![FleetCheck]

Blind Veterans

Introduction

Blind Veterans (UK) operate two main fleets of vehicles, one based in Brighton and the other in Llandudno, plus a variety of field staff cars.

Its Brighton centre operates a mixture of 25 buses, minibuses and saloon cars. The centre based in Llandudno operates a similar number of vehicles, but without the buses.

How FleetCheck Helped

Before Blind Veterans chose FleetCheck, they managed their vehicles using a combination of spreadsheets and paperwork for vehicle defects and mileage. Although this was effective, it was time consuming. Drivers would come into the office to report things without always telling the transport management, which meant the team would only become aware of defects during working hours if they were in the office. It also depended on them looking for the defect sheet and checking it several times a day

Blind Veterans had a vehicle tracking system, but it was slow, consisted of time consuming databases and far too much paperwork. Put simply, they weren't happy with it.

It became evident they needed to update the way they worked. They made a determined effort to seek out new ideas and an automated way of working, so took the time to visit the Commercial Vehicle Show in 2015.

They looked at various products at the show, some of which were standalone products, and some that came with very expansive (not to mention expensive) systems, half of which they

wouldn't use. Coming across FleetCheck they found an easy to use information database, which incorporated the FleetCheck Driver app, and integrated with a satellite tracking system. Bingo! They had what they needed, all in one place.

After a few meetings Blind Veterans decided FleetCheck was what they were looking for. They can run statistics for driving hours (for driver and vehicle) from the tracking, which is accessed through the FleetCheck main page. It's easy to check vehicle details just by entering the last three digits of the registration number or surname of the driver. All this has freed up much time for other duties.

Results

Gary Norman, Transport Operations Manager, Blind Veterans explained, "I am especially happy with the FleetCheck Driver app, which captures defects and sends an email straight away to a colleague or myself. This means I can make the necessary arrangements for the repair considerably faster than previously, and log the defect in the FleetCheck system for that vehicle. This allows each vehicle's defects to be recorded accurately and kept up to date. So, if there's a history building up, I can add another check to our weekly vehicle check sheet to capture defects even earlier."

The app has also been important in helping Blind Veterans to keep track of the vehicles they don't see, their company cars and grey fleet based nationally around the country. The drivers of these vehicles send a weekly vehicle check to the transport managers via FleetCheck Driver, allowing them to keep a record of the fact that field workers are checking their vehicles. This allows the charity to fulfil its duty of care to staff, by making sure that any vehicle on the road, driving on behalf of Blind Veteran, is safe.

"FleetCheck have been invaluable partners in the journey to becoming completely transport compliant. In a day and age where duty of care and compliance is everything, we can't quite believe how we were managing to stay on top of things before FleetCheck came and revolutionised the way we do things. We are extremely grateful to them for their software and continued support."

Chris Kirk, *Head of Transport*
Blind Veterans UK