

# fleet

## FACT FILE

*The who, what, how and why*

### WHO we are



Fleet Solutions is an integral part of Northumbria Healthcare NHS Foundation Trust, one of the UK's largest NHS organisations; we are therefore also part of the public sector.

We are acknowledged as introducing the UK's very first salary sacrifice car scheme 14 years ago.

Our business is the administration of salary sacrifice staff benefit schemes for **public sector** organisations – this is what we do, this is **all** that we do.

### WHAT we do

We offer two salary sacrifice schemes to public sector organisations for the benefit of their staff.

The schemes cover either a new car, or the latest home electronic products, both offering staff significant savings.

- Salary sacrifice or net deduction
- Business lease and pool car administration available
- 24/36 month car lease agreements
- 12/24 months home electronics' agreements



'Fleet, My New Car!' is the UK's original and most popular public sector salary sacrifice scheme, offering your staff a brand-new car of their choice on a two or three year lease.

Not only does the scheme, which is HMRC approved, offer potential substantial savings for your employees but the vehicles are also taxed, insured and serviced with breakdown cover, windscreen cover, and tyre replacement included as standard.

This scheme, in association with Currys | PC World, offers your staff access to over 5000 of the latest home electronic products, including; domestic appliances, laptops, tablets, televisions and smart technology products.

### EXTRA benefit

While your organisation may decide to select either the 'Fleet, My New Car!' or the 'Fleet, Home Electronics' scheme, there is a significant extra incentive for your organisation to taking *both* schemes. Further details and t&cs of this exciting new offer are available upon request.

### WHO do we do it for?

Our salary sacrifice leasing schemes are available **only to public sector** colleagues in such organisations as:

- NHS
- Councils
- Universities
- Academy Schools
- Police

### WHAT is our level of experience?

- We are credited with being the originators of the scheme in the UK;
- We have 14-years' unrivalled experience of managing salary sacrifice schemes, for public sector customers exclusively;
- Over 70,000 vehicles have been ordered since the 'Fleet, My New Car' scheme began, with over 20,000 on the road today and around 700 new vehicles added each month;
- Our 'Fleet, Home Electronics' scheme has benefited tens of thousands of public sector staff, being especially popular at Christmas time;
- We serve around 200 public sector organisations.

**We are the UK's most experienced operator of salary sacrifice schemes.**

### WHAT is our mission?

- To continue as the leading public sector supplier of salary sacrifice programmes;
- To continuously review the competitiveness of our offers;
- To track and analyse average staff participation rates in our schemes;
- To monitor and review employer and end-user customer satisfaction levels;
- To recognise that as a fellow public sector organisation, you are not just our customer, but also our colleague.

## WHAT is salary sacrifice?

Our salary sacrifice schemes are offered as a benefit to permanent staff who give up part of their salary - under the terms and conditions of their employment. In return they will be provided with either a brand-new car, fully insured, taxed and maintained for the lease period; or brand new, fully guaranteed, home electronics products.

Both our schemes are **HMRC approved**.

## WHO are our partners?



## WHAT makes us special?

We not only administer the 'Fleet, My New Car!' and the 'Fleet, Home Electronics' salary sacrifice schemes, we **USE** them too. Our 10,000 staff have full access to both schemes - we are our own customer!

This gives us an excellent insight to any user issues that may arise and has enabled us to employ effective systems and protocols, aimed at giving users the best possible experience. Plus, as previously mentioned, as we are also a public sector organisation and as such we never forget that your staff are not just our customers, but our *colleagues* too.

## WHAT happens to surplus income from our schemes?

Not only do our schemes offer the best benefits package for public sector organisations and their staff, but the public sector itself benefits too.

This is because surplus income from our two salary sacrifice schemes remain in the 'public purse', unlike all other private companies who operate similar schemes.

Our surplus goes toward benefiting front line NHS services for the public.

## HOW do we manage to get such great deals?

Unlike competitor schemes, all vehicles and related insurances on our 'Fleet, My New Car!' scheme are procured via the Crown Commercial Services framework agreement, ensuring competitive pricing from 12 suppliers who have been awarded a position on the framework following a full European-wide procurement exercise.

This, combined with our very significant industry contacts developed over 14 years, means that we can secure car leases at the most competitive rates available.

## HOW does your organisation benefit?

Your organisation will enjoy significant income generation from our schemes, as well as offering an attractive boost for staff recruitment, wellbeing and retention.

## HOW do your staff benefit?

**NO** deposit is required on our schemes, nor are **ANY** credit checks made; thereby removing the need for your staff to rely on expensive personal credit or pay-day loans.

Additionally, they also benefit from potential significant savings over the term of the agreement and of course the enjoyment and reliability of a brand-new car, or the very latest in quality home electronics products.

On the 'Fleet, My New Car!' scheme, they can choose from over 4,000 cars (models and specification) and their chosen vehicle will be fully maintained, taxed and insured with breakdown cover, plus windscreen cover and tyre replacement are included as standard. On the 'Fleet, Home Electronics' scheme they can choose from over 5000 products, from Currys | PC World; including domestic appliances, laptops, tablets, televisions and the latest smart technology products.

## HOW do we explain the schemes to your staff?

We have two dedicated websites, one for each scheme, for your staff to use. These contain explainer videos and easy to follow procedures for obtaining quotations and ordering.

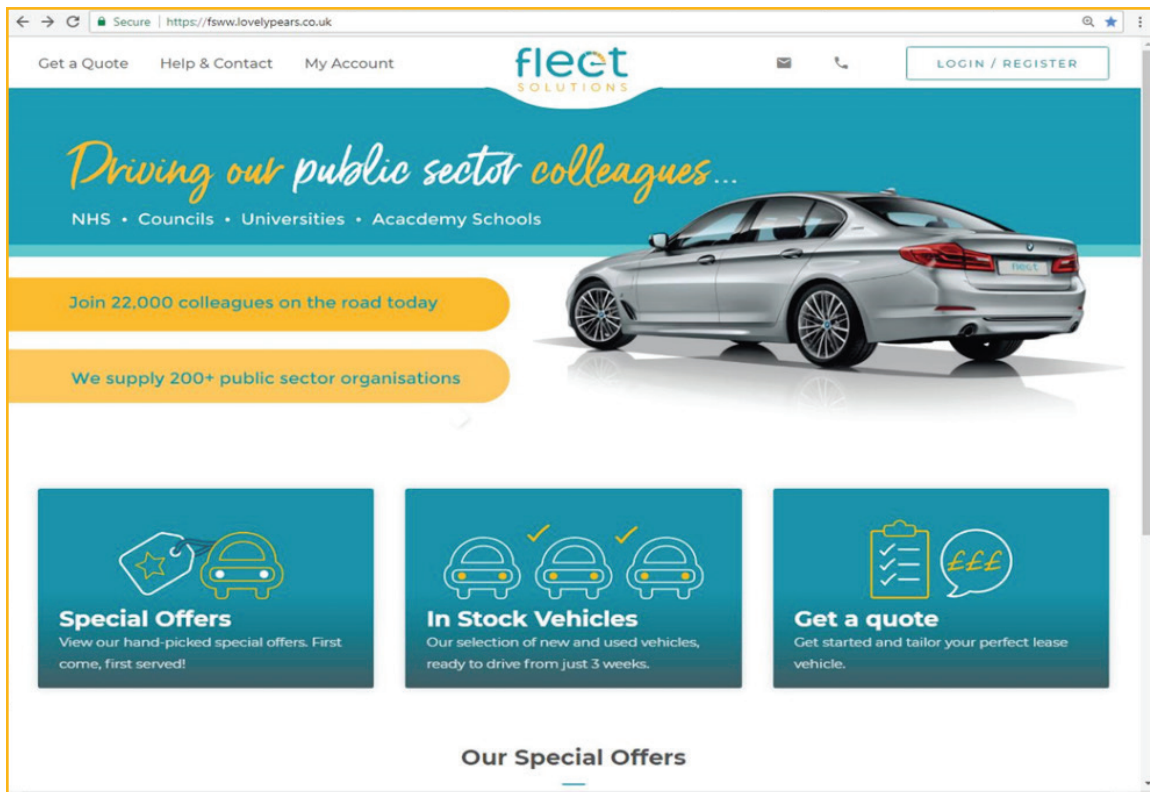
We also offer two attractive brochures, one on each scheme, which contain information and FAQs, presented in a plain English style.

We also offer free Webinars (approximately 30 minutes in length) which can be personalised for your organisation. During the webinar we explain the scheme, its benefits and include a Q&A session.

For any staff unable to attend the webinar we make a recording of it available for them to download, so they can view it at a more convenient time.

## HOW do your staff order?

We have recently upgraded our two websites, one for each scheme, for employees of participating organisations. These websites offer your staff a fully automated and secure online quotation and ordering system.



## WHAT does our 'Fleet, My New Car!' app do?

We have developed our own app that can be of real benefit to staff, both before and after they select their car.

Initially it can be used to obtain quotes on over 4,000 vehicles/specs, but once they have selected their vehicle it can be then used to access important motoring information. This can include a personalised driver handbook, a copy of their insurance certificate, important contact information and a 24-hour accident helpline.

The app is free to download from either Google Play or the App Store.



## WHAT is the benefit of subscribing to 'Fleet, My New Car!' text alerts?

For staff who are flexible about the type of car they want and are more interested in bagging a real bargain, they should go to our website and sign up for 'text alerts'. Then when one of our **flash sale** events occur, they will be among the first to know by text alert direct to their mobile phone.

For those who do sign up for text alerts they will be given 24 hours advanced notice of any special events, before it is announced on social media, or other channels.

Once staff have a car the text alerts are used to advise them of any milestone events, such as servicing dates.

## WHAT in-house support do we offer?

We have invested in a high level of customer support, both throughout the ordering process and then for the duration of the lease agreement.

We have a 50 strong dedicated in-house customer support team in place who will work toward providing our public sector colleagues, with the highest possible level of service.



## HOW do we communicate?

The following are a summary of the ways in which we communicate with our partner organisations who sign up for one or both of our schemes and of course their staff... our public sector colleagues.

In addition to these methods we have a field force who will come and visit you and work through the potential for your organisation.

## B2B - for senior officers in participating organisations

### Website

[www.fleetsalariesacrifice.com](http://www.fleetsalariesacrifice.com) - this is a dedicated B2B site and not for staff

### Brochure

Containing information on both schemes  
Available formats: PDF + printed

### Webinars

We aim to hold 2-3 per year for public sector organisations who sign up for one or both of our schemes. These will be used to update clients regarding any changes or improvements to the schemes.

We will also hold periodic webinars for those organisations in the public sector who have not yet joined our schemes.

### Social media

In autumn 2018 we are launching dedicated social media, beginning with LinkedIn and we hope to connect with senior colleagues in the public sector so we may update them on a regular basis.



## **Surveys**

We will be inviting our public sector partners to participate in short surveys as a way of helping to shape the future of our services.

## **Exhibitions and conferences**

We will be exhibiting at:

HFMA Annual Conference, 5-7 December 2018

Hilton London Metropole, Edgware Road, London

## **Contact details**

If you would like further information on one or both of our salary sacrifice schemes and how to implement your own bespoke scheme in your organisation, please use the following contact information:

Email: [enquiry@nhsfleetsolutions.co.uk](mailto:enquiry@nhsfleetsolutions.co.uk) Tel: 0344 811 8228

Or contact our National Account Manager Jason Coleman on 07976 938 497 or email [jason.coleman@nhct.nhs.uk](mailto:jason.coleman@nhct.nhs.uk)

## **B2C - for staff in participating organisations**

### **Websites**

[www.nhsfleetsolutions.co.uk](http://www.nhsfleetsolutions.co.uk) - Fleet, My New Car! scheme

[www.nhshomeelectronics.co.uk](http://www.nhshomeelectronics.co.uk) - 'Fleet, Home Electronics' scheme

### **Videos**

Explainer – 'Fleet, My New Car!'

Explainer – 'Fleet, Home Electronics'

### **Brochures**

'Fleet, My New Car!'

'Fleet, Home Electronics'

Available formats: PDF + printed

### **Webinars**

'Fleet, My New Car!'

'Fleet, Home Electronics'

### **Social media**

Instagram – launching late 2018

Twitter – launching late 2018

### **Text alerts**

'Fleet, My New Car!' website

### **Surveys**

Milestone satisfaction surveys

### **Contact details**

Email: [enquiry@nhsfleetsolutions.co.uk](mailto:enquiry@nhsfleetsolutions.co.uk)

Tel: 0344 811 8228

*You are not just our customer, you are our colleague*