

Minutes of WAVCA Members' Meeting

Held at Arden Hotel
Thursday 14th May 2015

Members present:

Automotive Group – Phil Hind
Brook Miller – Tony Green
Brotherwood – Rod Brotherwood, John Daniel
GM Coachwork – David Vooght
Lewis Reed Group – Ian Newton
McElmeel Mobility – Conor Mc Elmeel
Sirus Automotive – Simon Pearson
TBC – Davy Donnell
Vic Young – Vic Young
Bristol Street Versa Mobility – Simon Fletcher
Gowrings Mobility – Nigel Brice, Lorraine Farnon
WAVCA – Linda Ling

1 Welcome

Chairman David Vooght welcomed back Nigel Brice from Gowrings Mobility and his new Commercial Director Lorraine Farnon, and Simon Fletcher from Bristol Street Versa Mobility.

2 Apologies

Apologies had been received from Bekker, Allied, Gleneagles, Jubilee and O&H.

3 Minutes of last meeting

The Minutes of the last meeting having been circulated were agreed as a true record of the previous meeting were signed off by the Chairman. They will be put on the website for future reference.

4 Matters Arising not covered by Agenda

Action ALL – Members had been asked to forward suggestions for potential new Trade Partners. No suggestions had yet been received. Action still open.

Action DV/LL – Annual Membership fees. Invoices had been sent out. Action closed.

Action LL – PAS Application Fee upfront fee of £100 is now being invoiced out on application. Action closed.

Action LL - Business cards are now available for anyone on WAVCA business. Contact LL. Action closed.

Action PH – take suggestion of WAVCA video to Board. See comment later re Marketing. Action closed.

5 Treasurer's Report

PH will be taking over the Treasurer's role and in preparation for this we have applied for internet banking.

ACTION DD/PH

Current Treasurer Davy Donnell issued copies of the WAVCA account. A copy will be posted on website. Summary includes Current bank £21,693.35 and projected end of year balance £18,523.

6 Tech WG Report

DV as Chairman of the Tech WG explained that the WG develops ongoing implementation and answers queries regarding PAS to give instruction to VCA. There are 12 work items on-going, mostly regarding PAS implementation. Members will be given access to the Tech WG area on the website where they will find copies of progress with WG items.

Last Tech WG meeting in March had been a virtual meeting, which worked reasonably well and reduced time for those involved. The next meeting on 21st May will be face to face and Stephen Trenoweth will be attending.

LL will ensure that the IH document listing changes from PAS 2012:2012 to PAS 2012:2015 is on the website. **ACTION LL**

IN advised that when the PAS changes you can accredit to the previous for 2 years as long as you have an open PAS application with WAVCA and a Job Number for PAS open with VCA.

Peter Scullion was not able to be present at this meeting but had reported to the Board on the various items for which he was responsible:

7 ISO10542

Peter had been asked to see if we get statistical information on accidents from RSA. Damian Oten agreed we could have access to information. PS suggested we needed to agree on what information we wanted. **ONGOING ACTION PS**

It was still not known where the 14g had come from in the proposed rear impact test. PS planned to ask American ISO representative Miriam direct. **ONGOING ACTION PS**

First draft of the 3 new Annexes should have been published by January. There is a WG6 meeting in Copenhagen next week and these are not on the Agenda. Victoria Hodgkinson-Gibbs would be attending for OECVA and would report back.

Other news on ISO was that Bob Appleyard, current Chairman of Transport panel, CH173 and ISO WG6 member has now retired from Unwin. It is not yet known how this might affect his involvement with BSI and ISO. The CH173 Chairmanship is due for renewal in June.

8 Type Approval

Revisions to the Revised Framework Directive should have been out for consultation but these have not been published yet. These are overdue from March. The MVWG meeting in Brussels has been brought forward from July to May 19th. PS will attend under the auspices of OECVA. **ACTION PS**

9 VAT Exemption for WAVs

PS is still trying to get a copy of the minutes of the meeting that was held in London prior to the publication of the result of the VAT Consultation. **ONGOING ACTION PS.**

It was noted that we had agreed to put the VAT report on the website. LL would check if it is on and if not get it put on. **ACTION LL**

10 IVA

LL reported she had represented WAVCA at a recent Trade User Group meeting. Minutes will be circulated when received. **ACTION LL**

Highlights included the programme for closing testing stations and replacing them with 250 external facilities. Engineer resource has been increased, (mostly aimed at the new trailer workload demanded by the RFD). On-line applications and bookings are still being developed.

LL reminded Members that the WAV industry was using IVA much more than had been anticipated. There was concern that IVAs for some Members are taking 2 months from application to booking. It was agreed it would be useful to have more accurate information on demand from our industry. LL will email Members and ask for number and information regarding areas and current test stations used. This will be confidential and the aggregate number made available to all Members.

ACTION LL

11 Board 3 Year Plan

At the previous day's Board Meeting consideration had been given to a new 3 year plan. Various suggestions had been considered, and the Board has decided to prioritise on the following:

1 Promotion of WAVCA

Promotion of WAVCA and PAS 2012 to other market segments beyond Motability. Growing market knowledge of WAVCA and our Accreditation Scheme should be of benefit to all Members. The first step in this process will be to get feedback from Members and form a new Marketing WG who will be responsible for devising a marketing plan for the Board's consideration. Without pre-empting WG deliberations this is likely to include looking at marketing channels such as exhibitions, talks & presentations, representing WAVCA at conferences, PR etc. The Secretary General will speak to each Member for feedback and ideas, and a WG will be formed. **ACTION LL**

On this subject LF mentioned that in her previous role she was responsible for buying WAVs and had not heard of PAS 2012.

LL also had an outstanding action from the last meeting to get an introduction to the organisers of the Caravan Show through Sam Rex of Bekker. SR had not been available to do this. **ACTION LL**

Davy Donnell reported TNT he had had a conversation with Naidex organisers who would like to work more closely with WAVCA. The Board had decided that should be given an opportunity to present to WAVCA Members at the next meeting. **ACTION LL**

2 More control of standards.

This would entail a long term joint venture with OECVA to explore the possibility of a EU standard for WTORS.

12 European Mobility Group

The Chairman had had an approach from EMG (Campbell McKee) regarding participation, in a market study for adaptations, WAVs and DFW vehicles. A consultation company had been engaged at a cost of £7k and EMG were looking for partners to share costs.

The Board has decided it is not in industry's best interest to support this. The rationale is that in the past it is the small size of the WAV industry that has allowed us to get concessions from the European Commission in relation to Type Approval. Noise reduction and ISO seating and front off-set impact testing are just a few examples. DV will write to EMG to advise decision. **ACTION DV**

13 Motability

Motability have launched a new programme in relation to improvements to customer satisfaction ratings. For Members this will mean considerable investment in return for contact payments and potential bonuses.

The Board has decided that it was not appropriate for WAVCA to intervene at this stage regarding this new programme.

Open discussion

There was an open discussion amongst the Membership. Areas of concern expressed were the size of the sample for ratings; methodology for marking the surveys; co-ordinating the dealer services; payments may be reduced once the scheme is up and running; reliance on bonuses to make the difference between loss and break-even or small profit; also that customers having a WAV for the first time are not necessarily pleased to be having one, and therefore customer satisfaction generally at this point may not be high. The Motability Ops suggestion that 'vehicle enhancement' i.e. free parking sensors, will not work to increase customer satisfaction in this situation.

It was agreed to take a watching brief on the roll-out of the programme.

14 AOB

PH noted from the Accounts that some Members do not seem to have paid their fees. This would be checked and debts chased. **ACTION DD/PH/LL**

Date of next meeting

The next WAVCA Members' meeting will be on 10th September at the Arden Hotel. Please note new date.