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FRAIKIN EXTENDS LONG-STANDING FLEET MANAGEMENT CONTRACT WITH NHS BLOOD AND TRANSPLANT

Fraikin's ability to precisely structure the maintenance and servicing requirements of NHS Blood and Transplant's specialist fleet has sealed a three-year renewal deal for one of its longest-running fleet management contracts.

It means Fraikin will continue to manage 350 NHS Blood and Transplant vehicles, including emergency response cars, light commercials, and 7.5-tonne refrigerated trucks – all of which collect and transport blood and blood-related products nationwide.

Tom Hammond, National Fleet Services Manager at NHS Blood and Transplant, says: "The reliability and efficiency of our emergency vehicles is paramount to the service we provide; an unexpected breakdown can literally be the difference between life and death.

"The national reach of Fraikin's mobile technician network ensures any unexpected issues we encounter are handled quickly and effectively, while the company's ability to structure a bespoke maintenance plan to fit around our fleet, while also adhering to strict Key Performance Indicators, is first class – as it has been since 2002."

The KPIs set by NHS Blood and Transplant include a minimum 98 per cent vehicle availability, a 100 per cent MOT pass rate and a first-fix rate for any breakdowns of 99 per cent – all of which Fraikin continually meets or exceeds.

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The maintenance schedule is managed by the team at Fraikin's headquarters in Coventry, which also provides a 24/7 helpline for any immediate issues. To maximise vehicle uptime, Fraikin has also tailored the contract to include relief vehicle cover from its own rental fleet – supplying NHS Blood and Transplant with temporary vehicles to replace any assets that are booked into the workshop.

In addition, NHS Blood and Transplant makes full use of the FraikinView online portal, which provides a complete overview of all scheduled maintenance work, alongside a wealth of fleet documentation to aid vehicle compliance.

Hammond adds: "FraikinView provides detailed information about every vehicle, so I know in advance when any warranty or servicing work is due. It's so effective, we have been able to free up members of our team to focus on other areas of the business."

NHS Blood and Transplant is the executive non-departmental public body of England's Department of Health and Social Care, providing a reliable, efficient supply of blood, organs and associated services to the NHS, covering the UK, Channel Islands and the Isle of Man.

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Notes to editor:

About Fraikin

[Fraikin Ltd](#) is part of the [Fraikin Group](#), the largest commercial vehicle fleet services company in Europe, providing expert fleet management, contract hire and rental solutions to both the private and public sectors. The Fraikin Group, established in France in 1944 by Gérard Fraikin, has operations in 16 countries, with more than 2,800 employees, 7,000 clients, 180 branches and a fleet of 60,000 vehicles. Its operations span Belgium, Czech Republic, France, Germany, Hungary, Italy, Luxembourg, Morocco, Netherlands, Russia, Saudi Arabia, Slovakia, Spain, Switzerland, Poland and the UK.

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