

Minutes of WAVCA Members' Meeting
Held at the Forest of Arden Hotel, Meriden
on Tuesday 17TH October 2018 commencing at 9.30

Members present:

Alfred Bekker – Brian McLaughlin
Allied Mobility – Peter Facenna
Automotive Group – Phil Hind
Bristol Street Versa – Jo Ellison; Cam Baldry
Brook Miller – David Knights
Brotherwood Automobility – Rod Brotherwood; John Daniels
Cartwright Conversion – Charles Pugh
GM Coachwork – David Vooght
Gowrings Mobility – Nigel Brice; Lorraine Farnon
Lateral – Bryce Greenwood
Lewis Reed – Ian Newton
McElmeel Mobility – Conor McElmeel
OH Mobility – Matthew Boswell
Sirus – Simon Pearson
TBC – Davy Donnell
Vic Young – Vic Young – Steven Brown
WAVCA – Linda Ling

Davy welcomed all Members present.

Minutes of last meeting

Minutes of the last meeting having been circulated were agreed as a true record of the meeting and signed off by the Chairman.

Matters Arising

There were no matters which would not be covered by agenda.

Finance Report

JE circulated a Finance Report which showed the bank balance at 16/10/18 as £33,181.

Online banking is working well. VAT is being sorted.

Fees for 2019 will be decided at the next meeting.

PF asked if Motability have still got the PAS Review contribution on their schedule. DD confirmed they have.

RB offered a vote of thanks to JE for Finance report.

Tech WG Report - DV

Current work items.

There have been no PAS related questions from Members or VCA in recent months.

Item 051 - The service level agreement between Allied and WAVCA is the most recently added item.

Item 047- Introduction of the opportunity to test inboard lifts out of vehicle is being resolved with this being included within the PAS review.

Lift testing in PAS

Topic introduced by RobB. Suggestion that a surrogate structure is used for this test. IH concern that it will prove difficult to word this in a PAS 2012 re-write. Discussion around using part of lift structure or a test-lift for several tests. Worst case loads. IH we could write something 2-stage the lift shall have been tested – then validation of surrogate structure - IH to draft this as an alternative to current provision.

Question about the pulse used. It was agreed to stay with 10542.

PAS Review

The review has been to the Steering Group for feedback. No contentious items were raised. Items have been considered and IH is consolidating these into a final draft to go to BSI at the end of October. Once this is in, we will get a new quote for costs of the Review from BSI.

IH – It was agreed that reference to the Variation Technical File would not be added to Review document, but stay within the Implementation Guide.

Framework Directive

We had thought this was still in development and had submitted some OECVA items, but IH reported that this has already been published.

In the light of this IH asks if he should communicate with Antony LeGrange and see what happened to the schedule and if there's any opportunity for an amendment at this stage. It was agreed he should go ahead.

Meeting with VCA - Stephen Trenoweth. Topic - PAS COP. Date of meeting Wed 22nd August.

DV and LL attended.

Stephen wanted a steer on WAVCA's intentions with regards to PAS 2012 COP for the future, if indeed we wanted any.

His observations were that PAS has been very positive and that to maintain credibility in the future we need to ensure the standard is maintained.

He expressed concern that in the course of Type Approval CoP VCA were noticing significant PAS non-compliances, some significant. LL mentioned that, as a guide, PAS extension was not widely being used, with only 8 extensions so far.

On the subject of CoP he advised that the VCA current regard the WAV industry as “medium to high risk”. He said VCA tend to target companies with ‘weak’ ISO 9001 accreditation providers.

He offered to give us some suggestions and maybe a skeleton process. It would be logical that the process mirrored the logic of type approval COP.

We reminded him that the scheme is voluntary and should not be too restrictive or demanding.

DV and LL have discussed this meeting within the Tech WG.
A new work item has been created.

Initial Tech WG discussions resulted in us discussing how basic first steps could be made by PAS holders towards some form of “self-certification”. Possibly a statement from the PAS holder annually confirming that the PAS is current, compliant and in its most up to date version.

Guidance could be offered to PAS holders on the questions they need to answer to have the confidence to sign a declaration.

It was also suggested that, since it was a condition of membership, WAVCA should annually request a copy of ISO 9001 for each Member Company.

Once a considered proposal is ready it will be put to members for consideration.

ST also spoke about Brexit and advised that a company wanting to sell into the EU would also need a ‘legal entity’ somewhere in an EU Member State, to act on their and receive any enforcement actions taken by the Commission with regard to Type Approval.

**Meeting with Wheelchair manufacturer, Invacare. Date of meeting Thurs 6th Sept.
Present. DV, LL, RB, JD, KW from Q’Straint and from Invacare Chris Fowler & Pete Hubbard.**

The meeting set out to see if we could enlist the support of a wheelchair manufacturer to work with WAVCA and WTORS manufacturers. Topics included wheelchair weights, restraint methods, docking stations and ISO standards.

Invacare were chosen for the meeting as they have some UK manufacturing, although their development is set up through centres of excellence. The CoE for powered wheelchairs is in France. Chris has good liaison with his colleagues there, however.

Generally speaking wheelchair manufacturers regard themselves as having ticked the box on being ‘transportable’ if they have done the 7176-19 test on it.

It soon became clear that a common cause of concern for these parties is the influence and pressure brought about by wheelchair services. There are many apparently independent wheelchair service groups with different attitudes to what modifications are permitted to their wheelchairs.

One outcome from the meeting was that we should try to bring about a dialogue with these services and possibly Motability to agree some common ground.

An offer was made for Chris to visit a Tech WG meeting and perhaps think about joining as a Trade Partner member.

Work item ... Service level agreement. Allied to WAVCA for Ian Hopley.

Tech WG discussed this topic with a view to preparing a set of guidelines for the board to agree. IH would assist and steer topics including:-

- WAVCA PAS 2012
- Monitoring and feedback regarding vehicle WAV related legislation, European and National.
- Working for the benefit of WAVCA members in relation to influencing National and European issues that effect our industry.
- Assisting members with issues relating to the above via a management framework, eg via administrator, TWG chair or a director. To be discussed.

Paper CoCs

Ian Yarnold at DfT had issued a strong letter via SMMT that Original paper CoCs in every car at no cost to the customer. This is already in the Framework Directive so by not doing so we (and many of the OEMs are not in compliance with legislation. Clearly we're going to need to start doing this.

End of Series Derogation

All going smoothly. IH to find out what arrangements will be for IVA vehicles. Will we be able to IVA a non-WLTP compliant WAV after 28/2/20?

Motability Vehicle Upgrade

It was noted that Motability Operations are looking to upgrade WAVs to make them more car-like. They had asked to come to a Tech WG meeting but it was felt this was not an appropriate platform for this discussion. They are going to raise this for discussion at the next WAVCA Meeting on 17th October 2018.

Succession planning

David suggested he may step down as Chair of Tech WG next year.

The Members' Meeting was then suspended so that Motability Operations and other Motability WAV suppliers could join us.

Motability Meeting

Additional delegates present:

Mary Cordina – Atlas Conversions
Matt Hawkins - Access Alternatives
Paul Kintell - Clarke Mobility
Damian Oton – Motability Operations
Scott Michael Motability Operations
Vicky Fewin – Motability Operations

DO said the point of meeting together like this was to introduce a more discursive arena than had been possible at the Motability Business Review.

DO explained the roles as follows – he is responsible for all purchasing of WAVs, adaptations and vehicle re-marketing; SM for the front end relationship with the suppliers and Vicky management of all customer operations throughout the business.

DO showed some slides showing a Scheme Update. The current fleet is 608,000. This is a reduction due to the PIP review. Due to the reduction of standard cars, WAV penetration at 5.6% is the largest ever.

There are 3 types of customer from DWP. DLA/DLA-PIP/New PIP. PIP is now a bigger part of the eligible base than DLA.

DO talked about the National Audit office review and said what a difficult time it had been. DV asked if MO were going to lose all their money. DO explained the NAO now have a better understanding the risks in remarketing and why the 2.4 billion reserves were necessary.

It was not yet known what will be the proportion of WAVs from New PIP ie blind, and learning disabilities. People with Learning disabilities may have lifetime awards. As this group gets older there will likely be the need for more WAVs.

LF Customer using appointees – requests for safety barrier etc.

In regard to Brexit – DO asked how prepared the OEMs seem. The feedback back was that they weren't. New WLTP regs had meant there were fields full of pre-registered vehicles. Used car market strengthening.

Strategic approach

DO advised they were looking at what can be done to improve the proposition for customers & stakeholders in the next 2-3 years, and 4+ years.

Examples – Ford were engaging direct to customers ie Next shops, Motability were piloting with SEAT in shopping centres.

Attitudes are changing – both to and by disabled people. We need to embrace the impact of technology and modern thinking. What impact would electric vehicles have on WAVs? Evolution of mobility services – Car on demand; car sharing; mentioned Ridesharing Uber Access and Uber Assist

VY suggested that MO extend the WAV leases to 6 years.

MO are engaging more with customers and non-customers to try to find out what they want from the scheme. Some people don't want a 3 year commitment; a blind person doesn't want the same regular driver; some struggle with the idea of driving lessons; someone suggested that their car is their identity and they might want an older Japanese sports car; some have suggested they would prefer a used car as it won't get vandalised.

How can we affect customer satisfaction? There have been some successes with the Familiarisation Checks and the Annual WAV Check.

Approach to development of Longer term strategy

They follow good ideas from customer feedback with various Trials.

They are supporting **Whizzy bugs** – which is a project through Brunel University for helping the under 3s to get mobile. Through support to the Family Fund through Motability charitable donation.

Motability Ride - Worry-free taxi service – a bespoke service where the car scheme does not work for them – example someone breaks their leg, their Motability car is on the drive and unusable and they are still paying their allowance over but not getting any benefit. This is trailing in Birmingham. -

Motability Switch - Multiple vehicles – 1 flexible lease – will go into this later....

MO Switch

38% consider the scheme inflexible.

With MO Switch car customers can have temporary use of a WAV solution. They are trailing this for a year. Candidates will be 10 customers with a temporary need or who had terminated their leases for some reason.

5 will be able to switch max 3 times over 12 months – 5 will have no cap on the amount of switching There will be a minimum 2 week switch period. Safe storage of primary vehicle is included. Proximo will supply the switch vehicle. They will ask if they would they be prepared to pay for the service. Possibility of WAV to bigger WAV for holidays.

WAV Trim – Enhance

Would like to improve the comfort levels of the medium and large WAVs, introducing a standardised form of trim upgrade. Use of an independent design house was mooted. Group to identify core of interested WAV converters for forum with MO.

Engage

WAV Taster sessions – test drives at One Big Day. They had followed up 20 customers who had had test drives – 4 had continued with a standard car; 6 leased a WAV with a different converter; 1 has leased a different WAV from the same converter; 2 are grants pending; 7 are still deciding.

Lifestyle magazines to feature test drive articles.

Perhaps a WAV pop-up Showroom – based around Drive Mobility. Feedback required

Introduction of a NNWAV B2C website

Improve NN WAV customer purchase experience. Have approval to build a customer portal into NNWAV site to supply direct 75 100 per month direct to the consumer. NNWAV suppliers don't want vehicles which are on exclusive area to show.

WAV Set price options

Phase 1 has been introduced.

WAV Price List

MO have redesigned and launched a separate WAV Price list.
There is no launch date as yet for the improved WAV information on the website.

This session was brought to an end as it had overrun its time.

Members' meeting reconvened

PAS Report

3 new PAS Accreditations since last meeting. 1 new application.

LL advised Members to check whether they should have extended their PAS Accreditations due to relevant changes. **ACTION ALL**

She would also be asking for Members' ISO9001 certificates. **ACTION LL**

IVA

LL will be attending an IVA user group meeting when there will be a discussion on the use of IVA post-Brexit. She will canvass members for their views. **ACTION LL**

ISO 10542 – CH173 – WG6

IH had attended the CH173 meeting with LL on 12th September and presented to the group on the test pulse. He had subsequently been asked by BSI to attend and present to the upcoming WG6 meeting.

Dates of next meetings

As previously set – 4th December 2018 and 22nd January 2019 for AGM.
Venue Forest of Arden Hotel.