

CASE STUDY

An outstanding partnership delivering visibility and financial control 24/7

95% Driver Compliance



Health Transportation Group UK (HTG-UK)

HTG-UK is the leading provider of specialist transport services, carrying out more than 500,000 journeys on behalf of the NHS every year.

Leading the way in delivering safe, caring and sustainable healthcare transport services.

Fleet Operations

The HTG fleet consists of 422 vehicles – the majority of which are ambulances available on a 24/7 basis. The balance of the fleet is made up of cars and grey fleet vehicles, all of which are managed by the partnership.

“ The team at Fleet Service GB provides an exceptional level of service ensuring that the considerable challenges placed on HTG are more than satisfied. ”

Neil Berry,
Chief Executive,
HTG Transportation Group UK



Background

In the summer of 2022 HTG opened discussions with Fleet Service GB to explore a possible partnership looking at important areas such as H&S, legal, compliance and driver wellbeing. Up until that date, HTG were unable to effectively evaluate their existing fleet operations and, as a result, required essential change. Fleet Service GB were appointed as the fleet management provider in August 2022.

Challenges

As part of the set-up process, FSGB identified that HTG's operations did not fit a conventional fleet model.

Maintaining an NHS contracted service on a 24/7 basis required a customised approach where both teams defined the objectives and set out robust parameter requirements for service delivery.

By adopting an open agenda from the very beginning all HTG challenges were identified and workable solutions proposed.

Developing a strategy

As part of the strategy discussions consideration was given to the vehicle age/condition and an obvious lack of control processes. The lack of data prevented effective management.

A 'blank sheet of paper' approach was considered essential to ensure that all the stones were turned over and all bad habits and procedures exposed. It was identified at an early stage that involving the driver was critical to ensure health and safety and legal compliance, plus the obvious need to reduce costly incidents and, at the same time, provide enhanced levels of driver wellbeing.

Real-time visibility of data influencing fleet management policy is a big plus in the delivery of the service

Building a supporting partnership

Fleet Service GB welcomed the opportunity to work with HTG and introduce management protocols that deliver all defined objectives.

'Managing the future' became the mantra and ensured that emphasis was placed by both teams on the agreed important areas that would deliver change.

It was also identified that good communication, at all levels, was essential. Regular meetings, evaluation of data and where recognised, change of management emphasis, all played their part in the building of an efficient fleet operation.

Of particular importance, it was identified that HTG vehicles are converted from vans to ambulances, placing a greater emphasis on preventive maintenance in order to extend vehicle life.



Working together

Looking at all areas of cost is an essential part of the partnership and, as such, identifying opportunities to take out or reduce costs is critical.

One such area is insurance. HTG had experienced historically, regular annual increases in insurance costs, however by using the valuable data produced by the Achieve Software Hub, the increase in the insurance cost, as a percentage, was reduced. This was directly influenced by the ability to demonstrate to the insurance company, fleet management processes that would reduce incidents, improve driver performance and drive down overall fleet costs. Areas such as this are constantly being reviewed as part of regular partnership meetings and interactions.

Another important area is communication. As part of the continuous process refreshing the message to all stakeholders, using the app and other available mediums, is considered essential.

Delivering an excellent service, going above and beyond expectations, has been transformational.

Performance analysis

Use of sophisticated technology has been a game changer in supporting the agreed partnership objectives.

The Achieve Driver App has become a **one-stop shop** for HTG drivers – its intuitive functionality in all areas has not only supported management protocols but directly influenced driver behaviour. The Achieve Software Hub, again with its sophisticated capability, enables the HTG team to access data on a genuine 24/7 basis and where appropriate activate interventions or change.

Results

HTG recognised from the outset of the partnership that due to the uniqueness of its operations progress would be slow. However, at the end of a 3-year period it is recognised that significant progress has been made.

Management decisions are now based on availability of accurate data, gathered by the system on a continuous basis. This capability has enabled HTG to look at their operations differently, recognising that nothing stands still.

Compliance is a critical component of the management process, health & safety and legal requirements cannot be ignored. It is therefore satisfying to note that driver compliance levels are now running at 95% and on occasions, 100%. This is a true reflection of a genuine partnership that is working and importantly delivering.



Use of advance sophisticated technology providing clear communications with the driver has been recognised as a key component.



“ Collaborating with HTG management has been an extremely valuable experience. Their openness and willingness to share ideas and learn together have helped create a fleet operation that consistently meets and exceeds agreed objectives. ”



Sarah Clifford,
Client Services Director,
Fleet Service GB

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



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