



Contract hire – the one stop shop solution

Hensons Foodservice has been trading from the Kings Cross area of London for more than 100 years and has built up an unrivalled reputation for the supply of bacon, salt beef, butchery and frozen foods.

Formerly known as Henson Foods, the company had for the past ten years been offering customers the facility to place one order for their frozen food, provisions and butchery, and have them delivered all together, the following day. So, following a recent management buyout of the company, the new management team decided that it was the perfect time to re-brand the company.

“We’ve been supplying the catering trade in London and the South East for more than 30 years and today we can also include some of the top restaurants in London our customers. We also supply a wide range of restaurants, hospitals, schools, wholesalers, cafes and sandwich bars” explained Warren Bignell, commercial director.

“We’ve now developed into a one-stop shop for everything from provisions and condiments to bacons and gammons, through to salt beef and frozen food, and in addition we have 12 butchers on site to ensure that our fresh cuts of meat are prepared exactly as catering customers require them.

“We have a comprehensive frozen range for caterers, and have just joined the Fairway Frozen Food national distribution consortium, meaning that we can now trade on a national basis, without losing the advantages of being an independent regional company.

“Our specialist knowledge and experience is in fresh and frozen food and not in running delivery vehicles, which is why we’ve had a contract hire agreement with Ryder for the past 12 years. Essentially they take away all of our transport headaches and allow us to stay focussed on what we do best – running our business!

“We are currently supplied with ten 7.5 ton trucks fitted with multi-temperature bodies, whereby a sliding interior bulkhead allows the driver to divide the body into separate frozen and chilled sections, which gives us maximum flexibility to transport varying quantities and types of food products at different temperatures in the same vehicle.



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“A Ryder representative visits us monthly to discuss any operational issues. This has helped them to gain an excellent understanding of our business and how it operates, which in turn helps the delivery operation run as smoothly as possible. Any issues which are raised are dealt with in a timely and professional manner and advice given by Ryder on operational issues has been invaluable.

“Another major benefit that Hensons Foodservice gets from contract hiring from Ryder is help and advice on dealing with the myriad of rules and regulations covering everything from maintenance records, tachographs and the new laws on Working Time Directives. Without Ryder on board we’d have to build our own workshops, employ fitters, keep a large parts inventory and have the hassle of dealing with our own breakdowns. As it is, Ryder provides us with a strict maintenance schedule and they collect vehicles for servicing, as they become due, and leave us a replacement vehicle until our own is freshly serviced and delivered back to us.”