets are investing first in technology enablement to bring data and systems together before tackling behaviour change. This reflects a shift from a reactive, manual compliance process to one that's more automated and trackable to remove friction from day-to-day operations.



How are fleets managing compliance?

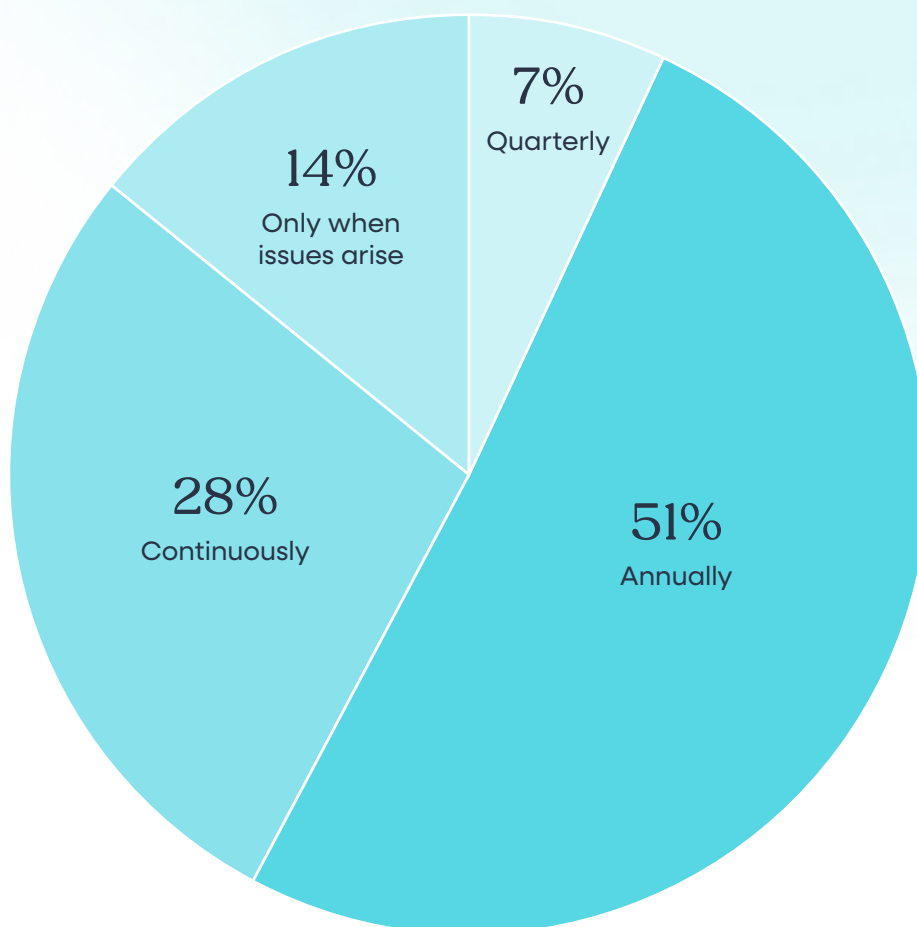
34% of organisations have a dedicated full-time compliance role with an additional 48% managing it as part of the fleet manager's wider responsibilities. This reflects a more integrated approach, one where compliance is recognised as a core responsibility rather than a side function, finally getting the investment and attention it deserves across fleet operations.

Compliance should sit where the decisions are made — inside the fleet — and not bolted on.



Approach to key compliance tasks

48% of fleets currently operate at a standard practice level for policy and procedure, whereas 31% are already considered proactive. When it comes to policy reviews, they're most often undertaken annually (51%), while 28% of fleets conduct continuous reviews.



It's a similar story with audit readiness. It's a mid-range level, with 28% classed as standard and 28% more proactive, which shows progress but still plenty of room to grow. Remember, audits aren't just about catching faults, but catching drift. At a minimum, quarterly reviews should be taking place to keep compliance real.



Managing driver risk

When we spoke to UK fleets, over half of them rated their driver-risk management as proactive (36%) or integrated (18%). Here's a quick look at the data sources they most widely used for driver-risk management:

86%

Incident history

86%

Telematics

75%

Licence checks

61%

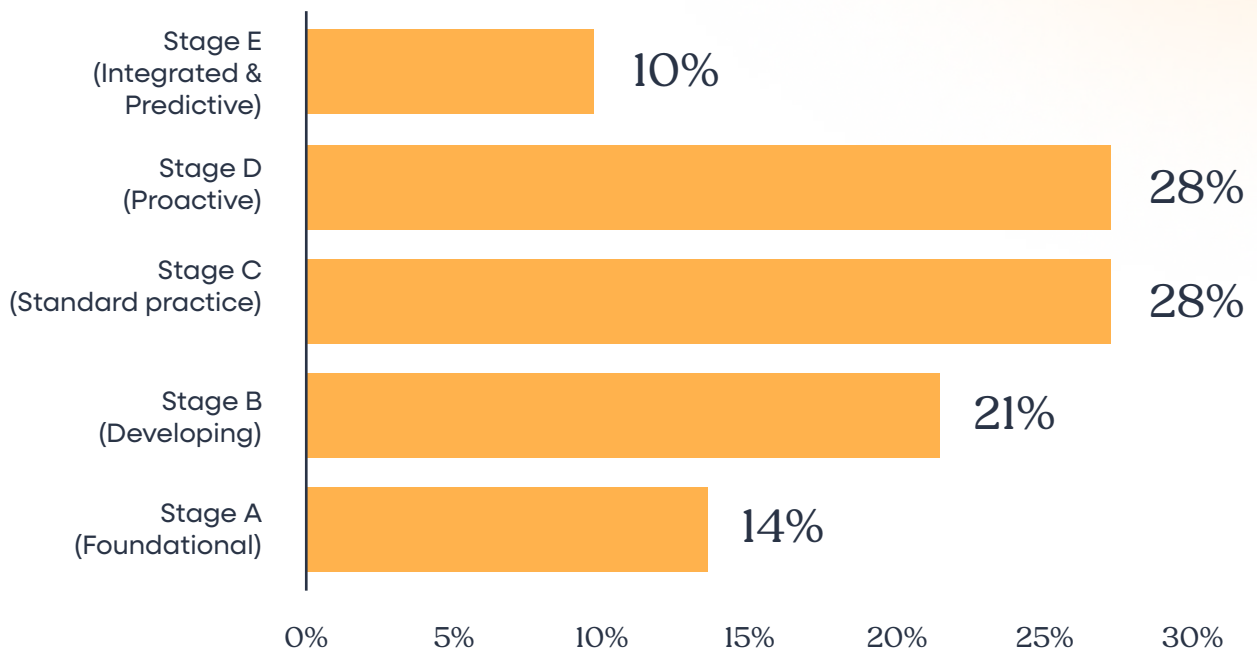
Complaints/near-misses

These numbers show there's a strong adoption of digital risk data, but there are plenty of opportunities to unify all of these data sources into one unified view. Risk data can only be powerful when it connects. If all of the systems don't line up, your fleet is missing half the picture.

Driver training and refresher practices

Training shouldn't be a reactive move. If you wait for incidents to trigger training, that's a backwards approach. Prevention should be built into the calendar, not the accident log.

From the respondents we spoke to, training maturity also hovers around the standard mark (28%) and proactive (28%) levels. Integrated and predictive only sits at 10%, 21% are in the developing stage, and 14% are at a foundational level.



What needs to improve is the frequency of refresher training:

45%

Risk-based

31%

Only after incidents

14%

Annually

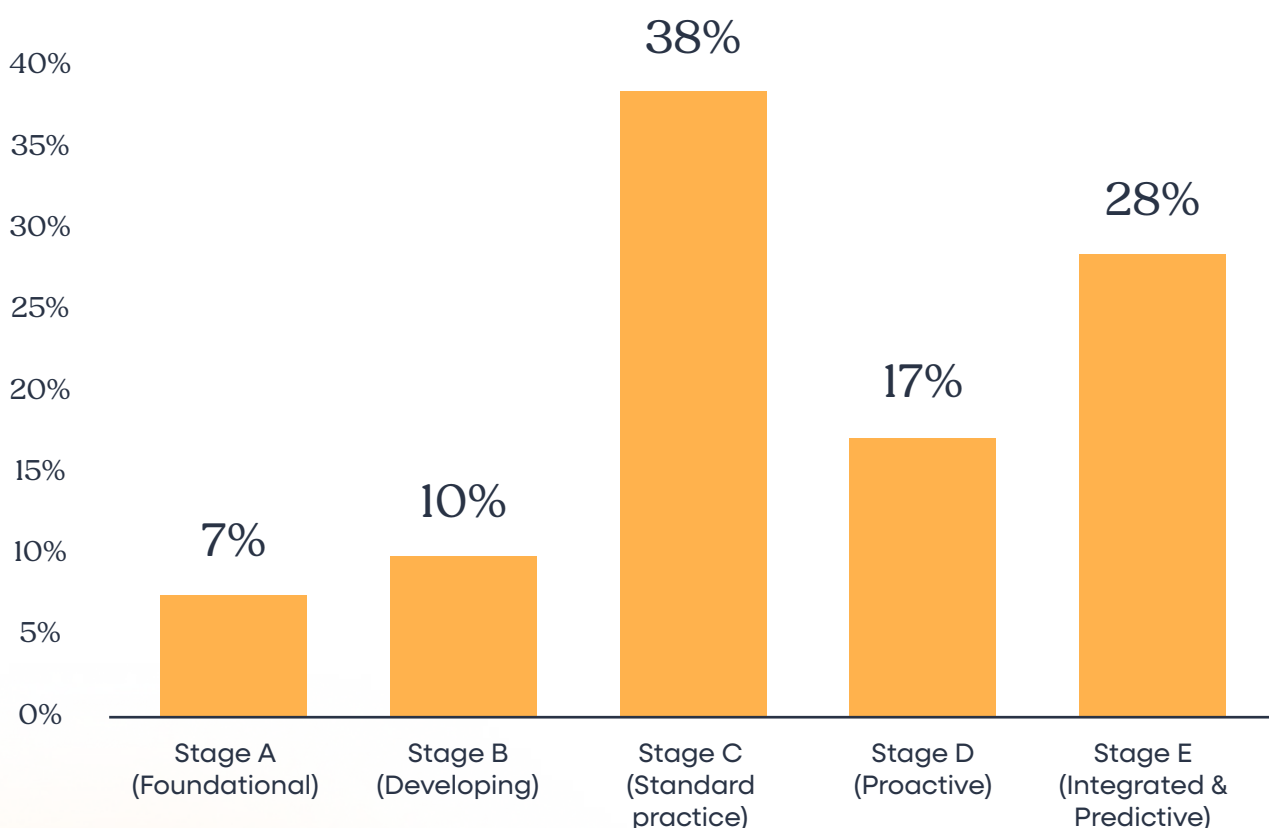
10%

Every 6 months

These numbers show that there's a clear need for more preventative and structured training.

Vehicle checks and defect management

Both light-vehicle and heavy-vehicle checks are strongest at standard (38%) and proactive (17%) stages. 38% are at a standard practice level, whereas developing sits at 10% and foundational at 7%.



But what looks better is how these daily checks are recorded:

37%

Basic app

28%

Central system

28%

Integrated fleet system

7%

Paper forms

Thankfully, only a small number rely on paper forms, which still need to change. This data reflects the ongoing digitalisation, but still highlights that there's room for full integration across fleets.

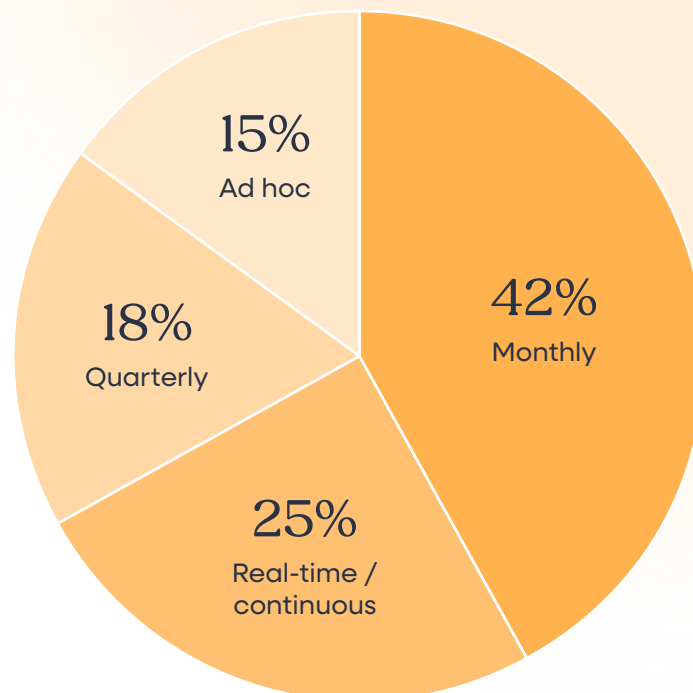
Incident management and operational reporting

Again, there's some work for UK fleets to do in managing and reporting incidents.



Almost 42% of fleets now produce monthly reports, and 25% use real-time dashboards, which shows there's clear progress towards continuous oversight. However, 18% only produce reports quarterly, while 15% do it on an ad-hoc basis.

While monthly reporting is great, live reporting is better because the quicker you notice patterns, the cheaper it is to fix them.





Cost efficiency and hidden risks

Fleets that treat compliance as a box-ticking exercise are usually the ones that are hit the hardest by hidden costs. Our data shows that downtime and incident management remain among the top contributors to operational efficiency, and nearly 41% report that they still operate at a standard maturity level for incident management, 28% are rated proactive, and only 17% are integrated.

That means most organisations still respond to incidents after they occur, rather than using connected data to anticipate these events. The costs will keep increasing if you don't catch patterns early, as every untrained driver or unreported defect eventually hits your bottom line.

As data in this report has shown, most fleets do collect operational data through telematics, but fewer than half integrate those insights into real-time dashboards. Without joined-up visibility, teams are relying on monthly spreadsheets or summaries, which introduces human error and delays in decision-making.

“Disconnected data is like driving with fog lights on — you see enough to move but not enough to avoid the potholes.”



Gareth Jones, Group Fleet Transport Compliance Manager at Speedy Hire.

Our data also shows that integration is the real silent differentiator between reactive and cost-efficient fleets. While most fleets connect the basics, automation still lags behind, as only 34% have automated alerts to flag missing data or overdue actions. This created a data gap where information exists, but it isn't acted on quickly enough to prevent loss.





Fleet performance metrics that matter

Compliance isn't an end in itself. Think of it as a measurable driver of operational performance. As compliance systems mature, data visibility improves, giving operators the power to quantify the impact of better-managed and safer fleets. To do that, you need to know the core KPIs to track moving forward.

Metric	What it shows	Why it matters	Grouping & Filtering Options	Example Insights
Cost per Vehicle per Month	Tracks total operating, maintenance, and downtime costs per vehicle, benchmarked monthly to identify efficiency gains.	Demonstrates financial performance and highlights opportunities to optimise asset use and reduce spend.	<ul style="list-style-type: none"> - By vehicle type or class - By vehicle age/lifecycle - By location or depot - By driver or department By journey type 	Reveals underperforming vehicles or regions; identifies the optimal replacement point and cost-saving opportunities.
Audit Pass Rate	Measures the % of audits passed without non-conformance, with quarterly targets to drive improvement.	Ensures consistent governance, quality control, and safety compliance across the fleet.	<ul style="list-style-type: none"> - By audit type (safety, operational, environmental) - By region or business unit - By auditor or audit team - By time period 	Highlights recurring compliance issues, tracks governance maturity, and demonstrates improvement to external stakeholders.
Downtime Hours per Vehicle per Month	Monitors total hours vehicles are unavailable due to maintenance, incidents, or repairs, measured monthly against uptime targets.	Directly links to productivity, service reliability, and driver satisfaction, helping plan proactive maintenance	<ul style="list-style-type: none"> - By cause (maintenance, accident, scheduled) - By vehicle model or age - By service provider - By route or driver - By season 	Identifies frequent downtime causes, helps benchmark service partners, and supports predictive maintenance planning.
Driver Incident Rate	Tracks the number of recorded driver incidents per 100,000 miles, analysed monthly and quarterly to identify trends.	Indicates safety culture, training effectiveness, and overall driver behaviour, reducing insurance risk.	<ul style="list-style-type: none"> - By incident type - By driver experience or tenure - By time of day/week - By vehicle type - By route or geograph 	Pinpoints risk hotspots, reveals training needs, and quantifies improvements in driver safety performance.
Licence Check Completion Rate	Monitors % of active drivers with valid, up-to-date DVLA checks within required cycles.	Acts as a compliance safeguard, ensuring legal eligibility and reducing regulatory and reputational risk.	<ul style="list-style-type: none"> - By business unit or department - By licence class (car, HGV, specialist) - By region - By driver tenure - By check frequency 	Highlights compliance strengths and gaps, ensures onboarding consistency, and supports proactive risk management.

To get the most from your effort, you should focus on turning your metrics into momentum. Here's how:



Measure cost and compliance together:

Track audit pass rates and downtime cost in the same dashboard.



Benchmark regularly:

Compare against average and peer fleets at least every quarter.



Standardise definitions:

Agree on how you record downtime, defects, and incidents across sites.



Links KPIs to training:

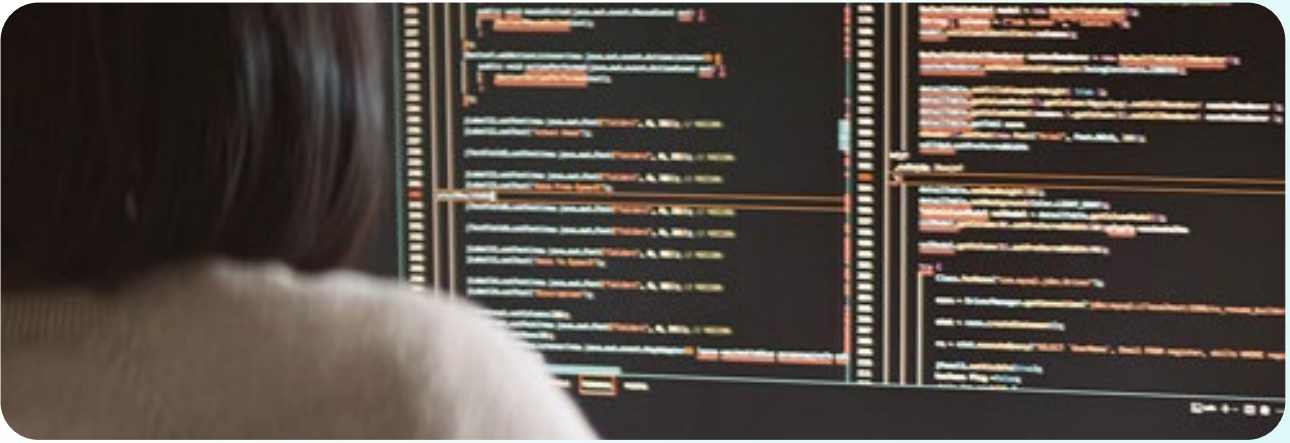
Use driver scorecards to encourage safe and efficient behaviour.



Automate reporting:

[Integrate intuitive software](#) to consolidate your data in one place and display live alerts.

Fleets that act on these principles will move quickly from reactive management to proactive and predictive performance, where every single metric feeds into a cycle of cost reduction and improvement.



From data to action

Our findings make one thing clear. Most UK fleets already know what good looks like, but not many are executing it consistently. That means the difference between a standard operator and a proactive operator isn't awareness, it's application.

That's clear because of the patterns across the database. For example, integration is high, but automation is limited. Training maturity is solid, but it's also reactive in many cases. Audit and reporting are improving, but more than four in 10 fleets still rely on manual methods.

“Automation and accountability go hand-in-hand. Once everyone sees the same live data, fixes happen faster — and that's where the savings come from.”



Gareth Jones, Group Fleet Transport Compliance Manager at Speedy Hire.

The lesson here is that data alone doesn't change behaviour. But it's your systems, structure, and ownership that do. To help, here's a practical checklist built from our survey results and common traits of high-performing fleets to help.

- Automate licence checks:
Adopt DVLA integration to run real-time checks, and set automated reminders for renewals. Look for software that automates this and creates audit trails of every check.

- Digitise daily walkarounds:
Switch to mobile walkaround software with photo capture and instant defect logging that also links directly to maintenance scheduling.

- Close the defect loop:
Build automated workflows to alert maintenance when critical defects are logged.

- Proactive and predictive maintenance scheduling:
Use mileage and telematics data to trigger maintenance in advance.

- Audit and reporting:
Use live dashboards and automated compliance scorecards to review monthly.

- Targeted driver training:
Use incident and telematics data to assign risk-based refresher courses. The right platform can help map training history and flag overdue sessions.

- Integrate HR, fleet, and risk systems:
Link driver, vehicle, and incident records into one platform so everything is in one place.

The common theme here is to search for the right platform. However, technology enables this change, but it's the people who sustain it. Fleets that want to move quickly up the maturity ladder should adopt some key habits:

- From drivers to directors, everyone should have shared visibility and see compliance data.
- Offer support, not punishment, by adopting a supportive accountability mindset. If you train, check, and guide people, compliance takes care of itself.
- Continue to improve by reviewing your KPIs every quarter, not once a year or when you notice issues.

To become an operator who adopts a continuous feedback loop and embeds these steps, your main focus now should be to:

- Collect data from checks, telematics, and audits.
- Connect systems from HR, maintenance, and compliance into one view.
- Automate response alerts and tasks that trigger instantly.
- Analyse trends with real-time dashboards to reveal root causes of high costs.
- Act and review by scheduling improvements and measuring impacts every quarter.

This loop should transform your compliance from a box-ticking exercise into something more dynamic and performance-focused, all designed to reduce downtime, accidents, and cost per vehicle, month after month.

Next step: Benchmark your fleet

To help you translate insights into action, we've created a fleet compliance scorecard. It's a 10-question self-assessment that reveals where your fleet stands on the compliance maturity ladder and what to focus on next. You can use it to:

- Identify your current compliance stage.
- Uncover hidden cost and risk gaps.
- Get tailored recommendations aligned with your fleet size and complexity.

[Get access to the scorecard here](#)

Ready to close your compliance gaps?

Compliance shouldn't have a reputation as a regulatory chore anymore. If you want to be a forward-thinking fleet, it's time to treat compliance as a measurable level for cost control and operational efficiency.

Whether you're just starting to digitise checks or you're struggling to integrate multiple systems, Jaama can help you take the next step.

Our experts work with fleet, transport, and compliance managers every day to streamline processes, reduce downtime, and bring every single element of fleet data into one connected view.

[Speak to our team](#)