

## **Minutes of WAVCA Members' Meeting**

Held at the Arden Hotel, Coventry Rd, Bickenhill, Solihull B92 0EH  
on Tuesday 5<sup>th</sup> December 2017 commencing at 9.30.

### Members Present:

Davy Donnell (Chair) – TBC  
Alfred Bekker – Brian McLaughlin  
Allied Mobility – Peter Facenna  
Automotive Group - Phil Hind  
Bristol Street Versa Mobility - Joanne Ellison  
Brook Miller – David Knights  
Brotherwood Automobility - Rod Brotherwood; John Daniel  
Cartwright Conversions – Charles Pugh  
Gowrings Mobility - Nigel Brice; Lorraine Farnon  
Lewis Reed - Ian Newton  
McElmeel Mobility - Conor McElmeel  
Sirus Automotive – Graham Lloyd  
Vic Young Mobility – Vic Young

Linda Ling – WAVCA

Guests (from 11am) Vicky Fewins and Scott Michael from Motability Operations

1 Welcome

2 Apologies

Apologies had been received from David Vooght of GM Coachworks. There was no representative from Lateral Design present.

3 Minutes of last meeting having been circulated were signed off as a true record of the previous meeting.

4 Matters Arising not covered by the Agenda

5 Treasurer's Report - PH

6 Tech WG Report - LL

Tech WG have met twice since the last WAVCA Meeting. Thank you to the individuals and companies who let their staff come and contribute to this valuable meeting.

Rob Hookway from VCA attended the meeting October. We finalised PAS Review items. This will now go to BSI to form the basis of the next review which should be opened in 2017. We will be going some to fit in a meeting now before the end of the year.

In November we thought we would be discussing the Mahle report, but it wasn't completed. We discussed options for the OECVA report to the European Commission as well as dealing with PAS items thrown up by VCA or Members.

The report from Mahle is only just in.

It's not disastrous, but not particularly good either.

IH has talked it all through with emissions experts at DfT and SMMT who advised to speak to Dr Dilara.

Dr Dilara has said that, because the whole situation is so sensitive with the environmental lobby, she has written something into the in-service provisions which should suit us. At this stage it seems she would prefer to try this under the radar approach so she has said she does not want to receive any sort of submission at this stage. Nor does she want us to go to the meeting as this would draw attention to us. Mike Lowe or Duncan Kaye from DfT will be there.

If her suggested script does not get through, we have the fall-back position of the testing report and the rest of the WAV submission.

We believe she does have our interests at heart and is trying to find a more diplomatic solution for us, rather than singling out a particular segment of the automotive industry for special exemption.

The report will not be circulated as it contains sensitive information which could embarrass some of the OEMs. We do not want to make any enemies at this stage.

IVA

LL went to a IVA TUG meeting in October. Main topic of discussion around WAVs was the impact on IVA if we did not get derogation from UK WLTP regulations.

## 7 PAS 2012 update – LL

63 Accreditations to date. 17 further models were hoping to complete by the end of December for the Motability deadline.

General note to Members that VCA regime has changed particularly in relation to CoP and some newer engineers are interpreting more strictly. WAVCA Tech WG has final say however.

## 8 IVA & Type Approval update – LL

There was nothing to report here.

## 9 Motability Operations Presentation and Q&A (invited from 11am).

The Chairman welcome Vicky Fewins & Scott Michael from Motability Operations into the meeting. Members had fielded questions prior to the meeting and they were happy to respond.

#### Question 1

What have Vicky's main observations been of the Motability WAV market since she started in her new role, and what are her main focus areas to change/improve?

Vicki answered that the changes to PIP plus austerity measures seemed to be having an effect on the scheme. People were not wanting to commit to a new agreement. The main scheme had reduced from 642k to 615k. However the WAV sector was so far unaffected with 7% growth in WAV market.

She asked "What is WAV?", and had concluded it was a grudge purchase. So Motability were turning their main area of focus to what can Motability do to the comfort, look and feel of WAVs.

Also, to improving the customer experience. – 3<sup>rd</sup> CSI results WAV wheel is much improved. Affordability was now a low amber from red. Issues that affected the results were converter repair and dealer repair. 75% of repairs were now done at home. Where not moved forward are scorings for those events.

Customer journey – they were considering whether the converter may need to be the primary contact.

#### Question 2

Are there any changes planned to the In-Life programme or is it going to continue in its current form for the foreseeable future?

There were no immediate plans, other than looking at the primary contact as above. Drive-from checks. No major changes.

#### Question 3

What are the proposed changes to the online search facility on the Motability website and when is this scheduled for?

Current format is a hybrid of the main car search. It is planned to include seating plans from Spring 2018. Also multiple images will be included. The PAS dimensions project needs more work from MO business systems. There is no time frame to complete this, possibly 18 month- 2 years.

#### Question 4

Introduction to question. It seems to be a common complaint amongst converters that the sample sizes that are used for CSI calls each month are very low, with one converter stating previously that only a single customer was called in a month. This basically means it can come down to good or back luck in terms of who is selected to be called, as to whether a converter will achieve excellence bonus, as opposed to it being a true and accurate reflection of the total customer population in any given month.

Most surveys talk about a confidence level, where if a separate set of people were surveyed from the same list of customers, the results would be similar each time. Given the very low percentage of customers called in each month by MO, the confidence level with converter surveys is very low.

**Will MO consider an agreed SLA, where an agreed percentage of customers will be called each month to give a truer and more accurate reflection of the total? We understand that this may involve extra resource, however given the investment all converters have made on the back of the new CS requirements and the potential monies involved in scoring or not scoring over 9 (excellence bonus and front-end unit support), we feel it is only fair that luck is taken out of the equation.**

MO know how important this is to CSI ratings. Sample sizes are currently 420 calls per month. (Every WAV converter would get 30 calls per month). Since January, they have been looking at this and where it looks low, GF can 'boost' levels. The reality is they are not in position to increase this number of calls. Said they have paid out £3m since they started the excellence Bonus.

**A Member comments that the concern is where you have a customer who scores you appallingly for no good reason and how drastically this can affect the ability to earn bonus.**

MO said that some of the complaints were the vehicle that was delivered was not as demonstrated. Also lack of contact when delivery is delayed.

Question 5

Introduction to question. With so many different converters on the scheme in terms of scale, there are going to be differences in what support is being offered, achieved and expected. Currently we see the MO annual WAV CS wheel, however this is overall and there is no visibility for individual converters to gauge their own performance for each wheel segment measured, so therefore there is no way of knowing what areas they are doing well in and what areas they need to improve in.

**Given that the converter is known when the data is selected to be surveyed, would it not be possible to produce a CS wheel by converter?**

Scott replied this was a bit of a challenge given that we only survey 200 people once a year. An alternative solution incorporating converter repair and converter supply information will be discussed at individual pricing meetings.

Question 6

Introduction to questions. Over the last few years MO has moved away from low-spec combi-van vehicles with plastic bumpers, bare metal inside and very little factory options, however of late we have seen that this level of specification is creeping back in, where price appears to now be more important than offering WAV customers quality car-like finished products.

**Can MO confirm if this is a reverse in policy and if they're now happy for the standard of finish and level of base vehicle used in WAVs to regress in order for lower prices to be achieved?**

No there has not been a change in policy. Affordability is the driver. In fact, the opposite is true – looking at how we can improve the quality. They don't want vehicles which. May possibly get to a

stage where they do not accept a particular base vehicle. With regard to Motability grants, there is now a different era of management. MO are working with them.

MO are looking at ways commercial vehicles could be upgraded to make a more car-like experience for the customer. They are open to suggestions. The intention is not to dictate to converters. "We don't want 'white goods'". Differentiation is good. USPs are good.

### **Does MO have any plans to lengthen the WAV lease beyond 5 years.**

NO. It is not cost effective. Average WAV customer has their car 3 years 8 months. 40% of WAVs are early terminated (mostly due to death).

Only Drive-from vehicles are subject to lease extension.

Nearly new cars can now be up to 36 months old. MO will be re-launching this scheme with a new name as Nearly New does not now reflect this. There are 100 applications per month for NN and the CSIs are excellent. Changes to the NN scheme will be published soon, with stocking support for suppliers taking vehicles off the scheme.

### **Questions from Motability**

Scott Michael wanted to know if there are any developments in the industry to improve ride comfort.

There was then a short discussion with the Members around ride quality and the communication of any 'tips' to improve this. It was acknowledged that, of course, the wheelchair is biggest factor.

It was suggested that improving the soundproofing was probably the biggest win, although many converters now already offer this.

It was acknowledged that the 'set of compromises' to travelling in their wheelchair is different for each client.

### **Extra Questions**

**Q. With the changes to GDPR coming next year, are there any changes coming our way?**

A. There will be a page in a new guide coming out in January.

**Q. Will Motability have any changes in perception of diesel over petrol in future.**

A. Talking about this across the scheme. Looking at RVs. Watching other segments, ie taxis. No new strategy at present. Will be triggered by external factors.

The Chairman thanked Vicky & Scott for attending and sharing with Members.

**10      Date of next Meeting**

The next WAVCA meeting will be the AGM on the 24<sup>th</sup> January 2018.