



# Members Newsletter

Issue 2019/1 – March / April

## 2019 WELL UNDERWAY

There is much going on in London at the moment and your association has been keeping busy ensuring we are abreast of it all. Unfortunately, a busy January and staff sickness means that this is the first newsletter of the year, but it is a bumper edition!



## FROM THE CHAIRMAN – STEPHEN TELLING

### 2018 Annual Report

The past twelve months of the Operation of the Association have been very busy to say the least with the continued lobbying of the London Mayor, TfL and the Boroughs to hopefully try and make it easier for our Members to operate their Coaches in and around our Capital City.

We have continued to represent our Members at meetings with TfL the London Boroughs, the City of London, Heathrow Airport and CPT and it would be fair to say our officers have done an excellent job in making sure that as far as possible we have put the case for Coach Operators operating coaches in London

As you are all away our Administration and Development Director Peter Bradley has in the past 12 months been very busy securing the Red Routes Picking & Setting Agreements with TfL and also the implications that the new ULEZ Rules will have on our Membership. As I said in my report last year, I think Peter has put his heart and soul in to the LTCOA and, although it might appear we have not achieved a lot, we have seen quite a bit of progress in the following areas:

#### 1) Number of Members

We have attracted at **4** New Members during this year and although we need to make this a one of our main focus and target areas it is something that I do know Peter gives his attention to at every opportunity;

#### 2) Picking & Setting Down of Passengers on Red Routes Trial

After all of the meetings and discussions it was finally agreed and the trial started last March and after what was deemed by all concerned as a very successful trial period in September last year the 2<sup>nd</sup> Phase was introduced

I would like to think that the next challenge would be for Tourist Coaches to be allowed to pick & set down on any of the Red Routes or at least outside of Hotels or Places of Interest;

### **3) Conference on ULEZ Compliance in London**

This was held last September in the afternoon and I think that it highlighted the many problems that our Members face in trying to be compliant with the New ULEZ Rules that will hit London next month and also the harder Rules that will take effect from September 2020.

But we heard from TfL on the rules and how they will be applied across the Capital City we also heard from Eminox one of the leading suppliers of abatement equipment what options that are available to our industry. Lastly, we had an operator view of the difficulties faced by operators from Stephen Skinner of Skinners of Oxted;

### **4) Stand at Coach Show**

At the Coach Show in Birmingham last year our main sponsor Wrightsure allowed to use a corner of their stand to represent our Association which we feel was a great success. To that event it has been agreed that we can do this again this coming year

### **5) New Website**

One of the other main challenges for our Association is keeping up with technology and to this end it was agreed by the Board that we needed to modify and update the Website. This has been an ongoing challenge over the past year and I am very pleased to say that we are very near to completing this and should hopefully have our new and much improved website up and operational by the end of April

During the year we have held

- 6 Members Meetings with various Speakers throughout the year;
- Tour to Spain in October Hosted by Volvo;
- Members Christmas Dinner at the Pheasant Inn Heathrow;
- Annual Dinner & Dance at the Royal Garden Hotel;

We now have 40 Member Companies and that will be one of the challenges for Peter going forward for us to increase our membership numbers again during the coming year

I must say a very big thank you to the Board of Directors of the Association for attending the Board Meetings throughout the past twelve months and the work that they have done on behalf of the Membership of the Association

Overall, I think that the last year has been a successful year for the Association but we cannot afford to sit on our laurels we still have a lot more to achieve going forward into 2019

**Stephen R Telling**  
**Chairman**

## **Welcome to New Members**

We welcome a further new member to our Association.

- **Prospect Coaches**

We look forward to seeing them at future events.

## EMPLOYMENT – WHAT TO EXPECT IN 2019 AND BEYOND

At the members meeting on 4 March 2019, we welcomed **Heather Lunney**, a Solicitor working with **Backhouse Jones**. Heather provided us with a whistle stop tour of recent changes in legislation and good practice including **Employers References** and **Age Discrimination**. These are key areas if you are involved in the recruitment of drivers and other staff in your company.

Heather pointed us in the direction of ACAS who provide excellent guidance on both these topics and others <https://beta.acas.org.uk/providing-a-job-reference>. A particularly handy document is the Top 10 myths for Age Discrimination – for example some employers think older staff are more likely to be off work ill, where as in reality research shows sickness absence rates are similar across all age groups. This and other handy guides can be found at: <http://www.acas.org.uk/index.aspx?articleid=1841>

Heather also advised on an update from the **Home Office** on **Preventing Illegal Working**. The Guidance, sets out the prescribed checks which employers must take prior to employment starting to prevent illegal working by ensuring all workers have the right to work in the UK. It also sets out guidance on the new online tool which was launched at the end of January to carry out right to work checks. **Holiday Pay** was another topic covered; suffice to say it is a complex area especially in relation to what constitutes overtime and how that should be calculated when considering holiday pay <http://www.acas.org.uk/index.aspx?articleid=4249>

Finally, Heather looked at the **Good Work Plan** which sets out a number of proposed changes to employment law. For example, from 6 April 2019 all workers will be entitled to an **itemised payslip** (which includes hours worked and rates of pay). From April 2020 there are a number of changes, including the requirement for **written statements of employment particulars** to be provided on or before day one, extending the reference period for a 'weeks' pay for holiday pay purposes and the introduction of **Parental Bereavement Leave**.

So important were the topics raised that the question and answer session ran well beyond the normal finish time for an LTCOA meeting. It is a topic that we will be coming back to given the continual evolution of employment law.

## NEW BOARD MEMBER – ROBERT WHELAN



We welcomed a new Board member to the Association; **Robert Whelan** of Corbel Coaches who was elected at the LTCOA AGM on 4 March. Robert joins **Stephen Telling, Judy Dale, Andy Palmer, Neil Pegg, Peter Rice** and **Peter Bradley** as a Director

We will feature more about Robert in the next edition of our newsletter

## LTCOA Operator Interview – New Bharat Coaches

### Peter Bradley shares another one of his recent interviews, as featured in Bus and Coach Buyer

We touch base with **Taj Dhaliwal** of **New Bharat Coaches**, based in Heston, west London. As well as coach hire, New Bharat operate daily services from Southall and Slough to Leicester, Derby, Bradford, Coventry, Birmingham and Wolverhampton. They also operate Bus2School, a network of routes to schools in the Slough area and more recently to the new Nishkam School in Osterley.

*PB - How many Coaches do you operate?*

TD – We have a fleet of twenty coaches, mainly Volvo's, including two double decks, twelve full size vehicles and five with forty seats.

*PB – Looking back over the past few years, what do you consider to be the achievement you are most proud of?*

TD – Without a doubt it is the establishing of our new depot in Heston, at the M4 service station. We purchased the 8-acre site in 2004 but it took us a long time to get it right and fully functional. However, we are very pleased to be here.

*PB – From looking back to looking forward. What do you think will be your biggest challenge in the next 12 months?*

TD – Moving to zero emission vehicles. The roll out of electric coaches cannot be so very far away, but I am concerned about the future of Euro VI vehicles which we are heavily investing in to be ready for the changes to the London Low Emission Zone in October 2020. I need to make sure that they have as long a life as possible for us to get a return on our investment.

*PB – And finally when looking at the industry as a whole, what do you think is the greatest opportunity for coaches in the future?*

TD – Euro VI coaches are a much better class of vehicle and improve the quality and the image of the coach as a whole. We need to take full advantage of that upgrade in promoting our industry and the steps we are taking to improve the look and feel of coaching.



# Terrorism – An Ever-Present Threat

By Darren Curd



“Terrorism” labelled events across mainland Europe involving a vehicle being used as a “tool of terror”, had been brought into sharp focus after the Westminster Bridge attack here in the UK.

The Road Traffic Act provides for unlimited liability in the event of death and bodily injury and until 31 December 2018, there had never been a need to define Terrorism as the proximate cause of such death or bodily injury. As a result of the Westminster Bridge attack and unanimous agreement with the Insurance industry, any claim resulting in death or bodily injury and “labelled” as an act of Terrorism will, from 1 January 2019, be passed through to the Motor Insurance Bureau (MIB) and as part of the “levy” paid by insurers.

In addition, damage to Property (i.e. vehicle damage) will also be considered, however there appears to be uncertainty within the MIB and bearing in mind that some Motor products include damage as a result of Terrorism, some exclude it and various exclusions exist with non-conventional and self-insured risks.

The following Insurers will, upon request, extend a Motor Fleet policy to include damage as a result of Terrorism, however it must be requested, it is not automatic – Unicorn, MS Amlin and QBE.

Whilst it is preferable that a PSV or HGV is not the subject of a future Terrorism incident, the uncertainty on what cover you enjoy not only exists with the vehicle itself, but could have a financial impact on the business. For example:

- What if a coach was directly or indirectly put out of service whilst your party was enjoying a west end show – what would the cost be for replacement transport?
- What if your coach was caught in a police cordon and held in situ for a week while investigations were carried out – would you need to hire a replacement coach?

As a result of the uncertainty and potential for a Terrorism incident having a financial impact, Wrightsure has developed a new product and ready to go to market and to compliment your Motor Fleet policy with a wider, “Motor terrorism” policy.



## FROM THE DIRECTOR OF ADMINISTRATION & DEVELOPMENT'S DESK



Peter Bradley

I am very excited putting together a follow-up workshop on the **London Ultra Low Emission Zone (ULEZ); is Compliance Possible?** on **Monday 1<sup>st</sup> April**. This will be an open event at which we want to encourage members to bring along a fellow operator who is not currently a member. As Stephen Telling has said in his annual review for last year, we need more members if the Association is to continue to have influence with Transport for London, the local authorities and the other stakeholders that we deal with on a regular basis. It will also give us greater financial security and allow to expand what we are able to do for members.

I am pleased to be able to announce that we have confirmed speakers from **Transport for London, Eminox, Volvo and Pelican Bus and Coach / Yutong**. **Peter Rice**, one of the Association Directors will be speaking about his experiences with retrofit equipment to bring a Southgate and Finchley Coach up to the necessary ULEZ standard.

This event will be held just seven days before phase 1 of ULEZ is introduced. Although clearly this phase will have an impact for those who regularly visit the centre of London, our attention is already moving to phase 2 which is implemented just 18 short months later on 26 October 2020. This I believe will have the greatest impact for members, as it covers the entire Greater London area – more or less to the M25. For those who are based in the London area, it means that most if not all coaches owned will have to be upgraded to Euro VI standards otherwise there will be a charge every time a vehicle leaves the premises.

If you have questions that still have not been answered or if you just want to have a better understanding of what is going on, then the workshop is a must. Please put it in your diary.

- **Date:** **Monday 1 April**, 10:30 for 11:00 until 14:00
- **Location:** Hilton Garden Inn, Eastern Perimeter Road, Hatton Cross, London, TW6 2SQ.
- Booking is easy – just email [ltcoa2@gmail.com](mailto:ltcoa2@gmail.com) to say how many are coming for catering purposes
- All are welcome; no charge
- A buffet lunch will be served

I look forward to seeing you on 1<sup>st</sup> April.

## **LTCOA MEMBERS EVENT SCHEDULE 2019-20**

### **Monday 1 April at 10:30 for 11:00 – 14:00**

**London Ultra Low Emission Zone (ULEZ); is Compliance Possible Update Workshop and Open Day** - Hilton Garden Inn, Eastern Perimeter Road, Hatton Cross, London, TW6 2SQ

### **Monday 13 May at 19:30**

**Sarah Bell, Traffic Commissioner for London and the South East** - Hilton Garden Inn, Eastern Perimeter Road, Hatton Cross, London, TW6 2SQ

### **Monday 23 September at 10:30 for 11:00**

**London Traffic Congestion Workshop; the challenge of operating on London's Streets and how we work together** - Hilton Garden Inn, Eastern Perimeter Road, Hatton Cross, London, TW6 2SQ

### **Wednesday 2 and Thursday 3 October**

Coach and Bus UK 19 – NEC Birmingham – **LTCOA to have a presence on the Wrightsure stand.** Please come and say hello.

### **Friday 18 to Wednesday 23 October**

**Busworld 2019** – Brussels Expo, Belgiëplein, 1020 Brussels, Belgium – **The LTCOA will be organising a visit to the Show.** Further details to be announced.

### **Monday 18 November at 19:30**

Hilton Garden Inn, Eastern Perimeter Road, Hatton Cross, London, TW6 2SQ. Speaker to be announced

### **Tuesday 3 December; 18:45 for 19:15**

**LTCOA Christmas Dinner** – The Pheasant, 98 West End Lane, Harlington, UB3 5LX

### **Monday 20 January 2020 at 19:30**

Hilton Garden Inn, Eastern Perimeter Road, Hatton Cross, London, TW6 2SQ. Speaker to be announced.

### **Saturday 1 February 2019 18:15 for 19:15**

The LTCOA 33<sup>rd</sup> Annual Dinner Dance – The Palace Suite, The Royal Garden Hotel, 2-24 Kensington High Street, W8 4PT

### **Monday 10 March 2020 at 19:30**

**AGM** - Hilton Garden Inn, Eastern Perimeter Road, Hatton Cross, London, TW6 2SQ

## CONTACT US

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**AND FINALLY,.....**



A Falcon Coach in Oak Avenue, Hampton in the 1950's – not related to the present LTCOA member Falcon Coaches

Copyright: Rev: John Garrington