

## The Background

Cluttons is a limited liability partnership of chartered surveyors, founded in 1765. A forward-looking, dynamic and diverse business, it now boasts a total staff compliment of over 600 people.

Through a network of offices across the UK, Europe, the Middle East and South Africa, Cluttons offer a very wide range of professional property management, agency and consultancy services across the commercial, residential and rural sectors, for both investors and occupiers.

The business combines integrity and energy with experience and expertise and boasts a long-established and loyal client base. This feature plays well alongside the ethos and reputation of Marshall Leasing, explaining a business relationship that now stretches back almost 17 years.

## The Challenge

Over a period of time the structure of Cluttons' car fleet had fractured to include both conventional 'company cars' together with a growing proportion of drivers who had elected to take up the cash alternative option offered by the company.

It became clear to the management of the company that the increased burden of health and safety combined with duty of care considerations (in regard to driving at work) was exacting an administrative toll on Cluttons' personnel and presenting the business with a potential minefield in the form of unmonitored drivers and their vehicles taking to the road on Cluttons' business.

## The Experience

During a regular review meeting with Jonathan Ross, Cluttons' Account Manager at Marshall Leasing, the above concerns were aired and the question posed to Marshall as to how they might help alleviate the concerns and anxieties inherent in the ongoing management of Cluttons' fleet.

Thus challenged Marshall Leasing sought advice from within the industry and also examined various 'solutions' already in the marketplace. The conclusion was that whilst products appeared to exist that might be of use to Cluttons they were, in the main, over-priced and/or limited in their effectiveness.

Therefore Marshall set out to work in partnership with a group of professionals from within the fleet and legal sectors to create a tool by which Cluttons could demonstrate a clear audit trail to any outside examiner and through which a suite of reports encompassing driver details, management reports, fleet reports, and policy documents was easily accessible by Cluttons' staff.

The overall cost of this product proved to be a fraction of that offered by various consultancies and external agencies and has provided the company with a 'belt and braces' product that has generated a sense of reassurance and compliance within the Cluttons' business.

