

CASE STUDY:

A perfect partnership to deliver taxpayer value



Fraikin

Harrow **COUNCIL**
LONDON

For more than two decades, Fraikin has worked with Harrow Council (London Borough of Harrow) to supply and maintain its vehicle requirements. After an initial start, Harrow's confidence in Fraikin grew and from 2002 Fraikin has supplied 100% of the diverse Harrow Municipal fleet, which currently totals more than 200 specialist vehicles and plant equipment, ranging from vans, minibuses and refuse collection vehicles, to bespoke-built plant trailers, excavators, tractors, sweepers, mowers and quad bikes.

Harrow Council's Contract Manager, David Hayes, says: "The partnership between Harrow Council and Fraikin has worked so well for more than two decades because we get a flexible, adaptable service. If we have a challenge, Fraikin always comes up with an optimal solution.

"Crucially, Fraikin keeps our budgetary requirements at the heart of everything it does while maintaining fantastic performance – and that's why we've been happy to work with them for so many years."

'Can-do' cost-saving

As a large public sector organisation, Harrow Council is continually tasked with reducing costs and innovating – simultaneously. To meet that challenge, Fraikin works closely with the Council to understand its needs and deliver a service that is not only cost-efficient, but focused on fleet availability, performance and transparency – the end result being the total fleet cost has been slashed in excess of 10%.

Fraikin also operates a dedicated workshop on-site, which allows for rapid repair and turnaround, as well as unparalleled communication. Talib Sheikh, Regional Engineering Manager, Fraikin, says: "We're within walking distance of our customer and we work extended hours – our operations are based around Harrow Council's needs. We listen to our customers and employ a 'can-do' attitude to ensure the Council gets the most from its fleet and its relationship with Fraikin."

The end result is a fleet that delivers exceptional performance at the lowest cost, giving Harrow Council the greatest return on its investment at a time when councils across the country are under significant pressure to deliver real value for money for taxpayers. The fleet offers 100% vehicle availability for the next working day. In the unlikely event of a breakdown, all vehicles are attended within 60 minutes, with an average response time of just 20 minutes.

Cutting costs by 10%

- Reprofiled the fleet, allowing the deployment of larger more versatile vehicles which reduce the overall fleet size
- Further optimised contract hire life cycles delivering significant financial savings year on year
- Delivery and management of the driver CPC training, which improves overall efficiency, compliance and cuts maintenance costs
- Billing annually in advance, to offer a financial discount to Harrow
- Solid-tyre policy on heavy plant, and inclusion of puncture-proof gel in vehicles with pneumatic tyres
- Customisation of vehicles to include reinforcement on areas that are prone to greater damage potential than normal

**100%
vehicle
availability for
next working
day**

**More
than 200
fleet
assets**

**20
minute
average
response
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Crunching the numbers

Harrow Council makes extensive use of the FRAIKinVIEW online portal, which provides instant updates and information on the state of the fleet via any device with an internet connection. David Hayes says: “Thanks to FRAIKinVIEW, we get detailed information on our fleet operations which allows us to optimise our mileage and further reduce our fuel spend. It’s a very powerful tool and it’s indispensable for keeping tabs on our operations.”

Plans are also afoot to diversify Fraikin’s on-site workshop into a revenue stream for the council, as a DVSA vehicle testing facility (VTF) for third-party commercial vehicles.

David Hayes says: “The reason why we’ve worked with Fraikin for so many years is because every initiative it develops delivers us a financial saving. Thanks to the company’s expertise, we can enjoy a turnkey service that keeps our operating and capital costs and overheads low, delivering great value for the taxpayer. Fraikin is an integral part of our operations and a great partner to work with.”



Sustainable steps

Fraikin and Harrow Council are working together on a number of initiatives to cut costs and reduce operational environmental impact.

- Plans to retrofit certain vehicles to run on dual fuel with compressed natural gas (CNG) – expected to reduce CO₂ emissions by 14-18% and significantly reduce fuel running costs
- Construction of CNG storage facilities which could also make use of compressed biomethane (CBM)
- Driver training to improve fuel efficiency
- Proposals to develop existing workshop into DVSA VTF for commercial vehicles, maximising utilisation of facilities and generating a revenue stream for Harrow Council

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Fraikin are are great partner to work with.”

David Hayes, Contracts and Procurement Officer, Harrow Council

Fleet summary:

- Trucks • Trailers • Tippers • Street sweepers
- Refuse collection vehicles • Urban vacuums • Earthmovers
- Mowers • Aerators • Vans • Minibuses • People carriers
- Electric cars • ATVs



Fraikin

Find out how Fraikin can cut your fleet spend and carbon footprint while improving service levels.

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