



## UK Coach Operators Association

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### Members Meeting - Minutes

Tuesday 18 April 2022 at 10:30 - Via ZOOM

#### **Present**

Anthony Maret	UKCOA Chair (Maret's Chariots)
Mark Ballam	Alexander Dennis
Richard Bamber	Anthony's Travel
Chris Bell	ShuttleID
Blaine Betts	Coopers Tours
Peter Bibby	Bibbys of Ingleton
Jasmine Bishop	Equipmake
David Blake	Blake's Coaches
Peter Bradley	UKCOA Managing Director
Jane Byrne	Pride and Joy Clothing
Graham Cooper	Cooper's Tours
Darren Curd	Wrightsure
Judy Dale	Royale European
Clive Edwards	Taf Valley Coaches
Nathan Hadley	Prospect Coaches
Tina Hailstone	Hailstone Travel
Paul Harnden	Chauffer Hire Coaches
Ilir Hoxha	Big Ben Coaches
David Hull	Wrightsure
Laura Li	UKCOA Membership and Admin Officer
Lennox Mackie	Mackie's Coaches
Robert Marriott	Bayliss Executive Travel
Carl McFarlane	MiX Telematics (Speaker)
Terry McIntyre	Golden Boy Coaches
Andy Palmer	A Palmer Associates
Mark Peace	Cheney Coaches
Mark Preston	SBC Coaches
Steve Price	Gallaghers
Peter Rice	Southgate and Finchley Coaches
Andrew Scott	Stanley Travel
Elaine Scrivens	Southgate and Finchley Coaches
Val Sheppard-Evans	Longmynd Travel
Tim Southby	Heathside Travel

Justin Spiller	Arleen Travel
Richard Telling	Falcon Travel (Surrey)
Stephen Telling	UKCOA President
James Vallance	Safeguard Travel
Kevin Walsh	Cheetah Travel
Robert Whelan	Corbel of London

## 1. **Welcome and Apologies for Absence**

**Anthony Marett** welcomed members to the meeting.

Apologies were received from:

Amy Baker-McCormack	Leoline Travel
Ian Bishop	Alfa Travel
Jamie Brown	Princess Coaches
Pete Brown	Princess Coaches
Kevin Mayne	Mayne's Coaches
Andy Repton	Repton's Coaches
Sophie Repton	Repton's Coaches
Steve Spiller	Centurion Travel
Ivan Thomas	Edward Thomas & Son

## 2. **Presentation**

**Carl McFarlane**, Enterprise Sales Manager at MiX Telematics spoke about the use of telematics in the coach industry. MiX Telematics focus on helping operators meet some of the challenges facing the industry: driver retention, meeting zero emissions targets, the impact of Covid-19, enhancing the popularity of coach travel, industry compliance, rising fuel prices, and adopting new technology.

MiX Telematics provide a comprehensive driver engagement platform, which can be accessed on PC or phone, so that drivers can see their own performance data. Reports are generated for managers showing how well vehicles are being driven. Operators are allocated a Customer Success Manager to help set targets for a return on investment. MiX Telematics is offering all UKCOA members a 10% reduction in costs. Carl McFarlane can be contacted for further details.

## 3. **Minutes of last meeting 7 February 2023, and any Matters Arising**

Minutes agreed with no amendments. No matters arising.

## 4. **Driver CPC – Response to Consultation**

**Peter Bradley** summarised the main points of the Department for Transport's proposed reforms. A paper is attached as an appendix to these minutes. Comments and suggestions were invited from everyone in attendance:

- This is an opportunity for the coach industry to ask for the changes it wants;
- There is no one size fits all solution;
- Add in the option of 3½ hour courses alongside the all-day courses;
- Need an option for training that fits in with the working day;

- Having too many options for meeting the requirements will cause confusion;
- Need to raise the level and standards of the courses and pay for drivers' training;
- 35 hours of training over a five-year period is too long; the modules are too simplistic and not relevant; the training should be specific to coach drivers, who have different needs to bus drivers; a couple of days would be sufficient for coach drivers;
- Online training, similar to the system the NHS uses, would make training much easier to complete – but there is an issue with knowing the proper person has logged on to do the training;
- Bite-sized courses would give far greater accessibility in addition to classroom training;
- It can be very difficult to engage participants in the afternoon of an all-day session – but is the problem the length of the training session or is it the content and the way it is delivered?
- 7 hours in one day is not too long but it would be better split into two 3½ hour sessions, each with a different topic;
- Change the requirement from 35 hours in 5 years to 7 hours per year;
- It would be beneficial to have some kind of test to show that participants have not just attended a session, but actually understood the content;
- The variety of courses needs to be greater with some crossover with different parts of the industry; IRTEC training for engineers who occasionally drive does not count towards Driver CPC.

**Stephen Telling** made the point that operators are free to design their own course content and get it approved by JAUP; it is not set by the DfT. The Guild of British Coach Operators have their own set of courses and the UKCOA should look at doing the same.

The consultation closes on Thursday 27 April. **Peter Bradley** asked for any written comments by the end of the day on Monday 24 April to give him time to prepare the UKCOA response for submission.

## 5. UKCOA Sub -Groups

### **PSVAR, Decarbonisation, Fuel and Drivers Hours – Stephen Telling**

**PSVAR:** **Peter Bradley** and **Stephen Telling** had a very positive (informal) meeting with the DfT recently. The UKCOA proposal is ready for submission as soon as the Call for Evidence opens. **Peter Bradley** has had some useful discussions with manufacturers about how easily destination equipment can be installed and removed, which will give greater flexibility for operators who only need to use it for some of their journeys.

**Decarbonisation:** Work continues but there is nothing substantial to report. Backhouse Jones are putting on seminar about hydrogen on Friday; details will be circulated to members.

**Drivers Hours:** Work is on hold while other issues take precedence. The CPC consultation may be an opportunity to talk to the DfT about bringing national driving hours in line with the bus industry in the UK and Northern Ireland.

### **Schools – Peter Bradley for Steve Spiller**

The guide to the different types of Home to School services and the ways in which they can be operated has been sent to **Simon Royal** at the DfT. The aim is to get all closed-door services eliminated from BODS. **Peter Bradley** will follow up with Simon Royal to arrange another meeting to understand what the next steps are with BODS and Home to School services.

### **Driver Academy – Andy Palmer for Mark Anderson**

All the medicals have successfully been completed. All the candidates have applied for their provisional licences and assessments are being booked. Current funding is for each applicant to sit up to two tests, with 5-6 candidates on a reserve list in case anybody fails. If this pilot programme is successful the DWP will apply for funding to roll the scheme out across the UK.

### **Marketing – Anthony Marett**

Work has slowed down while **Anthony Marett** has been away. A report will be given at the next meeting.

### **Bonded Holidays –David Blake**

**David Blake** and **Andrew Day** of Wrightsure together with **Stephen Telling** and **Peter Bradley** are meeting the Association of Bonded Travel Organisers Trust (ABTOT) tomorrow to explore whether they are able, in principle, to open up a relationship with the UKCOA.

## **6. Review of UKCOA Annual Dinner, AGM and Conference**

Feedback from the event has all been positive; in particular, the content of the conference was well received. The Board will plan a similar event for next year – unless they hear from members that they would like something different.

## **7. Membership Renewal, New Members and Membership Drive**

All invoices for this year have been issued and payments are starting to come in.

New Industry Partners:

- MiX Telematics
- Pride and Joy Clothing
- ShuttleID

New Members:

- Heathside Travel (Ferndown, Hampshire)
- Bryan's Coaches (Denny, Stirlingshire)

**Laura Li** welcomed **Carl McFarlane** of MiX Telematics, **Jane Byrne** of Pride and Joy Clothing, **Chris Bell** of ShuttleID, and **Tim Southby** of Heathside Travel who were all on the call.

The membership stands at a total of 97 members, with 74 being operators. The aim is to reach, firstly, 100 in total, and then 100 operators. Thanks were given to **Kevin Mayne** and **Lennox Mackie** who had both recruited me members. Word of mouth is

always the best method of gaining new members and members were encouraged to speak to people they know, especially suppliers, and suggest they join.

**Laura Li** will send an application pack to Roger Middleton of Middleton's Tours at **Peter Bibby's** request. Consideration to be given to an email marketing campaign to select operators.

The UKCOA website lists all the members with public contact details. A membership list with personal contact details would be useful for circulation to members. Laura Li to put this together.

#### 8. **Managing Director Roundup**

- Heathrow Airport have several scheduled services out to tender. Members who are interested should apply to go on the tendering list if not already on it. **Peter Bradley** can provide details
- Details for the Coronation of His Majesty King Charles III will go out in the weekly newsletter. There are a number of road closures and restriction affecting set down. Picking up in central London is not a good idea as the end time is not known. Passengers should be asked to make their way to the parking point.
- The ITT Hub is taking place on Wednesday 10 and Thursday 11 May. The UKCOA is not exhibiting, but **Peter Bradley** will attend on the Wednesday.

#### 9. **Any Other Business**

None.

#### 10. **Date of Next Meeting**

Wednesday 7 June at 10.30 – Speaker TBA

## Appendix

### The Driver Certificate of Professional Competence (DCPC) – A summary of the Proposed Changes

#### Background

The DCPC is a qualification that professional drivers of certain goods or passenger carrying vehicles must hold in addition to their driving licence. It was introduced into domestic law as a result of EU legislation.

In the UK it is initially obtained by completing 4 tests consisting of:

- a 2-part theory test;
- case studies;
- a practical driving test;
- a practical demonstration of vehicle operation

Drivers maintain the DCPC by completing 35 hours of periodic training every 5 years. Completing 35 hours of training allows a driver to drive for commercial purposes for 5 years.

#### Proposal

This consultation seeks views on proposed changes to DCPC. These changes will only apply to driving journeys within Great Britain, extending to Northern Ireland, if authorities there agree. For drivers driving to, from or within the EU will still need to comply with the existing requirements.

The proposed changes will therefore create 2 parallel qualifications for driving in GB and NI:

- a national DCPC (N-DCPC) – which is the subject of this consultation;
- an international DCPC (I-DCPC) – the existing TCA-compliant regime

Both will permit driving journeys domestically, but only the I-DCPC will permit driving to, from or within the EU.

The proposed changes will only impact drivers, only driving in GB and NI who are:

- maintaining their DCPC;
- regaining their DCPC – for drivers who previously held one but let it lapse for over 2 months, but under two years.

This is known as ‘periodic renewal’. Changes will not affect how DCPC is initially obtained.

The changes in summary are as follows:

- The N-DCPC periodic renewal will have two options - a 'reformed training' route, or a 'periodic test' route. Successful completion of either would enable a driver to drive for 5 years in GB and NI only.
- The N-DCPC test will consist of a multiple choice and situational judgement questions, at a cost of between £40 and £70; significantly less time and cost than training.
- For drivers who want to train, it will still be 35 hours, however the minimum course duration of 7 hours (or 3.5 hours over consecutive days) will be scrapped.
- For drivers regaining their DCPC (who have let it lapse for over 2 months, but under two years) they can either complete their periodic test or undertake 7 hours of training before they can drive again, with the remaining 28 hours to be undertaken within the following 5 years); there are options in the proposals as to whether the drivers licence is renewed every year (on completion of 7 hours training per year) or the drivers licence is renewed for 5 years with the training being carried out during those 5 years.
- The requirement for e-learning, when
  - it is taken as part of a split course, for both parts of the split course to be completed across 2 consecutive days;
  - where currently a maximum of 2 hours of e-learning is permitted per trainer-led course allowing for a maximum of 10 hours of e-learning in every 35 hours of DCPC training;
 will both be removed;
- A short-term extension (up to 12 months) and an exemption (to hold a DCPC qualification for drivers who previously one held it but let it lapse) will be introduced in 'Exceptional Circumstances' including Pandemics, National or International Emergency, a national severe shortage of drivers and ability to process testing documentation within reasonable timescales.
- Certain changes to the recognition of non-UK qualifications
- Remove the need for the driver to hold or carry a physical DQC and instead place a marker or 'flag' on a driver's electronic driving record.

**These changes are a summary and ONLY apply to driver's who drive in GB and NI for Periodic renewal. There are NO changes to the process for driver's who might drive in the EU or are obtaining their DCPC for the first time.**

For full information visit the government website:

<https://www.gov.uk/government/consultations/driver-certificate-of-professional-competence-dcpc-changes/driver-certificate-of-professional-competence-dcpc-changes>

The consultation on these proposals is open until 27 April 2023.

## **UKCOA Members Event Schedule 2023**

**Wednesday 10 and Thursday 11 May** – ITT Hub, Farnborough

**Wednesday 7 June** at 10:30 – Members Meeting

**Tuesday 11 July** at 10:30 – Members Meeting (one hour round up)

**Tuesday 19 September** at 10:30 – Members Meeting

**Tuesday 17 October** at 10:30 – Members Meeting

**Wednesday 8 and Thursday 9 November** - Coach and Bus UK23, NEC Birmingham

**Tuesday 28 November** at 10:30 – Members Meeting

**December (TBA)** – Members Christmas Dinner