



UK Coach Operators Association

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Members Meeting

Tuesday 17 October 2023 at 10:30 - Via ZOOM

Present

Tom James	York Pullman (Vice Chair)
Mark Anderson	Anderson Travel
Amy Baker-McCormack	Leoline Travel
Mark Ballam	Alexander Dennis
Richard Bamber	Anthony's Travel
Blaine Betts	Coopers Tours
Ian Bishop	Alfa Coaches
David Blake	Blake's Coaches
Pete Bovington	DJ Coaches
Peter Bradley	UKCOA Managing Director
Jamie Brown	Princess Coaches
Pete Brown	Princess Coaches
Amit Chhabra	Golden Tours
Paul Coates	McCarron Coates
Darren Curd	Wrightsure (Speaker)
Andrew Day	Wrightsure
Clive Edwards	Taf Valley Coaches
Kyran Flynn	Johnsons Coaches
Ilir Hoxha	Big Ben Coaches
David Hull	Wrightsure
Danny Kenny	Southgate and Finchley Coaches
Laura Li	UKCOA Membership and Admin Officer
Lennox Mackie	Mackie's Coaches
Andy Martin	Candy Tours (Guest)
Rob Marriott	Bayliss Executive Travel
Richard Matthews	Princess Coaches
Carl McFarlane	MiX Telematics
Andy Palmer	A Palmer & Associates
Mark Peace	Cheney Coaches
Peter Rice	Southgate and Finchley Coaches
Andrew Scott	Stanley Travel
Elaine Scrivens	Southgate and Finchley Coaches
Ivan Thomas	Edward Thomas & Son

Jackie Thomas
Phil White
Andy Wing

Edward Thomas & Son
Gallaghers
Golden Boy Coaches

1. **Welcome**

Tom James welcomed members to the meeting.

2. **Apologies for Absence and Welcome to New Members – Laura Li**

Apologies were received from:

Tina Hailstone	Hailstone Travel
Anthony Marett	Marett's Chariots
Racheal Noble	Towergate Insurance
Justin Spiller	Arleen Travel
Steve Spiller	Centurion Travel
Stephen Telling	UKCOA President
Su Winch	Novadata

Laura Li welcomed **Kyran Flynn** from new member Johnsons Coaches

3. **Minutes of last meeting 26 September 2023, and any Matters Arising**

Minutes agreed with no amendments. No matters arising.

4. **Guest Speaker – Darren Curd from Wrightsure**

Darren Curd gave a summary of the current status of the insurance industry:

- Many factors contribute to higher premiums. Commercial rates follow the trend in the domestic market, with some premiums going up by as much as 40%-50%;
- Market rates are driven by premiums received vs claims costs paid out;
- The biggest problem recently for premiums is claims rate inflation;
- The current economic climate makes obtaining replacement parts difficult. Insurers are often writing vehicles off, increasing claims cost and premiums;
- The key to suppressing costs remains long-term agreements, although even these have seen some rates rises recently;
- Making use of security measures such as the **Parksafe** low bridge warning device and CCTV keeps claims (and thus premiums) low;
- It is a driver's responsibility to inform the DVLA of any notifiable medical condition. Some insurance policies have a "no knowledge" clause: if Directors have asked the right questions and the driver has signed the right forms, in the event of a claim, the insurer would consider all has been reasonably done to prevent a driver getting behind the wheel with a medical condition.
- After the presentation there was some discussion about the risk management resources and training offered by insurance companies to lower incident rates. QBE are the most resourceful insurer for this type of training. More should be done by insurers to make operators aware of what is on offer.

5. UKCOA Sub Groups

PSVAR, Decarbonisation, Fuel and Drivers Hours – Peter Bradley for Stephen Telling PSVAR

The DfT are working through the responses for the Call for Evidence. **Peter Bradley** is organising a trip for the DfT to visit Plaxton and York Pullman, although there has been a change of department staff. Peter is also setting up a meeting with DPTAC, who advise the government on accessibility to make certain that the final regulations are as close to the UKCOA position as possible.

Decarbonisation

At the DfT's request **Peter Bradley** is putting together a paper to justify why coaches should be included in the next round of Zebra funding for closed door home to school routes. The CPT taskforce meets again in early December. The impact of the government's relaxation on the programme to net zero is still not known.

Drivers' Hours

This is the UKCOA No.1 priority. Work begins tomorrow on putting together the position paper. The draft paper will be circulated as soon as it is available.

Schools – Peter Bradley for Steve Spiller

Peter Bradley has had an acknowledgement from the Traffic Commissioner to his request for a "light touch" on enforcement while the DfT carries out their review of BODS and is waiting for a full response. Peter has also invited the Traffic Commissioner to come and speak at a Members Meeting either in November or early next year.

Driver Academy – Mark Anderson

Mark Anderson reported that the DWP are delighted with the results of the trial training programme.

Out of the £35,000 granted, £22,000 remains to be used without even applying for any further funding. The funding goes direct from the DWP to the driver training centre and is only available for people claiming benefits.

Mark Anderson and Peter Bradley are meeting with senior managers at the DWP on 27 October to discuss how to run the programme in another part of the country. Ideally 2-3 operators in the same area are needed and if any members are interested in taking part, they should let Mark or Peter know.

Bonded Holidays – Andrew Day and David Blake

Andrew Day apologised for the delays and advised that progress is being made with ABTOT. Andrew encouraged any members whose bonds are up for renewal on 1 November (or anybody looking for first-time bonding) to get in touch with him if they need help. **David Blake** offered to speak with anybody who would like to chat to another operator about how the bonding process works.

6. Membership Drive – The Drive to 100 – Laura Li

Laura Li reported that the UKCOA Board has set the goal of reaching 100 operator members by 30 June 2024. The current target is 14 new members. The marketing sub-group is working on a marketing plan and some digital materials that members can

share to explain the benefits of membership. The online application form is live and will make it quicker and easier for applicants to complete. Members were encouraged to recommend the UKCOA to other operators, particularly those who do not belong to any other trade association.

7. Managing Director Round Up

Women in Transport is launching a subgroup, Women in Bus and Coach, in Birmingham in November. It's important to emphasise the importance of women in coach and showcase their contribution to the sector. **Peter Bradley** will attend representing the UKCOA.

The ITT Hub was not very well attended last year. It has been rebranded as the Sustainable Road Transport Show and will be held in May 2024. The UKCOA is working in partnership with the show to ensure it is relevant for operators.

The UKCOA Board is looking at meeting dates for next year and is putting together an exciting programme of speakers as well as some in-person networking opportunities.

8. Any Other Business

Members reported being very busy with some bookings ahead of this time last year.

A version of the Little Red Book was discussed: a membership directory with details of the facilities and services that members can offer one another. This type of directory is difficult to keep up to date, but **Peter Bradley** and **Laura Li** will look into how this could be produced.

9. Date of Next Meeting

Members Meeting Tuesday 21 November at 10.30 (please note change of date from 28 November)

UKCOA Members Event Schedule 2023

Tuesday 21 November at 10:30 – Members Meeting