

# BUSINESS

THE OFFICIAL VOICE OF THE NCC



## Families flock to forecourts

**LEISURE VEHICLE SALES**  
Post lockdown upswing

**SURVIVING THE NEW NORMAL**  
Marketing, retailing, staff safety

**BREXIT**  
Type approvals, tariffs and new UK CA mark



# National Caravan and Holiday Park Specialists



**Sanderson  
Weatherall**

In what continues to be an incredibly active sector our caravan park specialists have visited and inspected over 300 parks across the UK over the last 18 months with geographical coverage shown below.

If you require any advice or are thinking of selling your park please do not hesitate to contact us in the strictest confidence.



Sanderson Weatherall - formerly Edwards & Partners

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**York Office:** 01347 822005 [edwards.york@sw.co.uk](mailto:edwards.york@sw.co.uk)

[sw.co.uk/caravanparks](http://sw.co.uk/caravanparks)

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## Sales of leisure vehicles in the UK up by 55% in July

Sales of new tourers and motorhomes rose by an average of 55% in July, following the easing of lockdown.

Sales of caravan holiday homes are also reported to be on a steep upward climb, as parks are filled not just

through the school holiday period but – for some – to the end of the year.

**Photo:** Courtesy of Salop Leisure

## Is it yes or no to the shows?

In Germany, Caravan Salon Dusseldorf went ahead at a significantly reduced capacity – see story on p16-17.

In the UK, the Southampton International Boat Show, however, was cancelled hours before it was due to start via a Direction under Regulation 5(1) of the Health Protection Regulations 2020.

Following the rise in the infection rate, Government has announced that its provisional plan to reopen stadiums and conference halls on 1 October will now be reviewed.



## New logo for Coachman

Hull-based manufacturer, Coachman Caravans, has revealed its all-new brand identity. The company has also reintroduced its strapline “The Road to Freedom”, which it says represents everything a Coachman caravan provides.



Coachman's 2021 season products include four brand-new models across three ranges. The winter edition of The Business will feature an interview with Elliot Hibbs about the company's future plans.

## Lippert promotes slide-outs in new campaign

Lippert Components is to promote slide outs for motorhomes and campervans in a new campaign aimed at educating motorhomers across Europe about the benefits of slide-out systems.

The campaign, dubbed ‘Slide Out Your Van’, plans to develop the concept on this side of the Atlantic. A dedicated website, [www.slideoutyourvan.com](http://www.slideoutyourvan.com), available in English, includes information about Lippert, and more about the technical details.



Auto-Trail has released details outlining new features for its 2021 season ranges – the campervans will have a lead in OTR price of £36,995. There will be a ‘one spec, one price’ on the Expedition range and a new V-Line S range featuring four compact layouts.

● The first jackpot winner in 14 years on *Who Wants to be a Millionaire* celebrated with a holiday in a caravan in Whitely Bay. He is considering spending part of his £1m on a motorhome.

## **NCC Director General John Lally looks at the positives – and some of the negatives – of the current leisure vehicle boom**

As a result of COVID-19, British holidaymakers are deterred from foreign travel. It is therefore up to us all within the industry to fully capitalise upon this unique opportunity to push holidaying here in the UK not only as a viable option for British holidaymakers, but an attractive one... not just for the remainder of 2020, but for years to come.

This is our chance to galvanise our existing audience, while proving to a new one that holidaying at home is fantastically enjoyable - and an ongoing holiday option for all the family, even the dog!

That said, it is imperative that our audiences feel safe and that our industry takes the risk of Covid-19 very seriously and that we do our utmost to keep them safe.

With the national lockdown restrictions lifted, we are seeing the signs of a second spike and thus safety will remain at the forefront of consumer decisions. We need to showcase how self-contained our industry offering can be. Increased safety precautions at parks and dealerships are critical in reinforcing this confidence.

The NCC worked hard in the lobby with the UK and devolved governments to secure the opening of leisure vehicle dealerships. From the moment the dealerships opened on 1 June 2020 (England) they have enjoyed strong sales.

This was initially thought to be pent-up demand, but it has become apparent that this is not the case. There has been a massive recalibration of stock levels in the supply chain, as we welcome new entrants to the market. They are more decisive in their purchase and do not have a unit to part exchange.

I don't ever recall a month where motorhome registrations rose by 71%, with tourer sales posting a very healthy 39% rise. We had booming leisure vehicle sales in July, and everyone tells me August followed suit. We have upbeat research

(p10-12), very encouraging stats (p34-36) and positive stories of businesses going the extra mile for their customers.

On the face of it, this seems healthy. However, there is growing concern regarding the lack of new and used products. There is a strong belief that our existing/traditional base of owners has yet to be motivated or incentivised to change their current motorhome or caravan. Maybe they are still isolating, have not used their vehicle for a while, or do not see value or point in changing. Maybe they are struggling to find the parks or campsites they want. This means dealerships cannot readily tap into this source of used stock with 2021 product offers etc.

If we have so much to be positive about, why do I have niggling doubts? First, it's because the fact remains that for much of the prime selling season, dealerships, manufacturers and parks were closed, leaving the industry sprinting to catch up along a track fraught with obstacles.

Then I am worried about the new buyers. In the rush to obtain a 'socially distanced' holiday, did they buy the right vehicle? Did we sell them the right product? For the longevity of a successful industry, there can be no selling and forgetting. We have to nurture these newbies – from the point of sale, through their experience on parks to providing a top class after sales service.

We have been given a once in a lifetime opportunity to convert new people to our marketplace and we must not squander it. While not, of course, forgetting our core market, the mainstay of our businesses for many years.



**We have a once in a lifetime opportunity to convert new people to our marketplace**

## Bailey appoints new Head of International Sales

Caravan and motorhome manufacturer, Bailey of Bristol, has appointed Ian Atkinson as its new Head of International Sales to develop new overseas markets for the business.

The company, which was founded in 1948, is looking to establish new international partnerships to ensure more people can 'Go Bailey' globally in future. In 2011, the company moved into motorhome production, and began to expand into new export markets including Australia, New Zealand and South Korea.



The company stated that, whilst domestically Bailey is one of the most recognisable brands on the market, with the exception of a few countries it is less well known outside the UK.

Consequently, as part of its future business development plans, it is looking to establish new international partnerships with import companies looking to expand their recreational vehicle portfolio.

Ian, who joined the Bristol-based company in January, has nearly 30 years previous experience in developing and sustaining new international partnerships for a number of capital plant companies, including manufacturers of forklift trucks, water pumps and heating and ventilation systems.

## Knaus Tabbert to go public

German caravan maker Knaus Tabbert announced on 1 September that it will list on the Frankfurt stock exchange. This is to speed up expansion of production due to the popularity of camping during the Coronavirus pandemic.

Reuters reported that the company was set to announce an initial public offering (IPO) with a targeted market value of 800 million euros, according to financial sources.

Investment firm HTP, which rescued the firm from insolvency in 2009, will part with about half of its shares, worth about 400 million euros,

the sources said, while Knaus Tabbert wants to raise about 20 million euros to help build a new factory.

"We have been producing at the limits of our capacity in recent years, and all signs point to further growth," said Knaus Tabbert boss Wolfgang Speck.

Europe's third biggest producer of leisure vehicles reportedly had sales of 780 million euros in 2019, when 3,000 staff produced more than 26,000 units.

In 2018, Knaus Tabbert had shelved plans for an IPO due to volatile markets.

## Thetford and Thule attack Chinese market

Thetford and Thule RV Products are to start a distribution partnership in the Chinese RV market. Both companies "have a shared ambition to claim pole position in their product range in China" and are aiming at sustainable growth of their businesses in the country.

Stéphane Cordeille, CEO at Thetford, said: "This will bring a win-win situation for our Chinese OEMs and the Thetford/Thule combination. Under the leadership of General Manager Sam Yang Thetford China is showing strong growth.

"Thule shares Thetford's belief in a Chinese RV market with growth potential and wishes to develop a leading position in the distribution of awnings and RV bike carriers."

## UK distancing rules by country

	England	Scotland	Wales	Northern Ireland
How many people outdoors? 	Six from multiple households	Up to six aged 12+ from two households*	Up to 30 outdoors	Up to 15 outdoors
At what distance? 	1m+ apart	2m apart – aged 12+ only (less in some premises)	2m apart – aged 11+ only (less in some premises)	2m apart
How many people indoors? 	Six from multiple households	Up to six aged 12+ from two households*	Up to six aged 11+ from 'extended household**	Up to six from two households

\*Scotland – under 12s from two households don't count towards total  
 \*\*Wales – under 11s from 'extended household' don't count towards total



## HERCMA's 2021 caravan show goes ahead in Harrogate

HERCMA (the Hull and East Riding of Yorkshire Caravan Manufacturers' Association) has announced the dates for its event next year at the Great Yorkshire Showground in Harrogate.

The public days will be Friday to Sunday 3-5 September and will be followed by three trade-only days from Tuesday to Thursday 7-9 September.

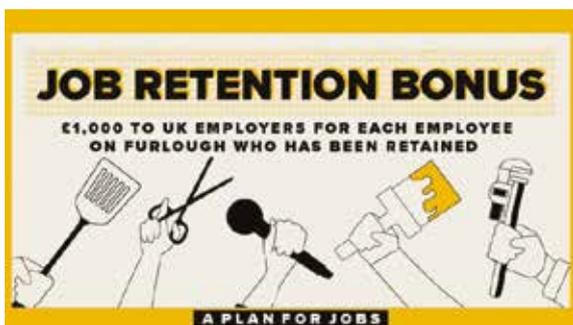
For nearly 40 years, The Lawns in Cottingham has been

the event venue. The move to Harrogate is being made to enable more exhibitors and visitors to be accommodated. HERCMA announced in March that the 2020 event would not go ahead because of the Covid-19 pandemic.

Manufacturers will have the opportunity to unveil their latest models and it is anticipated that close to 500 leisure vehicle products will be on show.



## Government announces Job Retention Bonus



The Government has introduced a new Job Retention Bonus (JRB) to provide support to employers who keep on their furloughed employees in meaningful work after the Coronavirus Job Retention Scheme (see p26) ends on 31 October.

The JRB is a one-off payment of £1,000 for every employee whom they previously claimed for under CJRS, and who remains continuously employed to 31 January 2021.

● Leisure vehicle insurance provider, Caravan Guard, incorporating static caravan insurance specialist Leisuredays, is celebrating insuring more than 100,000 customers. The milestone was reached as the brand celebrates its 25 year anniversary and the UK came out of the Coronavirus lockdown with a staycation boom.

● Data from SMMT showed that car registrations in August were down 39.7% – year to date figure is 915,615 versus 1,519,016 in 2019. The biggest fall was vehicles bought for business.

## Whale appoints Nova Leisure as aftermarket distributor

Whale has announced that Nova Leisure has been appointed as a new aftermarket distributor for Whale RV products in the UK, effective from July 2020.

Nova Leisure offers an extensive portfolio of complementary RV products, supplying motorhome and caravan dealers, manufacturers, repairers and workshops through a nationwide distribution network.

Mark Walmsley of Whale commented: "This comes at an exciting time for Whale, following the launch of Heat Air, the space saving heating solution for campervans, motorhomes and caravans. By leveraging Nova Leisure's expertise in this field, customers can be assured of product availability and support throughout the UK and Ireland."

Nova Leisure's Adam Ramsden agrees: "Whale has been one of our leading brands within the marine division for many years, and we are very excited to extend this into the RV business."

Products can be viewed at [www.novaleisure.com/brands/whale](http://www.novaleisure.com/brands/whale).



Mark Walmsley and Steed Barbour of Whale



## Bailey launches Phoenix+ by video

The “eagerly awaited” Phoenix+ caravan range from Bailey of Bristol has, the company says, undergone a significant makeover.

It was launched via a live video on 17 September direct to the public on their YouTube channel (below) – 2021 motorhome ranges will be launched the following week.

Bailey re-opened its factory at the beginning of August and reports high demand ever since.



## Wellhouse reveals new Ford-based campervan

Wellhouse Leisure has released details of its Ford La Libertà special edition campervan.

The conversion is based on the Ford Transit Tourneo Custom, with 2.0 TDCi Ford EcoBlue engine and it is the company’s most well-equipped campervan. It gains heated water tanks, an external gas BBQ point, reversing camera and upgraded Tracker system. Prices start at £56,620 (6-speed manual).

## Glass’s Guide leisure vehicle dealer survey

*Glass’s Guide*, the industry benchmark for new/used residual leisure vehicle values, is conducting a survey among touring caravan and motorhome dealers.

The NCC is asking its members

to complete the survey, which can be accessed at <https://www.surveymonkey.com/r/6Y9P65L>

Glass’s valuations are now accessed through an online platform, GlassNet, or via their app.

## Camper UK and Shane Richie promote staycationing

Lincoln-based Camper UK is working with TV personality Shane Richie on a campaign to promote the UK’s best staycation hotspots. Shane’s journey in a special edition motorhome will be documented across social media accounts



to inspire people to explore the UK.

Dean Hyde (Managing Director) has said “There’s a lot of uncertainty around going abroad and we want to show how having a motorhome can provide the perfect opportunity for families to still have a holiday whilst maintaining social distancing.”

## Caravan and motorhome apprenticeship update

With the ending of the Caravan & Motorhome framework in July 2020, NCC Training Academy (NCC TA) continues to support the Apprenticeship programme for those currently enrolled on the dissolved framework.

Without a current apprenticeship scheme in place, the NCC TA’s challenge is to find a pathway which offers both employers and apprentices the training they require, and recognition and certification upon completion of the apprenticeship.

Due to the Coronavirus lockdown, Government extended the deadline for those currently enrolled to complete their assessment levels.

A new standard can potentially be developed over the next six months with the Institute for Apprenticeships & Technical Education (IATE). The NCC TA needs to first ensure there is a requirement for apprenticeships in this sector. More information will follow – contact [info@nccacademy.org.uk](mailto:info@nccacademy.org.uk) to know more.

## Adria reveals 2021 models

As the brand celebrated its 55th anniversary, Adria Mobil launched its new generation Adora, Coral and Matrix models at Caravan Salon in Dusseldorf. Adria says it has “a powerful, state-of-the art model line-up in all categories for 2021”.

Their best-selling caravan model, the Adora, has been ‘taken to the next level, with all-new generation design, inside and out.’

“We have,” the company says, “improved the comfort, practicality, technology and performance of the Adora, which boasts the largest in-line panoramic window available and is also the most aero-dynamic caravan you can buy.”

## Auto Trader reports huge increases in online activity

*Auto Trader* is the UK's largest digital automotive marketplace. The company branched out into advertising touring caravans and motorhomes on its website in 2013. *The Business* spoke to Sarah Munnery, (Commercial Marketing Manager) at *Auto Trader* about how the pandemic affected trade.

"After an initial decline in audience as lockdown began, audience to our two leisure platforms (*Auto Trader Motorhomes* and *Auto Trader Caravans*) has seen consistent week-on-week growth since 6 April.

"In July, overall visits to the site were up 55% versus July 2019, with the month of August on track to perform even better. The peak week was actually the one beginning 17 August, in which the year on year increase in advert views was 106% for motorhomes and 138% for caravans. Engagement is also high, with

a total of 340,000 hours being spent on the site in July with leads (email, text and chat) to leisure retailers being up 123% year on year."

At the start of the season, *Auto Trader* conducted some research of 2,000 UK adults to understand their attitudes towards holidaying this year. Sarah continues: "Of those planning a staycation, 51% said they would consider a motorhome or caravan. This data was picked up by over 550 online and print publications, with a potential reach of 2.6 billion – a clear indicator of how popular these holiday choices might become in the near future.

"Interestingly we have also seen the price of motorhomes and caravans on the platform increase – for the first three weeks in August, the average price of a motorhome or caravan on *Auto Trader* is 11% higher than the same time last year."

## Erwin Hymer Travelworld sees demand remaining strong

Ross Edwards, Managing Director of Erwin Hymer Centre Travelworld commented: "We reopened our doors on June 1 and have been flat out ever since, as well as seeing a huge rise in the number of telephone enquiries in the second half of May.

"One of the most notable trends we have seen is the amount of people showing an interest in, and going on to buy, a motorhome who haven't

previously thought about such a purchase.

Ross added: "There is a significant amount of interest from first-time buyers. Traditionally, it's a long journey from people expressing an initial interest in a motorhome. We are seeing a significant shortening in the decision-making process.

"The signs at present are that the demand is remaining extremely strong."

**Ross Edwards:**  
"There is a significant amount of interest from first-time buyers"



## Robinsons Caravans sees sales rise

Robinsons Caravans, a long-established family-owned dealership based in Chesterfield, reported an upturn in sales as soon as lockdown restrictions were eased. In June and July 2020, Robinsons Caravans saw sales of new and used caravans increase by 9% and 14% respectively when compared to the same period last year.

Robinsons Caravans was acquired earlier this year by MBH Corporation plc, a UK-headquartered listed diversified investment holding company.

Research from MBH Corporation revealed that 2.5 million people have already had a caravan or motorhome holiday in the UK this year. Nearly half (46%) said they only went on a caravan holiday or planned to do so because of the coronavirus crisis.

## A 'welcome in the hillside' for Welsh buyers

Caravan dealers in Wales have experienced significant increases in sales since lockdown was eased. A report by BBC Wales interviewed Welsh leisure vehicle dealers, including Shaun Ennis, who runs Ennis Caravans in Cross Hands, Carmarthenshire. Shaun commented: "Sales have trebled in the short time we've been open since the end of June," he said.

"We've made back the lost four months that we had, and the majority of that is from newcomers into the industry."

# Touring caravans and the new gen owners

With caravan registrations rising by 20%, the NCC takes a look at the new younger generation of caravanners

As new life is breathed into the touring caravan market, the NCC in conjunction with CRiS undertook research study into the consumer profile of the buyers, and what influenced them in their purchase.

Since dealerships were allowed to reopen on 1 June, forecourts have been busy – in some cases ‘an absolute whirlwind’ of sales. Many dealers have subsequently remarked on the lack of part

continued to grow – even more strongly.

The survey indicated that 37% of registrations were from buyers who had never owned a touring caravan before (‘newbies’). There was also a substantial number of people (23%) coming back to caravanning (‘returners’).

This upswing in consumer demand is even more marked when looking at purchasers of pre-owned tourers.

Pre purchase CRiS checks (which provide information on theft, write offs, and outstanding

with 34% aged 44 or under. Almost half of them (47%) have children living at home – but it runs in the family as the majority claimed to have had experience of a camping/ caravan/motorhome holiday when younger. One of the less surprising characteristics is that they describe themselves as ‘outdoorsy’ people.

#### Investing in future holidays:

One in five (20%) of the newbies bought brand new caravans – and often considered other options – campers/motorhomes or caravan holiday homes. Hopefully these newbies are likely to be here to stay, with the majority not expecting to return to other types of holidays when COVID-19 is over. However, there is a significant sector who are ‘trying it to see if it is for me’.

#### COVID-19 influenced their

**decision:** Most commonly newbies say that their decision to buy was ‘brought forward, earlier than they had expected’.

**Online research:** Before buying, the majority did considerable online research; advice from friends and family was important too, as were certain magazines and the two main consumer Clubs.

**Location of buyers:** The East and West Midlands are where most of these buyers live (29%), while the least likely area is London.

**Visiting dealerships:** There is an even split between sourcing the caravan from a dealer or privately among ‘newbies’ and ‘returners’, but ‘existing’ consumers are heavily biased to dealer purchases.



**37% of respondents had NEVER owned a caravan, and 23% claimed to be returning to caravanning**

exchange product, which seems to clearly indicate that these customers were new to caravanning.

The study utilised data from the CRiS registration service, operated by the NCC which re-opened off-line on 1 June (online sales had continued throughout lockdown). The purpose was to create a robust fact base on ‘new’ consumer profiles, in a post COVID-19 lockdown world.

A quantitative survey was sent to all touring caravan registrations over a 4/5 week period and based on 526 responses received. It was immediately clear that there was a significant upswing in consumer demand, with registrations of touring caravan running at +20% versus the same time last year. More recent data shows that it has

finance) were shown running at +50% versus the same time last year.

Who are these new buyers? Newbies are distinctly younger,

## Definitions used

### Newbies

A consumer who claimed to have ‘never owned a caravan before’

### Returning

A consumer who has previously owned a caravan, but NOT in the last 12 months

### Existing

A consumer who owned a caravan just prior to their recent purchase

**Have you personally owned a caravan before, registered to your name or your partner's?**

Newbies	Returners	Existing
193	122	211
37%	23%	40%

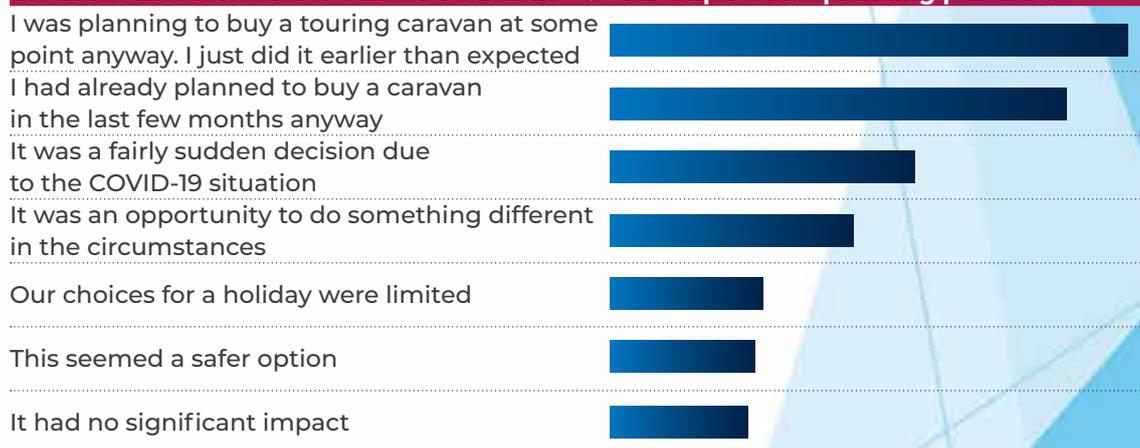
**What is your age bracket?**

	Newbies	Returners	Existing
Under 35	11%	3%	3%
36-45	23%	11%	9%
46-55	25%	16%	24%
56-65	31%	39%	35%
66-75	9%	30%	24%
Over 75	0%	2%	5%

**Do you have children living at home?**

	Newbies	Returners	Existing
Yes	47%	30%	27%
No	52%	70%	73%

**Newbies who have never owned a caravan – COVID impact into planning purchase**

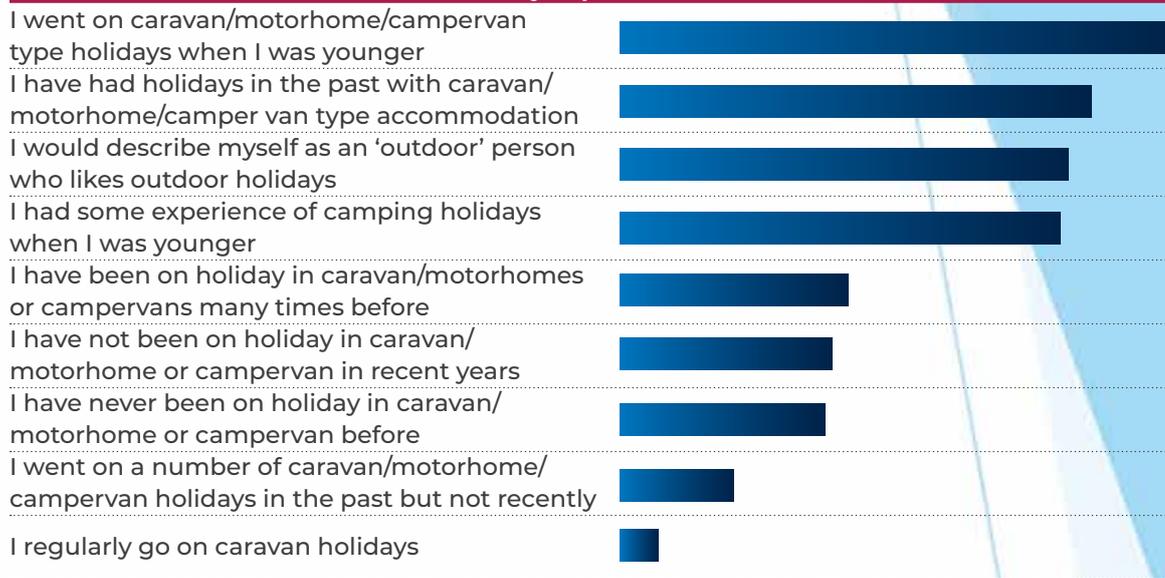


**Where did you buy your touring caravan from?**

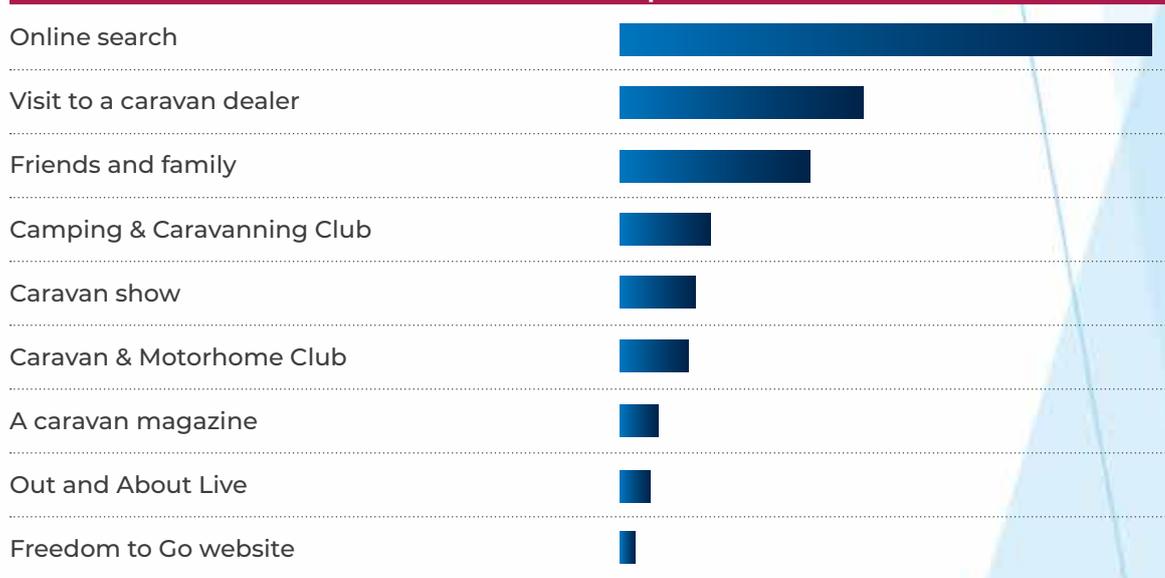
	Newbies	Returners	Existing
Privately	93	60	49
Dealer	97	62	162
Privately	48%	49%	23%
Dealer	50%	51%	77%

**SEE OVERLEAF FOR INFORMATION SOURCES USED BY NEW CUSTOMERS PRIOR TO PURCHASE**

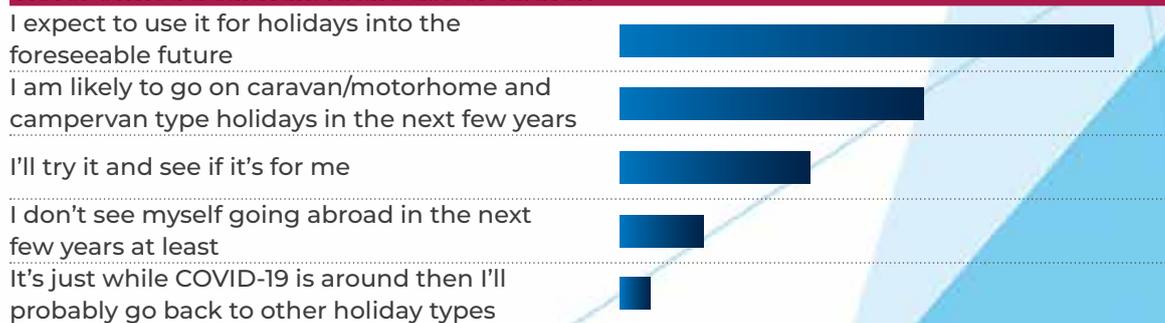
**Never owned a caravan: but some holiday experience**



**Never owned a caravan: source of information for purchase**



**Never owned a caravan: future use of caravan**



# Wild about the van



He's still at the helm, some three years after the company was taken over. WildAx's Managing Director Duncan Wildman tells Nick Harding about being part of a large family, why he thinks his company is the UK's second largest van conversion brand, a new manufacturing facility, and why expanding his dealer network is a yes and no process

Never mind the name, it's been a quiet revolution as far as WildAx is concerned. From its foundation as an independent specialist van converter as recently as 2006, it's gone on to set up a UK dealer network, been taken over by France's Rapido Group, and is heading towards being the UK's

second largest brand in this still-growing sector.

Duncan Wildman heads up the manufacturer he founded along with close friend Chris Axon (who has now set up another van converter, Axon Motorhomes) and he insists he's here to stay at WildAx.

As he puts it: "You just keep quiet and do your own thing and try to do it right. It's a very small industry and in our part of it, the van conversion sector, we all know each other. Quite a few of us even socialise together. We just toil away and grow each year. Our plan, in terms of turnover and production –

is to become the number one van converter in the UK”

That’s big talk. Here’s the background.

**You seem very independent (from the rest of Rapido). Is that a fair comment?**

We are. I run the company in the same way I did before they became involved. I still manage the business day-to-day. They’ll guide and they’ll offer advice and that often forms my way of thinking about the future as well.

We know we’re going to have a lot more added capacity once we move into the new factory and there are a lot of thoughts coming through as to how we can use this new capacity to increase business. But at the moment there are no plans to change what we’re doing.

we start building the new factory, because we’ll take on a lot of processes and knowledge that they already have. It’s like a whole new resource for us.

**And what about you personally?**

There’s no particular tie-in because I wasn’t going to sell the business. I’ve stayed on board because it’s what I wanted to do. When I sold the business, I said I wanted to remain doing what I’m doing - and I want to remain with a significant decision-making capacity. And they were happy with that. They bought into me as much as they did into the business.

**What about the Covid pandemic. When did you decide to re-open the production line/s?**

Probably later than we should

time I’ve worked with them they’ve all had supply problems – thankfully never at the same time.

It kind of works in a better way than you might imagine, because if one supplier has any issues you can always use a different one.

Mercedes only accounts for a small amount of what we build (although it has grown over the past 12 months). Ford, again, because it’s just our pop-tops, is a small percentage, but should see growth for the next 18 months or so. Citroën and Fiat will remain our stable, main brands – they account for 80% of what we build.

**And you’re still building a dealer network?**

We’d already started the process of setting up a dealer network when Rapido got involved. It was a staged change because of the margins involved, but the idea was over a two-year period we would come out of direct selling. For the last year or so we’ve been dealer-only sales.

**Plans to increase the network?**

Yes and no. We have eight dealers. We’ve still got two geographical

“ On 1 June the world went mad and everyone rushed to buy a motorhome. I realised we weren’t going to keep up, so we got all our staff back on 1 July.

All the Rapido brands are independently managed. There’s a real family feel to the Group in terms of management structure. The likes of Westfalia, PLA and Fleurette are all run as separate entities, with their own Managing Directors who still work with the Rousseau family.

It works well. They’re nice people to work with. You don’t feel you work for them. They’ve not had much impact on what we do so far, but that will certainly come when

have, in retrospect. We got most of our staff back on the first of June, because it coincided with the dealerships re-opening. We had about two-thirds of our staff back and throughout June we produced at about two-thirds of our normal rate. We could have had them all back, but the risk assessment we did was very in-depth.

We had to change a few things in terms of staff movement and breaks, the housekeeping side, but production-wise we didn’t need to change anything.

I spoke to our dealers regularly throughout the closed period. Nobody could have predicted what did happen on the first of June, which was that the world went mad and everyone rushed to their nearest dealer and bought a motorhome.

I realised we weren’t going to keep up with this, so we got all our staff back on the first of July.

**You use five different base vehicles, currently... challenges?**

Citroën, Mercedes, Ford, Renault, Fiat. The only challenge is supply. I think it’s fair to say in the whole

**WildAx FACTFILE**

- Currently produces some 300 van conversions a year. It has a total staff of around 60.
- Has been an NCC member since 2015 and been part of the Rapido Group since summer 2017. Rapido was formed in 1961 and is run by the third generation of the Rousseau family. Its HQ is in Mayenne, France. It also owns North American manufacturer, Roadtrek.





**We have purchased a new site. It will allow us to build a 40,000-45,000 square foot factory.**

zones – the north east and the south east of England – where we would like someone. But we don't just want to add dealers in for the sake of it. We'd prefer to have a small number of dealers selling a large number of vans.

We've already turned down two serious enquiries this year. We have very good relationships with our dealers and I think we work in different ways from other manufacturers. The dealers seem to interact with each other positively as well, in terms of moving 'vans between themselves, borrowing stock from each other. Again, it's that family feel.

**Tell us about your new production facility. What's the background?**

We have purchased a new site –16 acres waiting to be built upon – in Elland, where we are now. We were very lucky to find this site. It will allow us to build a 40,000-45,000 square foot factory.

About 18 months ago, the Group had a grand opening of a new factory in Fleurette, where they build panel van conversions and pop-tops and we are loosely basing our UK factory on that design, because it works well. It makes sense to use the experience and planning that they've put into that.

**Thoughts for the future?**

We've had this discussion a lot over the past few weeks (early September), especially as I've been out and about visiting dealers.

The general feeling is June and July were mad months in terms of sales being so far above norm, August was still significantly higher than normal, with the thinking that September and October will remain buoyant. I think we'll get back to normal levels of sales by next year. We don't envisage any drop in sales.

As a business, we've grown our production and our sales since we started and we aim to keep that

**Duncan Wildman FACTFILE**

- Married (to Gerri) with two children (aged nine and 12 years).
- Is a farm owner. His family moved in some two years ago and are hoping to introduce some animals in the near future.
- Was previously a teacher, then an Area Manager for Aldi. He's also worked in the health and fitness industry, managing big organisations such as David Lloyd Leisure.
- Built his first motorhome as a hobby, on his front drive.

<https://wildaxmotorhomes.com>

small growth every year. We will have further plans when we move into the new factory.

**Watch this space?**

Yes!



Solaris XL built on the L4H2 Citroen Relay is Wildax's best-selling model. Its extra length enables 6ft 8in bunks to be fitted

# Düsseldorf show – how did it fare?



John Rawlings reports on his experience of visiting the Caravan Salon Düsseldorf 2020 – the first major European caravan fair to go ahead with new infection control measures in place.

There was much speculation whether the Caravan Salon Düsseldorf would be cancelled, like so many other shows this year. Concerns around making the exhibition COVID-secure for the safety of exhibitor staff and the public caused some OEMs and suppliers, including big brands, such as the Erwin Hymer Group, Volkswagen and Thetford, to

(understandably) decide to pull out of this and all caravan shows for the rest of the 2020.

Travel restrictions, and uncertainty about quarantine periods being imposed at short notice, also meant the usual number of overseas exhibitors and visitors would not attend either. This put further doubts on the show's viability.

Caravan Salon is one of the biggest of its kind and a key commercial event for the domestic caravan industry and many international suppliers – Germany is the most important market in Europe.

With a new, official PROtaction hygiene and infection control standards in place, the Caravan Salon 2020 went ahead, but on

reduced scale. However, it still felt vast, with 350 exhibitors occupying 10 halls plus the usual outside area – but with some noticeable empty spaces.

For social distancing reasons, ticket sales were restricted to a maximum of 20,000 per day – roughly half the record numbers that attended last year. In total, this year's Caravan Salon attracted 107,000 visitors during the 10 days of the show. This was deemed a success in the circumstances, as



**Floor markers indicated the appropriate distance to have between people as they queued at the ticket turnstiles, with staff on hand to monitor this**

it was not expected to match 2019's record attendance figures of 268,000 visitors.

Many exhibitors believed that the current COVID-19 situation would deter those with only a casual interest in caravanning, but research undertaken during the show revealed an interesting number of newcomers to caravanning. In addition, brands that were at the show also hoped to capitalise on the fact that some of their competitors weren't exhibiting. Apparently, sales were higher than last year, despite less than half the number of visitors.

### New measures

The start of the show had to be delayed by about a week to comply with restrictions still in place in Germany.

To reassure exhibitors and the public, a PROtaction hygiene and infection control strategy was developed by the organisers, Messe Düsseldorf and the CIVD (caravan industry trade association in Germany). This had a high profile throughout the show, with plenty of signage, and included several key requirements for exhibitors and visitors to comply with.

Unsurprisingly, wearing a facemask was mandatory for everyone in the halls - exhibitors and visitors alike. To enforce this, and to make sure they were also being worn correctly (over nose and mouth), exhibition staff wearing PROtaction -branded uniforms

patrolled the halls. There were also regular tannoy announcements to remind people about this requirement.

The only time face coverings could be removed was when sitting in a manufacturer's sales lounge, eating in one of the restaurants, or while in the outside display areas. Some exhibitors had taken the initiative to obtain facemasks with their own branding on them.

To maximise airflow and ventilation, exhibitors were asked

to keep windows and doors of display vehicles open. Doors to the halls were also left open to improve airflow, and there were hand sanitizer points at each entrance and on every stand – but not, incidentally, outside each vehicle. Many stands had floor markers to remind people to keep 1.5m apart.

Aisles between stands were widened to help avoid congestion and aid social distancing. Some exhibitors seemed to take advantage of the extra space to spread their displays out, but most seemed to look the same as at any other caravan show.

Inevitably, there were busy areas on some stands where social distancing seemed to be disregarded or forgotten, but at least everyone was wearing masks and able to clean hands regularly.

Brochures were still being offered to visitors from staff behind



**Hygiene was reinforced with hand sanitiser stations throughout the halls**

a clear screen, as we see in all retail outlets these days in the UK. If taken, the PROtaction regulations asked people not to put literature back. In all other respects, the show looked very familiar.

Vehicles were open as normal for people to view and come and

go as they pleased. A few had signs requesting only one group/bubble at a time, although that didn't seem to be being monitored. One manufacturer of high-end motorhomes, which normally restricts viewings anyway, asked people to wear gloves. Exhibitors were required to clean inside vehicles regularly.

Sales areas for 'closing' customers took on a new form with social distancing and hygiene measures in place. The PROtaction protocol asked people to avoid handshakes and physical contact.

Some companies created individual booths with high screens for sales staff, while others spread out their tables. There were always screens between the member of staff and the visitor. Entrance ticket were scanned on entering a manufacturer's lounge and at café areas, presumably as part of the 'track and trace' purposes.

### The visitor experience

A new measure introduced for ticket sales was that they could only be purchased online, either in advance or on the day (subject to availability). There were two reasons for this; one was to minimise queues or congestion and avoid handling payments at ticket booths. Secondly it was to ensure contact details were obtained in case it was necessary to 'track and trace' everyone, if a coronavirus outbreak were to be traced back to the show.

As already mentioned, ticket sales were restricted to 20,000 per day, which is approximately 50 per cent less than usual. A total of 42,000 were sold over the first Friday (usually a trade/media day) and weekend. That's still a respectable number of visitors for 2020, but in 2019's record year, there were over 40,000 on the Saturday alone, compared to just 19,000 tickets this year.

### The new normal?

As long as there's no coronavirus outbreak that could be traced back to the Caravan Salon Düsseldorf, it will have successfully demonstrated what the new 'normal' could look like for industry events.

# How dealers are dealing with the virus

*The Business* talked to Ross Edwards, of Erwin Hymer Centre Travelworld about how this sizeable business tackled the post-lockdown problems.

Following the NCC's hard fought lobby campaign with government, dealerships in England were allowed to reopen on 1 June, shortly followed by retail outlets in other regions. But not only did they have to deal with new COVID-safe protocols, businesses had to cope with a rush of potential customers flooding the forecourts.

Ross says: "The introduction of Thermal Imaging cameras at our Stafford HQ has been a key aspect of our policy of protecting the health and safety of customers, visitors and colleagues since reopening. "The technology effectively checks the



temperatures of all visitors and will flag anyone displaying a higher than average reading.

"Anyone with a higher than

readings, they will be requested to rebook while colleagues will be asked to take time out of the business.



**The technology checks the temperatures of visitors and flags anyone with a higher than average reading**

average temperature will be asked to provide a second reading. If a visitor records two abnormal

"The investment in the Thermal Imaging Cameras demonstrates the extent of the measures Travelworld are prepared to introduce to help ensure visitors and colleagues remain safe on our premises."

Other measures in place for visitors to Travelworld include:

- Appointment-only policy in place for visitors; contact-free video viewings are available on request
- two-metre social distancing and a one-way system around the showroom
- Hand sanitiser stations on the reception desk for use on entering and leaving
- Gloves available when viewing a motorhome or campervan and people encouraged to wear face coverings



Thermal imaging cameras checking customers on arrival have been introduced in international airports and some restaurant chains, and they are now becoming part of the 'new normal'.

*The Business* asked how these cameras have been received by customers. Ross replies: "The thermal imaging cameras have been positively welcomed by all customers and staff entering the building.

"Our customers know that we are ensuring that all measures are put in place to protect them while on site. No one has refused any of the measures and they abide with the social distancing and one way systems – so, all in all, it's going really well.

"We have now seen an increase in customer walk ins, despite still advertising appointment only viewings, and we are only allowing these customers in providing there are not already a lot of customers in the showroom.

"Currently none of our staff have had to self-isolate. There were occasions during the recent sunny weather when the detector was set off by people just sitting outside enjoying their lunch. In these instances, we asked staff to return in 10 minutes to check their temperatures again.

"And we have matched last year's sales figures from January to July, despite being closed for more than two months during lockdown."



Travelworld is a motorhome and caravan dealership in purpose-built premises in Stafford. The site covers 5.5 acres and houses a large indoor showroom, 20 bay service centre and two storey office block. <https://www.motorhomes.co.uk/>

# Updated Guidance on Working Safely

Government has updated its Primary Guidance for Businesses on Working Safely with Coronavirus, with a new section on Priority Actions.

## Seven steps to protect yourself, your staff and your customers during coronavirus:

1. Complete a COVID-19 risk assessment. Share it with all your staff – see more on p20-21 and p28.
2. Clean more often. Increase how often you clean surfaces, especially those that are being touched a lot. Ask your staff and your customers to use hand sanitiser and wash their hands frequently.
3. Ask your customers to wear face coverings in any indoor space or where required to do so by law. That is especially important if your customers are likely to be around people they do not normally meet. (Some exemptions apply.)
4. Make sure everyone is social distancing. Make it easy for everyone to do so by putting up signs or introducing a one-way system that your customers can follow.
5. Increase ventilation by keeping doors and windows open where possible and running ventilation systems at all times.
6. Hospitality businesses e.g. cafes must take part in NHS Test and Trace by keeping a record of all your customers for 21 days. From 18 September, this will be enforced in law. Some exemptions apply. Follow this link for details <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>.

7. Turn people with coronavirus symptoms away. If a staff member (or someone in their household) or a customer has a persistent cough, a high temperature or has lost their sense of taste or smell, they should be isolating.

## Four more things to be aware of - especially if your business is part of the 'visitor economy':

- From 14 September, let customers know that by law they can only visit in groups of up to six people (unless they are visiting as a household or support bubble which is larger than six).
- Encourage contactless payments. Whenever possible, use online booking and pre-payment and ask for contactless payments.
- Manage food and drink service safely. Minimise customer self-service of food, cutlery and condiments, as well as contact between staff and guests.
- Understand how your business interacts with the local area. Limit risk by reducing queues on the street outside, staggering check in times and opening hours to other businesses, and advising customers to avoid particular forms of transport at busy times or routes to avoid crowded areas.

For more details please visit <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

# Reporting and containing outbreaks of coronavirus

Government has issued guidance for businesses and organisations in England on how to recognise, contain and report incidents of COVID-19.

COVID-19 early outbreak management information has been created to make sure that people who run businesses or

organisations:

- know how to recognise and report an incident of coronavirus (COVID-19)
  - are aware of measures local health protection teams may advise to contain it.
- The information is included in 'action cards' that have been

designed for specific situations where an outbreak could occur – for example, in an office or contact centre (see below).

Details of how early outbreak management can help fight the virus can be found at: [www.gov.uk/government/publications/reporting-outbreaks-of-coronavirus-covid-19](http://www.gov.uk/government/publications/reporting-outbreaks-of-coronavirus-covid-19)



**COVID-19**  
early outbreak management



**Contact centres, offices and operations rooms**

**Who should use this information?**

Owners and managers of single floor and multi floor offices, contact centres and operations rooms. This information provides key steps to quickly identify and contain any potential COVID-19 outbreak. If you are concerned about other possible health issues then you should follow your existing processes.  
For England only.

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**What you should do to manage a possible outbreak**

**Step 1 Identify**

You may be informed of a confirmed case of COVID-19 by NHS Test & Trace, staff, a visitor or your local Public Health England Health Protection Team (PHE HPT).  
When you are informed of more than one confirmed case with symptoms dating within 14 days of each other, go to **step 2**.

**Step 2 Report**

Immediately contact your local PHE HPT for help and advice. Refer to [www.gov.uk/health-protection-team](http://www.gov.uk/health-protection-team) for contact details.  
Every one of us plays a vital role in stopping the spread of COVID-19. Early engagement with your local PHE HPT is key to minimise any possible wider outbreak in your community. See **page 2** for information you may be asked to provide. Do not worry if you are unable to answer all the questions, your local PHE HPT will help guide you through the process.

**Step 3 Respond**

Your local PHE HPT will work with you to assess the risks and advise you of what actions to take.  
Depending on the outcome, your local PHE HPT and Local Authority may establish an Outbreak Control Team to help support you to manage the situation. See **page 2** for types of action that could be put in place.

 Check now and write the number of your local PHE HPT here: .....

**General guidelines to prevent the spread of COVID-19:**

There are important actions that everyone should take at all times to help prevent the spread of COVID-19. Refer to [Working safely during coronavirus](#) guidance or search the title on GOV.UK. This has practical steps to take and explains how you must carry out a COVID-19 risk assessment for your organisation. The information contained on this card is specifically in relation to an outbreak, and should not replace health and safety and infection steps you already take, or have implemented as a result of consulting the 'Working safely during coronavirus' guidance.

**Information your local PHE HPT may request from you:**

**Details of your organisation**

- name of company/organisation
- location (including postcode and Local Authority)
- key contact details: name, phone number, email
- number of staff

**Details of the cases**

- contact details of the people affected
- when the individual(s) became unwell
- when they were last present in the setting
- nature of the roles/job undertaken by any staff affected
- known links between the individual(s) with COVID-19 (in or out of the setting)
- number of people with which the individual(s) had close contact
- nature of the environment (for example layout and nature of the building)
- details of control measures
- has there been any contact with other agencies? for example Local Authority, Health and Safety Executive (HSE)

**Types of actions you may need to put in place include:**



Enhanced hygiene, hand washing and cleaning regimes, and use of personal protective equipment (PPE).



Enhanced testing and tracing.



Increased staff/visitors' awareness of and adherence to preventative measures.



Additional measures to limit access or temporary partial closure of the setting or building.

**To access more information refer to the guidance below or search the titles on GOV.UK:**

- [guidance for contacts of people with confirmed coronavirus \(COVID-19\) infection who do not live with the person](#)
- [COVID-19: cleaning in non-healthcare settings](#)
- [coronavirus \(COVID-19\): safer travel guidance for passengers](#)
- [working safely during coronavirus \(COVID-19\) in offices and contact centres](#)

Last updated: 25/8/2020

# Stamping out racism at work

Racism has been hitting the headlines and causing many businesses to examine their operations – not least because studies show that businesses perform better when they have greater ethnic and gender diversity.

The CIPD (the Chartered Institute of Personnel and Development) says businesses must be part of

the change needed, to “stamp out prejudice, and to build diverse and supportive cultures of respect and fairness for all”.

It is against the law under the Equality Act 2010 to discriminate against anyone because of race including colour, nationality, ethnic or national origin, religion or belief – or indeed age or gender.

On the CIPD website, there is practical advice, useful FAQs and webinars to help businesses tackle issues of racism, including creating a pro inclusive leadership plan and reviewing a race equality strategy - see <https://www.cipd.co.uk/knowledge/fundamentals/emp-law/race-discrimination/race-workplace-faqs>

## Employees self-isolating after returning to the UK

On 14 August, Government published guidance for employers if an employee has to self-isolate after returning to the UK.

It covers options if an employee is out of the country when a quarantine is announced, suggesting employees should talk to their employer as soon as possible.

**NB** Employers who dismiss an employee because they have had to self-isolate following travel abroad may be liable for unfair dismissal.

Read more here: <https://www.gov.uk/guidance/self-isolating-after-returning-to-the-uk-your-employment-rights>

## HMRC webinar on money laundering and risk assessment

HM Revenue & Customs (HMRC) recently ran a live webinar covering risk assessments in relation to money laundering and terrorist financing, and the risks which have arisen for businesses as a result of COVID-19.

As with all their webinars, the session was recorded. It, and other helpful webinars, are now available via the help and support pages on GOV.UK at: <https://www.gov.uk/guidance/help-and-support-for-anti-money-laundering>

## Tech and advice funding for SMEs

The Minister for Regional Growth and Local Government, Simon Clarke MP, has announced £20 million to 'help businesses across England get back on track'. Small and medium businesses will have access to grants of between £1,000 and £5,000 to help them access new technology and equipment as well as professional, legal and financial advice. The support will be funded by the Government with no obligation for businesses to contribute. Find out about this and other business support at: <https://www.gov.uk/coronavirus/business-support>

## Outdoor events – the current situation

Current government guidelines allow for outdoor events organised by businesses to take place, provided they have carried out a thorough risk assessment and taken all reasonable steps to mitigate the risk of viral transmission - taking into account that risk assessment, in line with COVID-19 Secure guidance.

This includes ensuring that social distancing between different households or support bubbles, and between those working at events and customers, is maintained.

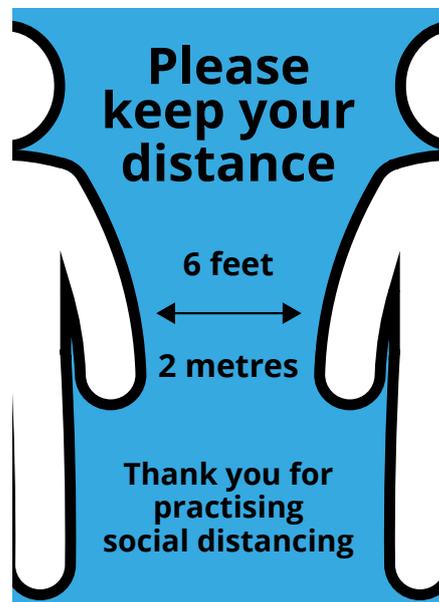
**Note:** this applies to parts of the country not impacted by specific local regulations.

## Points-Based Immigration System: employer information

The Home Office has updated its guidance on the Points-Based Immigration System to explain how employers are affected and to provide employees with an overview of the new system.

The updated guidance and two new videos are available here: <https://www.gov.uk/government/publications/uk-points-based-immigration-system-employer-information>

From 1 January 2021, if businesses want to recruit from outside the UK, they may need to become a Home Office licensed sponsor. Businesses thinking of recruiting from overseas next year should check if they need to apply to be a sponsor now. More details are available on the following link: <https://www.gov.uk/uk-visa-sponsorship-employers>



## Photocard licences – extension of expiry dates

Government has previously advised that drivers whose photocard licence or entitlement to drive expired between 1 February and 31 August 2020 would be granted a seven-month extension from the date of expiry. The EU has now agreed to increase the catchment period to 31 December 2020 and increase the extension period from seven months to 11 months.

This means drivers whose photocard or entitlement

expires between 1 February 2020 and 31 December 2020 now have an 11-month extension. There is a table that shows the impact of the further extension at <http://leisurevehicleshub.co.uk/2020/09/01/photocard-licences-extension-of-expiry-dates/>

**NB** Drivers do **not** need to take any action as the extension will be automatic.

# New measures to suppress the virus and keep infections down

Prime Minister Boris Johnson made a statement on 9 September regarding new measures to suppress the virus and keep the number of infections down.

What has changed for businesses in England?

- **Rule of six:** From Monday 14 September, you must not meet with people from other households socially in groups of more than six. This will apply indoors and outdoors. COVID-19 Secure venues, such as restaurants and hospitality venues, can still host larger numbers in total but groups of up to six must not mix or form larger groups. Education and work settings are unaffected, and organised team sports will still be able to proceed.
- **Mandatory collection of customer data for hospitality businesses:** Businesses will have a clear duty to support NHS Test and Trace. From 18 September, it will be mandatory for certain businesses to have a system to collect NHS Test and Trace data, and to keep this for 21 days.
- **More policing:** The Government will support Local Authorities and police forces to respond to breaches of COVID-19 Secure

guidelines. COVID-19 Secure guidance for various business types is available here <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19> and there is information on p18-19 and p26-27.

- **Pilot schemes:** The Government will review plans to pilot larger audiences in venues this month. Planned sports pilot events will be limited to smaller, safer numbers, with strict conditions to ensure social distancing, and will not take place in areas where incidence is high. Government is to review its intention to return audiences to stadia and conference centres from 1 October.
- **Opening hour restrictions:** The Government will restrict the opening hours of premises, initially in local lockdown areas, with the option of national action in the future. This will seek to restrict activities that may lead to a spread in the virus.



These measures apply to England and there are different rules for Scotland, Northern Ireland and Wales. Read the details here: <https://www.gov.uk/government/news/coronavirus-covid-19-what-has-changed-9-september>

## New grants for businesses affected by local lockdowns

HM Treasury has announced a scheme to “provide a safety net to further protect jobs where a business is required to close because they are impacted by COVID 19”.

Businesses in England required to close due to local lockdowns or targeted restrictions will be able to receive grants worth up to £1,500 every three weeks. To be eligible, a business must have been required to close due to local COVID-19 restrictions. The largest businesses will receive £1,500 every three weeks and smaller businesses will receive £1,000.

Payments are triggered by a national decision to close businesses in a high incidence area. Each payment will be made for a three-week lockdown period. Each new three-week lockdown period triggers an additional payment.

Read more about financial support packages available here: <http://leisurevehicleshub.co.uk/pj-categs/financial-support/>

## Self-Employment Income Support Scheme – second grant

If you’re self-employed or a member of a partnership and have been affected by COVID-19, you may be able to claim a grant through the Government’s [Self-Employment Income Support Scheme](#).

Applications for the second and final grant are now open if your business has been adversely affected on or after 14 July 2020. All of the following must apply:

- you traded in the tax year 2018-2019 and submitted your Self Assessment tax return on or before 23 April 2020 for that year
- you traded in tax year 2019-2020
- you intend to continue to trade in the tax year 2020-2021.

Claims for the second grant must be made on or before 19 Oct 2020.

# Lobbying in the age of COVID-19

An overview of the NCC's lobbying activities to protect all sectors of the industry through and beyond the pandemic

At the height of the lockdown, manufacturers were facing the prospect of decimated orders in the autumn/winter period, while dealerships had unsold stock languishing on forecourts. The Directorate embarked on a sustained lobby campaign across all four countries of the UK, highlighting the impact of the enforced closure on the industry.

The NCC emphasised the industry's reliance on the seasonality of domestic tourism – the longer the closure, the greater the risk of business failures and substantial redundancies.

The NCC also argued that, when it was deemed safe to reopen, caravanning provided self-contained, safe and 'socially distanced by design' holiday accommodation – a phrase subsequently much quoted in the media.

## Going on the offensive

Building on the blue-print of the successful VED lobby campaign, the NCC contacted all members with a pack of lobby documents. This included template letters, statistics, forecasts and infographics to deploy to lobby their constituent MPs and Ministers. The Directorate was subsequently successful in persuading BEIS (business) and MHCLG (housing/local government) to include caravan and motorhome showgrounds and dealerships to reopen along with non-essential retail on 1 June (England) and other nations followed. The Secretary of State at MHCLG made the announcement on Twitter, referencing the NCC.

Deputy Director General, Alicia Dunne, takes up the story: "This

enabled dealerships to tap into the pent-up demand from the consumer desperate to get out and about in safe, self-contained holiday accommodation – their caravan or motorhome."

## Re-opening parks

As summer took hold, parks remained firmly closed. The NCC's lobby continued – both individually and as part of a consortium of major parks groups - to press Westminster and the devolved administrations for caravan parks to reopen at the earliest point in Step 3 of the roadmap. Alicia explains: "Our message to Government was that without a firm date to

with industry and the NCC to consider the proposal in detail. Two virtual meetings took place with the minister and then his officials.

The NCC's proposal was for a temporary time-limited and sector specific package. Alicia continues: "Although we gave this our best shot, it was clear that the pressure on Government for additional support from a range of industries - the motor sector, aviation, live entertainment ...- was growing."

The PM hinted that the caravan industry had secured and benefitted from a range of financial support and was now open for business. This has now been confirmed by the Minister who, in



**The Directorate was successful in persuading BEIS and MHCLG to allow caravan and motorhome showgrounds and dealerships to reopen**

reopen with the critical school holidays approaching, there was an increasing risk many businesses would be unable to reopen at all."

Finally, on 23 June, the Prime Minister announced that from Saturday 4 July, people would now be able to "enjoy staycations in England". This was followed by the devolved administrations - although all businesses needed to adhere to COVID Secure guidelines.

## The Business Minister

Emma Hardy MP for Hull and West Hessel secured a debate in the House of Commons (*The Business*, summer issue p16-17) to discuss support for caravan manufacturing in Hull and the East Riding.

Business Minister Nadhim Zahadwi then agreed to a meeting

his written response, confirmed that 'Government is not able to extend national response measures further for caravan manufacturers' but that he 'expected the industry will continue to gain some benefit from greater interest in domestic holidays as consumers respond to uncertainties over restrictions associated with foreign travel'.

Alicia concludes: "Let's hope this heightened interest and the orders generated are sufficient to carry the industry over the winter period.

"In the meantime, we do not rest on our laurels and will carry on lobbying government for support for the industry where we can – including the potential impact of the UK's withdrawal from the European Union as of 1 January 2021. But that's another story..."



# Brexit and the potential impact on vehicle approvals: ***Deal or No Deal?***

## What might happen with a deal with the EU

If the UK Government can maintain the current withdrawal agreement with the EU, then the effects on European Commission Whole Vehicle Type Approval (ECWVTA) will be limited depending on the finer detail.

In the short term it is likely that the UK Government will continue to accept type approvals granted within the EU to the European Type Approval Directive 2007/46/EC, provided they are converted to provisional UK type approvals. However, as the UK Vehicle Certification Agency (VCA) will operate outside the remit of the European commission from 1 January 2021, approvals granted by VCA are unlikely to be acceptable within Europe.

Due to this fact, VCA has been working with its European colleagues to transfer all approvals to two European-based approval

authorities using their status as a Notified Technical Service. If you have approvals with the VCA, you are urged to contact them as soon as possible if you have not already done so.

Furthermore, vehicle manufacturers that are based in the UK will also have to appoint a European representative who would become their delegated contact for European approvals to enable the European Commission to continue to monitor the relevant approvals.

## What might happen with no deal

In terms of type approval specifically, vehicle manufacturers must migrate their ECWVTA to a non-UK Type Approval Authority if they wish to register vehicles in European countries. The current negotiations will not change the fact that EU Type Approvals can only be granted by EU Member States.

Companies in the UK which import vehicles from Europe will not be able to use their existing European Approvals to register their products in England, Wales and Scotland. They will first have to obtain a temporary UK type approval from the VCA. The manufacturer will need to submit all their ECWVTA paperwork to the VCA for verification, just as they have to do under the withdrawal agreement.

The VCA will then undertake a desk top study before issuing a temporary UK approval which will have a 2-year life span. The manufacturer will then have to obtain a full UK type approval before the 2-year deadline to maintain their right to sell products in the UK. This will require the manufacturer to complete all new paperwork and submit all supporting documents to the VCA – as they would for an ECWVTA.

Going forward, manufacturers



will have to maintain two type approvals, one for the UK and one for the EU if they wish to continue to sell in both the UK and EU.

### Action Government has already taken

The Government has just issued a new document titled "Issuing GB type approval from 1 January 2021" which explains the complicated situation. They have also introduced new Type Approval Regulations for the UK, which implement the European Regulation (EU) 2018/858, but they only have minor implications for EU Type Approval.

There is one important exception, because the new UK regulations will only accept road lights which have been UNECE approved and not "e" (small e) marked for Europe. Therefore, UK vehicle manufacturers must ensure that any road lights fitted on vehicles which will be type approved for the UK after 1 September 2020 comply with relevant UNECE regulations appropriate to the road light component.

It can be anticipated that there will be more areas where the two approval schemes will diverge. Therefore NCC members are urged to keep a watching brief on NCC communications, because as soon as the NCC knows of any proposed changes, the membership will be advised.

## European Whole Vehicle Type Approval

The new framework regulations 2018/858 came into force on time (1 September 2020). When an extension to a current vehicle approval is requested, the approval will need to be updated if any of the technical requirements in 2018/858 differ to those in the previous Type Approval directive 2007/46. At present this is not an issue, as the technical requirements are in alignment but changes will be made going forward. The NCC will advise members accordingly when they start to deviate.

Manufacturers should be aware that as from the 5 July 2020 the actual date of production must be stated on the Certificate of Conformity (CoC).

## Repair and Maintenance Information (RMI)

Regulation 2018/858 makes changes to the information to be provided by base vehicle manufacturers to independent operators and garages. Multistage build manufacturers should not be affected by these changes.

## General Safety Regulations

The European commission has published the second General Safety Regulations (GSR 2) – this basically introduces the new Type Approval Framework Regulation 2018/858 (replaced 2007/46/EC) and, critically, this sets out the easements and exemptions for motorhomes that were previously covered in the infamous Annex XI. Regrettably the GSR 2 easements and exemptions are not as favourable as those the motorhome manufacturing industry have worked with in recent years.

The European Commission has asked that any exemptions requested by industry sectors must be fully evidenced. The NCC, via the European Caravan Federation (ECF), is reviewing all the proposed requirements and preparing a draft a position paper for submission.

## Emissions Euro 7

Motorhomes cover a wide spectrum of size and weights. The very different characteristics of light-duty and heavy-duty vehicles appear to require different testing regimes and measurement systems.

The latest data from the European Commission seems to indicate that the current Euro 6/VI emission legislation is effective.

Euro 7 implementation plan is not yet defined. In view of the COVID-19 pandemic and its longer-term effects, there are calls for a transparent and clearly defined timetable.

The NCC, again via the ECF, is calling for sufficient lead times for any future changes to emissions standards. There have been references made to multistage build "simplification" but this might significantly affect our industry. The ECF is monitoring this carefully, as almost all motorhomes multi-stage build.

## End-of-life vehicles Directive (recast)

The European Commission is working on the final version which is expected to be published shortly. For the revision of the End-of-life vehicles (ELV) Directive, there are two major challenges

- A.** the illegal ELV treatment operators
- B.** the illegal export of vehicles already registered in shipment of ELVs.

However other area of concern include:

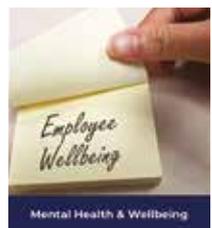
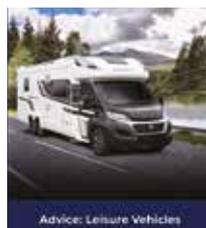
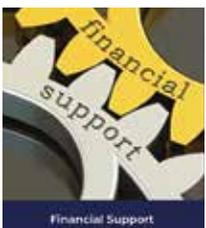
- Inconsistency of definitions with other legislation (e.g. Waste Framework Directive).
- The EU's Plastics Strategy refers to the automotive sector as a significant source of plastic waste that could be recycled and to its potential for increasing targets.
- Challenges following the development of electric vehicles and batteries.

The NCC will keep monitoring the development of this directive.

***There is more about Brexit's implications on p40-41.***

# The final furlough?

Where to find the latest advice on CJRS, sick pay and more



The latest information is regularly updated to the NCC Leisure Vehicle Hub at <http://leisurevehicleshub.co.uk/>

From 1 September onwards, changes came into force for employers relating to the Coronavirus Job Retention Scheme (CJRS).

The Government is now paying 70% of wages up to a maximum cap of £2,187.50 for the hours the employee is on furlough. Employers will need to top up furloughed employees' usual wages by 10% to ensure they receive 80% (up to £2,500) and must continue to pay the National Insurance and pension contributions.

The caps are proportional to the hours not worked. For example, if your employee is furloughed for half their usual hours in September, you are entitled to claim 70% of their usual wages for the hours they do not work up to £1,093.75 (50% of the £2,187.50 cap).

Unless you're making a new claim for an employee who is returning from statutory parental leave or a military reservist, you can only continue to claim through the scheme if:

- you have previously furloughed the employee for three consecutive weeks between March 1 and 30 June
- you submitted your claim before 31 July

HMRC stress that it is important that you provide all the data needed to process your claim. You can find everything you'll need to make your claim on GOV.UK, including a useful calculator and guidance on the data you need to provide, and the format you need to use to ensure your claim is accepted. Search for '*claim for wages through the Coronavirus Job Retention Scheme*'.

If you're claiming for 100 or more employees, there is a downloadable template to help you – again search '*download a template if you're claiming for 100 or more employees through the Coronavirus Job Retention Scheme*' on GOV.UK.

Should you need to check older guidance – for example, information for your claims ending on or before

30 June – you can search '*check if you can claim for your employees' wages through the Coronavirus Job Retention Scheme*' on GOV.UK.

### After you have made a claim

You must keep a copy of all records for six years, including:

- the amount claimed and claim period for each employee
- the claim reference number for your records
- for employees you flexibly furloughed, usual hours worked including any calculations that were required
- for employees you flexibly furloughed, actual hours worked

You must pay the full amount you are claiming for your employees' wages to your employee. You must also pay the associated employee tax and NI contributions to HMRC on the full amount that you pay the employee - even if your company falls into administration.

**Note:** Employers cannot enter into any transaction with the worker

which reduces the wages below the amount claimed. This includes any administration charge, fees or other costs in connection with the employment.

### When Government ends the scheme

Government has stated that the scheme will not be extended beyond 31 October although there is significant pressure from various sectors for this to change.

With effect from 1 October, the amount government will pay for an employees' usual salary will reduce again to 60% with employers topping this up by 20% to reach the 80% of salary – capped as above, plus NI and pension.

On the basis that the scheme does close on October 31, you must decide to either:

- bring your employees back to work on their normal hours
- reduce your employees' hours
- terminate their employment

(normal redundancy rules apply to furloughed employees)

### Tax treatment of the Coronavirus Job Retention Grant

Payments you've received under the scheme are to offset the deductible revenue costs of your employees. You must include them as income when you calculate your taxable profits for Income Tax and Corporation Tax purposes.

Businesses can deduct employment costs as normal when calculating taxable profits for Income Tax and Corporation Tax purposes.

See <https://www.gov.uk/guidance/claim-for-wages-through-the-coronavirus-job-retention-scheme>

### Job Retention Bonus

There is information about the Job Retention Bonus (see p7), eligibility requirements and how to claim here: [www.gov.uk/government/](http://www.gov.uk/government/)

[publications/job-retention-bonus/](#)

### Coronavirus Statutory Sick Pay Rebate Scheme

Applications for the SSP rebate scheme opened back at the end of May. The scheme allows employers in small and medium-sized businesses with fewer than 250 employees to apply for a rebate, reimbursing them for statutory sick pay (SSP) paid to employees for any reason related to coronavirus.

To be eligible, employees must be paid through PAYE. Online applications can be made via HMRC. It will review the application and, if successful, pay the rebate within six working

### Additional advice

ACAS has advice on the CJRS, what to do if you have to make staff redundant including consultation, notice periods and how to work out redundancy pay at: [www.acas.org.uk/manage-staff-redundancies](http://www.acas.org.uk/manage-staff-redundancies)

# New members

The following companies have been accepted into full NCC membership

## SUPPLIER

### Newmor Wallcoverings

Madic Works, Henfaes Lane, Welshpool, Powys, Wales SY21 7BE

**Contact:** Neil Fletcher

**Tel:** 01938 552990

**Email:** [neil.fletcher@newmor.com](mailto:neil.fletcher@newmor.com)

**www.newmor.com**

Newmor specialises in commercial quality, wide-width fabric-backed vinyl wall coverings for markets including the



caravan, leisure and park home industries. The company has thousands of stocked surfaces, customisable digital prints, designer collaborations and an in-house graphics department. A family owned business started in 1967, Newmor manufactures all products at its factory in Wales.

### Studio Vans Ltd

Design Workshop, 4 Eabhal Business Park, Balivanich, Western Isles, Scotland HS7 5LA

**Contact:** Robert Hall

**Tel:** 07739 759565

**Email:** [hello@studiovans.com](mailto:hello@studiovans.com)

**www.studiovans.com**

Studio Vans design and build interior fitouts for campervans, motorhomes and other spaces, to enable a comfortable outdoor experience. The company chooses materials based on sustainability to create a healthy living space and enhance its customers' experience of the outdoors through design. Studio Vans offers calm-inducing environments that inspire focus without the distractions of modern life.



## SERVICE

### Tourer Techs Caravan Services Ltd

Unit 6 Mill Batch Farm, East Brent, Highbridge, Somerset TA9 4JN



**Contact:** Garry Lee Fitzgerald

**Tel:** 01934 512 571

**Email:** [lee@tourertechs.co.uk](mailto:lee@tourertechs.co.uk)

**www.tourertechs.co.uk**

Tourer Techs Caravan Services Ltd specialises in all leisure vehicle servicing, repairs and accessory fitting at its centre and mobile workshop in Somerset, which covers North Somerset, Somerset and North Devon. They are Swift and AWS fixed and mobile approved, Gas Safe and LPG certified.

# Encouraging staff back into the workplace

Was working from home a boon or a bugbear? Did your staff embrace or abhor it? And if the decision is to return staff to the workplace, how can it be best done?

Some jobs can only be done effectively in the workplace; other businesses have made the decision that, following the Prime Minister's and more recently the Foreign Secretary's encouragement, getting staff back into their previous working environment is what's best for everyone.

Without doubt, it will be a big job to reassure employees that it is both safe and sensible to return. Those staff who have been working from home have saved hundreds of pounds in fares and hours of commuting time. They are likely to be reluctant to travel on public transport and are fearful about being back surrounded by work colleagues. Some staff may even be outraged that they are being asked to return. A recent poll found that over 90 per cent of people who can work from home want to keep doing so, at least for part of the week.

For office-based jobs, as of August, only a third of British employees are back, compared with the two thirds who have returned to the office in France and Germany. Even Government is not entirely convinced with many civil servants yet to return to Whitehall.

What is certain is that it is not plain sailing. The Bank of England's Alex Brazier told a committee of MPs that the Government's own guidelines were preventing a mass return to office working. He said: "With COVID-safe guidelines it is not possible to use office space with



## Working safely during COVID-19 in factories, plants and warehouses

COVID-19 secure guidance for employers, employees and the self-employed  
12 August 2020



the intensity that we used to use it, so it is not possible to bring lots of people back suddenly."

He did, however, also highlight the merits of working in an office



**A recent poll found that over 90 per cent of people who can work from home want to keep doing so, at least for part of the week**

when it comes to efficiency and collaboration and creativity.

Given these challenges, what could and should employers do to encourage staff back into the workplace?

Some are reportedly offering incentives such as bonuses or time off to those who have returned; others are looking at ways to help employees get to work with minimum risk and expense.

### On your bike

In May, the Transport Secretary unveiled a £2bn package “to put cycling and walking at the heart of our transport policy” which included a number of initiatives, including creating more cycle lanes.

First launched back in 2011, the Government’s Cycle to Work Scheme gives tax benefits to employees to buy a new bike from official stores. In essence, under the scheme, the employer buys a bike for an employee to ride to work, ‘hiring’ it through salary sacrifice (with savings made by not paying tax and National Insurance

contributions on the monthly hire fees).

The employer technically remains the owner of the bike once the employee finishes the hire period. See how the scheme works here: <https://www.gov.uk/government/publications/cycle-to-work-scheme-implementation-guidance>

Over the summer, bike sales reportedly doubled – a figure that could rise as workers realise they can get a new bike without an upfront payment.

Graham Stapleton, Chief Executive of Halfords said: “There has been a huge increase in cycling during the lockdown ... now is the time for commuters to change their habits and start cycling to work.” *NB The first set of Government’s ‘fix my bike’ vouchers have now all been allocated.*

Even when children had returned to school, it was reported that three million fewer passengers travelled on Britain’s trains than on the same day a year ago. Figures from train operators indicated that total journeys were just 38% of the equivalent day in 2019, with footfall on busiest stations 60% down.

While anxiety about overcrowded public transport may be unsubstantiated, cost remains a factor. New tickets to match the new way people are using the transport system – such as 3-day season tickets or carnet systems - are all being looked at but are not yet in place.

“We need to restore passenger confidence in the public transport network,” Alex Froom, founder of Zipabout asserts. Zipabout’s technology offers travellers “all the information they need to plan specific journeys, taking into consideration all transport modes and other issues”.

It is being extended nationwide to buses and metros and even cycle lanes and crowded pavements, allowing passengers to be made aware of overcrowded transport

## SOURCES OF HELP and information

### Government guidance

#### England

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>  
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

#### Northern Ireland

<https://www.hseni.gov.uk/topic/covid-19-advice-and-guidance-places-work>

#### Wales

<https://gov.wales/workplace-guidance-employers-and-employees-covid-19>

#### Scotland

<https://www.gov.scot/publications/coronavirus-covid-19-returning-to-work/>

### Expenses and benefits – home working

<https://www.gov.uk/expenses-and-benefits-homeworking/whats-exempt>

### British Standards for office furniture:

<https://shop.bsigroup.com/SearchResults/?q=office%20furniture>

hubs. See <https://www.zipabout.com/>.

### Returning staff to the workplace

Government has specific guidance for both offices and for factories, plants and warehouses and for outside work such as construction in England. (There is separate guidance from the Scottish Government, Welsh Government and Northern Ireland Assembly.)

The guidance for factories and similar premises suggests:

- Considering the maximum number of people who can be safely accommodated on site
- Planning for a phased return to work

## EXPENSES claim

HMRC guidance explains that if you cover the cost of additional household expenses for an employee who works from home, you do not have to report or pay anything if:

- they need to work from home
- the amount you give them is not more than their additional household expenses and
- the amount you give them is not more than the current weekly limit of £6.00 (or £26 a month for employees paid monthly).

If the claim is above this amount, then your employee will need to check with you beforehand and to keep receipts.

- Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on site
- Keeping in touch with off-site workers on their working arrangements, including their welfare, mental and physical health and personal security.

The need for people to congregate and collaborate in many cases is clear, and employees may not be set up properly to work from home for the longer term – without e.g. correct office furniture. Employers that want to reopen their business have a legal responsibility to protect their employees and other people on site.

You must carry out a risk assessment and make sensible adjustments to the site and workforce. If you don't do this, the Health and Safety Executive (HSE) or your local council can issue an enforcement notice.

Risk assessments before reopening and the implementation of any necessary measures to protect employees should be shared with employees. Measures that could be introduced include:

- Increasing workplace ventilation
- Making corridors one way, with designated entrances and exits
- Moving desks that face aisles
- Use of face coverings in higher-risk areas.

If you decide only to return certain staff to the workplace, you risk creating a two-tier environment. Some will be 'in' – but with distanced desks, probably no canteen and no inside socialising. Others will be 'out' but with no bouncing ideas off each other and potentially a disconnect with other work colleagues.

The other watchpoint is the so-called 'furlough fury'. Resentment works both ways - from those who had to carry on working while they felt colleagues were paid to do

nothing, and from those 'rejected' struggling on 80% salary.

Potentially it could be a steep learning curve for those who come back from furlough. Some businesses have introduced revised induction programmes so staff know what is expected of them in the 'new normal'.

### Returning employees from furlough

You must give reasonable notice to staff members about returning to work wherever possible, although staff should be available to return at any time. Whether the initial contact is by phone or email, employees should be given the opportunity to raise any issues they may have – for example health concerns.

You should confirm by letter the requirement to return to work and the date on which furlough is coming to an end. Employees should be advised that they may be placed back on furlough after returning, should the business circumstances require it.

### If an employee needs time off work to look after someone

Employees are entitled to time off work to help someone who depends on them (a 'dependant') in an unexpected event or emergency. This could apply to situations to do with coronavirus.

A dependant does not necessarily live with the person, for example they could be an elderly neighbour or relative who relies on the person for help.

There's no statutory right to pay for this time off, but some employers might offer pay depending on the contract or workplace policy.

The amount of time off an employee takes to look after someone must be reasonable for the situation. For example, they might take two days off to start with, and if more time is needed, they can book holiday.

If a dependant such as a partner, child or relative in the

same household gets coronavirus symptoms, they should receive Statutory Sick Pay (SSP) as a minimum for this time. They will also need to follow self-isolation guidance.

Read more at <https://www.acas.org.uk/coronavirus/using-holiday/time-off-work-to-look-after-someone>

Payment or reimbursement to your employees of up to £4 a week (£6 a week from 6 April 2020) is non-taxable for the additional household expenses incurred when your employee is working from home.

### Choosing employees to bring back from furlough to the workplace

Businesses are all assessing how to best operate post-lockdown. When deciding whether you're only choosing to open certain departments, or need to operate on a reduced workforce, you should be sure to follow guidance and to ensure you are not discriminatory, to reduce the risk of any claims against you.

Personnel association, the CIPD, says that workers will want to know that their organisation will support their physical and mental health, and what its current thinking is about flexible and remote working.

CIPD is urging businesses to ensure they can meet three key tests before bringing their people back to the workplace:

**Is it essential?** If people can continue to work from home, employers should at least consider continuing to do that for the foreseeable future. If they cannot work from home, is their work deemed essential to your business operation or could the business continue to use the Government's Job Retention Scheme for longer?

**Is it sufficiently safe?** Employers should take their time with gradual returns to work, to test health and safety measures in practice and ensure they can work with larger numbers before encouraging more of their workforce back.

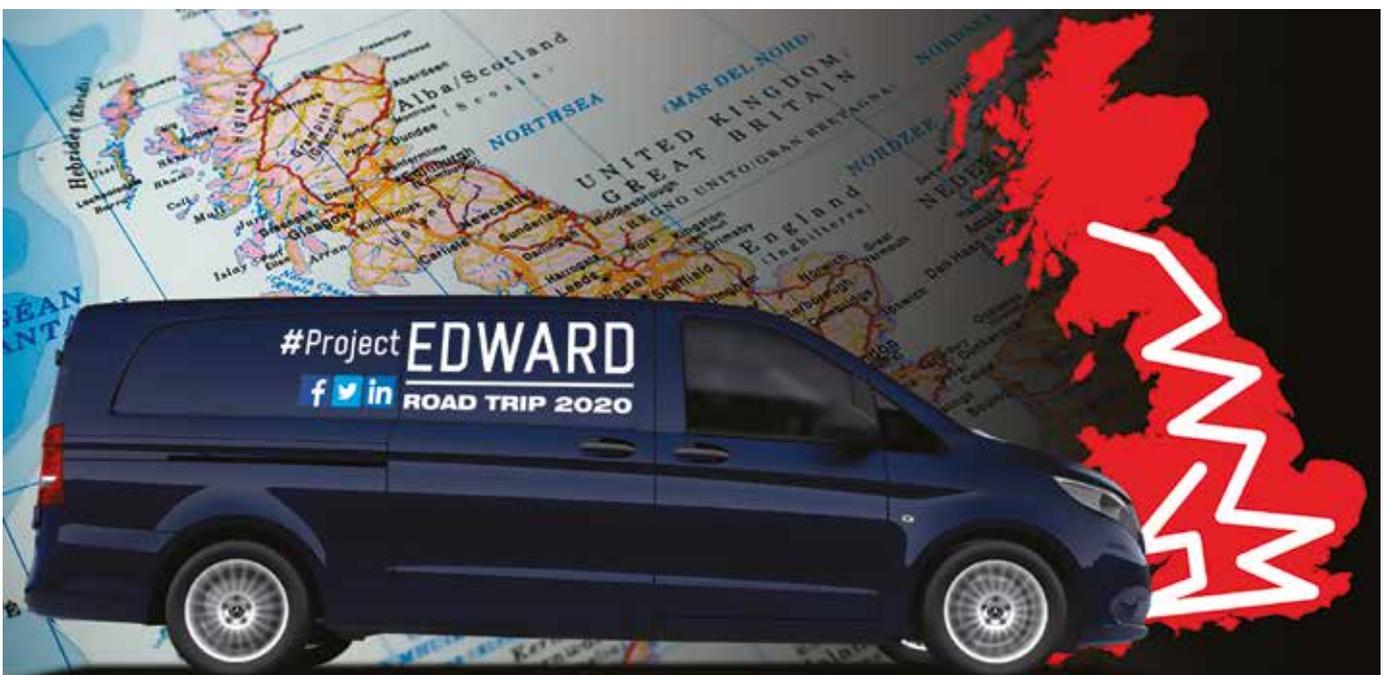
**Is it mutually agreed?** It's vital that there is a clear dialogue between employers and their people.



Some businesses have introduced revised induction programmes for the 'new normal'

# Industry urged to support Project Edward for safer towing

The All Party Parliamentary Group (APPG) for Trailer and Towing Safety and the NCC has urged the UK caravan industry and all those within it who tow as part of their businesses to support Project EDWARD



Project EDWARD's 2020 campaign focused on those who drive for work. This, of course, includes many in the caravan and motorhome sectors, from delivery drivers – some towing caravans and or trailers – to engineers and area managers.

The Project Edward Virtual Road Trip <https://projectEdward.org/road-trip/> ran from 14-18 September 2020 - Thursday 17 September had a specific focus on safer vehicles and towing for work. The road trip focused on critical aspects such as vehicle maintenance, tyre safety and vehicle safety systems.

APPG members Tim Booth representing NaVCIS (the National Vehicle Crime Intelligence Service), and representatives from the National Trailer and Towing

Association and the National Farmers' Union offered guidance and tips.

The NCC's Alicia Dunne (Secretary to the Group), commented: "Every year, across the country millions of vehicles tow for business. But with all the motoring miles these drivers do comes risk.

"Project EDWARD – like the APPG for Trailer and Towing Safety - aims to raise awareness of the important responsibilities that both employers and individual drivers share when taking a vehicle and a trailer to tow for work purposes. A little effort could quite literally save lives. So I urge you to visit the campaign website <https://projectEdward.org/> to see how you can make sure your business tows more safely."

## PROJECT EDWARD and its supporters

EDWARD was launched in 2016 and stands for Every Day Without A Road Death. Driving for Better Business and Highways England are long term supporters of Project EDWARD.

This year it is being run by ARRM (Association for Road Risk Management) and the theme is driving for work. The campaign will be delivered in association with Police forces across the UK, Highways England through their Driving for Better Business Campaign, and the charity TyreSafe.

# Keeping the (younger) customer satisfied

The post-COVID world is creating an unexpected but welcome influx of brand new customers. *The Business* talks to Jo Chubb about strategies to keep them.

A younger audience, looking to secure their future holidays in a COVID safe 'bubble' by investing in a touring caravan or motorhome, is flocking to dealerships up and down the country keen to purchase the ultimate in flexible holiday accommodation.

The industry has been trying to stimulate this market for years. As the traditional older generation of purchasers begins to wane, 'new blood' has been hard to come by.

The challenge will be in keeping these brand-new purchasers within the sales chain, maintaining their current enthusiasm and ensuring that they remain keen leisure vehicle owners for years to come. This new audience will be more demanding, have higher expectations and be more fickle in their buying patterns.

So is your business ready to benefit from this unexpected boom in leisure vehicle ownership and maximise the long term opportunities from the younger buyer?

Here are some hints, tips and advice to allow you to review your current business model and consider what you can do to assist this new generation in their first purchase, with a view to securing their loyalty throughout the lifetime of their leisure vehicle experience!

## Attracting the business

This is the internet shopping generation. They will make initial decisions online long before

venturing into a showroom. Web views of motorhomes and tourers for sale have gone through the roof this summer (see article on pages 32-34).

This is a shift in emphasis for some leisure vehicle dealerships. To ensure that you are in with a chance of securing your fair share of the new market, consider the following:

- Review your website and put yourself into the customer's position. Ask someone independent of the company to spend some time on your site and then listen to their feedback



**Younger customers expect to see everything about a potential purchase before they make contact. Make sure your website is fast, attractive and informative.**

- How easy is it to navigate?
- Did they get all the information they wanted?
- Were there enough product photos?
- Would they like to see videos as well as photos?
- Did they understand the layouts?
- Did they understand the pricing structure?
- Are the vehicles shown up to date?
- What other information would they have liked to have?

This younger customer demographic expects to see

everything about a potential purchase *before* they make contact, so make sure that your website is fast, attractive and informative otherwise they will simply move on to your competitor...

- Consider adding a comparison tool to your website, so that prospective purchasers less familiar with the products can select two or three vehicles and then view them 'side by side' to compare features.
- Make sure that you have claimed and updated your "Google My Business" page. This is a free facility and will not only improve

your Google search rankings but will also make your website more easily accessible.

- Use social media – Twitter, Instagram, Pinterest and Facebook can all attract this new generation of buyers. Make sure your pages are active and upbeat, comments are responded to and that you are projecting a welcoming and friendly image. SMS or text message marketing is growing, too.
- Check your online reviews. Reviews are often key to the purchasing decisions made by the on-line generation. You may

have the best quality, best priced caravan or motorhome in the UK but if your review score is poor your potential customers will often purchase elsewhere. If you do have any negative reviews, make sure they are responded to in a polite and professional manner as this will demonstrate that you listen to, and care about, any unhappy customers.

- Proactively ask new customers who have had a great experience to post a review about your business. Nobody will mind being asked, and you will soon start to see your review scores improve.
- Consider using classified advertising sites to extend your exposure. As classified advertisers often feature at the top of an internet search, they can be the first (and sometimes only) resource potential purchasers use. Don't forget, NCC Approved dealerships are highlighted as such within *Auto Trader* listings which helps you to stand out from your competitors.

### The devil in the detail

The new demographic of purchasers will have high expectations, with high quality as standard – particularly bearing in mind the considerable financial investment. If something is wrong, they expect it to be fixed without delay. They are aware of their rights and expect sellers to go the extra mile.

- Make sure your pricing structure is clear and transparent, as unpleasant surprises further down the line are likely to scupper the deal
- Double and triple check the suitability of the leisure vehicle to customers' needs before proceeding with the sale;
  - Is your customer safe and legal to tow the model of caravan they want to purchase? Use Tow Check be absolutely certain that you are providing a suitable touring caravan for the customer's ability and advise accordingly.
  - Is your customer correctly licenced to drive the

motorhome that they have their eye on? Double check their licence restrictions and advise accordingly.

- Do your customers have any specific uses for their leisure vehicle? They may want to use it as a base for skiing during winter months, does their desired model have suitable heating and insulation? They may want to 'wild camp', is the model they are interested in suitable for long periods 'off grid'?

and even a small issue is likely to cause disappointment and potentially a complaint

- Make sure handovers are thorough and clear. Things that seem obvious to 'those in the know' may not be clear to those brand new to the market. So it is important that attention is paid to every last detail.

Make sure that the new owners understand the little things – from checking they know that if cupboard doors aren't secured,



**Make sure handovers are thorough and clear. Things that seem obvious to 'those in the know' may not be clear to those brand new to the market.**

- Make sure it is clear how and when the motorhome or caravan requires servicing and any affect this will have on warranty terms.
- Review your current PDI procedures and ensure sufficient time is allowed for thorough checks of every aspect of the vehicle before your customer arrives. Expectations will be high

there will be rattling noises (and potential breakages) when they are on the move, to the emptying of the cassette toilet and powering of the fridge.

**Top Tip:** Why not create some 'how to' videos for your most popular models, simple to achieve using a mobile phone. Your new digital age customers will appreciate the effort!

## THE ALL-IMPORTANT *aftersales care*

This demographic is likely to understand their consumer rights, hit review sites and escalate complaints if they perceive that their problems are not being dealt with efficiently and in a timely fashion.

- If a customer has been correctly advised about the suitability of their purchase, the PDI has been thorough and the handover and follow up information up to standard, you have already hugely reduced the likelihood of a complaint.
- Follow up with a quick courtesy call a few weeks after they have purchased. This gives you the opportunity to deal with any concerns or grumbles before they become complaints
- If you receive a complaint, deal with it quickly and professionally. Manage expectations and never make false promises.

**Top Tip:** If all else fails, it is amazing how much goodwill a hamper or a bunch of flowers can do, delivered to your customers door. It can buy you thousands of pounds worth of future loyalty!

We are in the business of selling memories and these customers are our future; if their first experience of leisure vehicle ownership is negative, they will return to spending their money on package holidays.

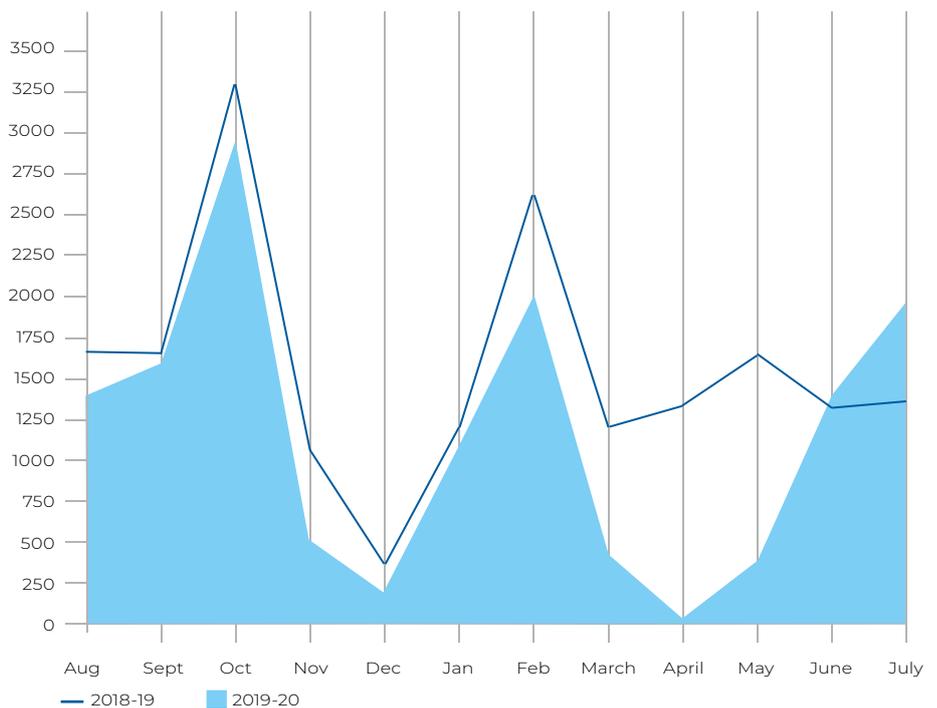
Putting the effort in now to build loyalty and goodwill will pay dividends long after the COVID threat has receded. If we can make these 'newbies' passionate ambassadors for the fantastic experience of holidaying in a leisure vehicle, we all win!

# Vital statistics

Exclusive industry sales figures compiled by the NCC, with information taken from monthly statistics forms submitted by member companies

NCC members have access to Market Briefs with detailed production figures for each sector – tourers, motorhomes, holiday homes and residential park homes. The monthly figures and historical data are both available from the members' area of the website [www.thencc.org.uk](http://www.thencc.org.uk)

## UK TOURING CARAVAN RETAIL NETWORK SALES



NCC Vital Statistics are kindly sponsored by



**July M.A.T.**

**UK TOURING CARAVAN RETAIL NETWORK SALES**

2019 ..... **18,707**

2020 ..... **14,301**

Figures are taken from monthly statistics forms submitted by member companies to the NCC

**July M.A.T.**

**EXPORTS FACTORY INVOICED SALES**

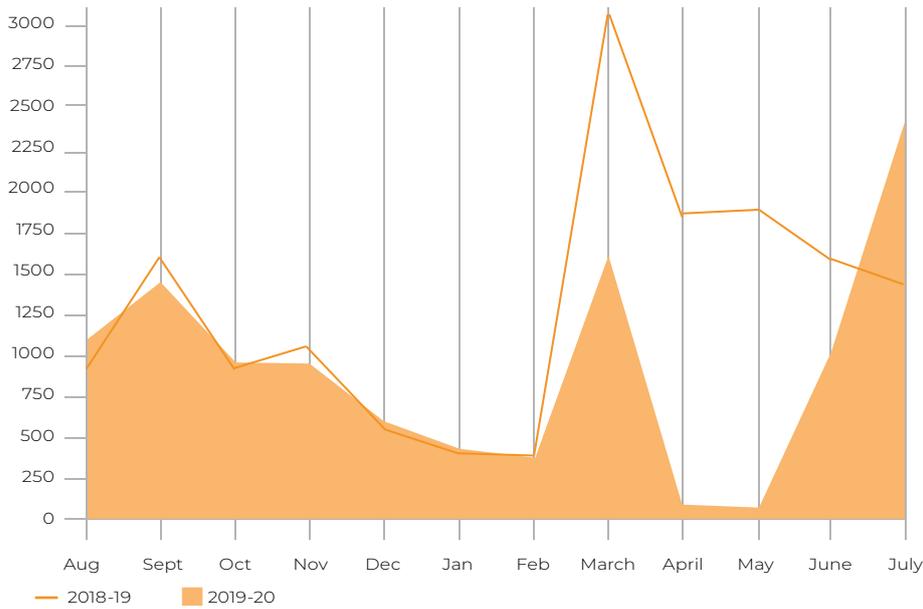
2019 ..... **1053**

2020 ..... **694**

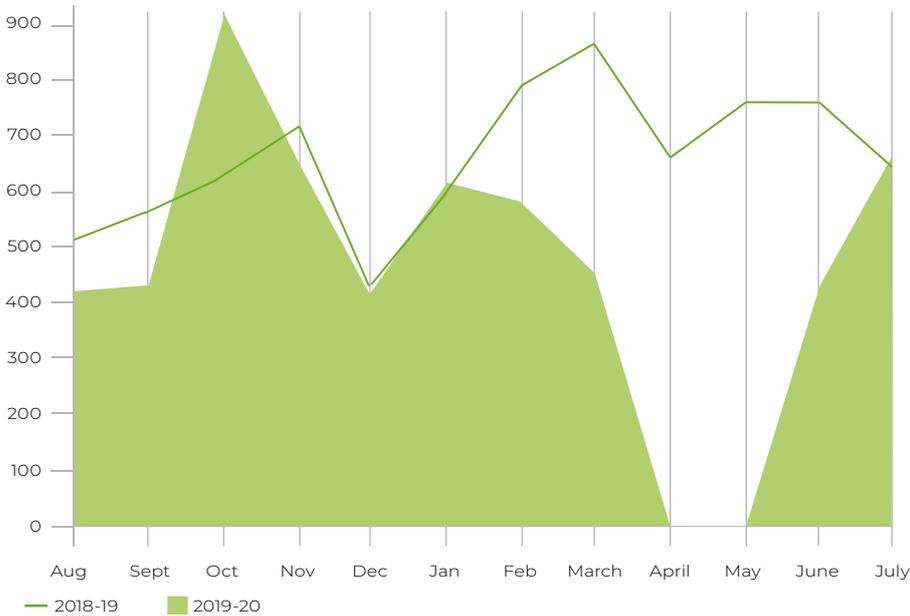
Figures are taken from monthly statistics forms submitted by member companies to the NCC



## UK NEW MOTORHOME REGISTRATIONS



## UK NEW MOTORHOME TRADE SALES



## MARKET COMMENTARY

All caravan and motorhome dealerships in England – as non-essential retail outlets – were closed by Government order on 23 March. The majority of manufacturers closed their production facilities on that date too, with no indication of when dealers might be able to re-open.

The NCC was able to obtain confirmation that leisure vehicle dealerships and distributors in England could open, along with other non-essential retail businesses, from Monday 1 June. Scotland followed suit on 29 June and Wales and Northern Ireland on 8 June 2020 and 22 June 2020 respectively.

Nevertheless, this meant that dealerships – even those that were able and willing to re-open when permitted to do so - had been closed for a minimum of 10 weeks. More importantly, this extended through the prime selling periods of Easter and the May bank holidays.

With much talk of the products being ‘socially distanced by design’, forecourts were almost immediately busy – since then the industry has been sprinting to catch-up. Travelworld, for example, sold a record breaking 66 motorhomes in July, more than double the 30 purchased by customers in July 2019. Ennis Caravans, meanwhile, reports that it would normally have 100 unsold caravans in the depot at this time of year, but currently only has 20 left.

### July M.A.T.

#### UK MOTORHOME REGISTRATIONS

2019 ..... 15,199  
2020 ..... 10,960

Figures are supplied by DVLA and relate to all new vehicle registrations including imports and those by non-NCC members

### July M.A.T.

#### UK MOTORHOME TRADE SALES

2019 ..... 7,820  
2020 ..... 5,532

Figures are taken from monthly statistics forms submitted by member companies to the NCC



Left to right: PC Hutchings, Northants Police Rural Crime Team; Tim Booth, NaVCIS Leisure Vehicles Officer; PC Gray, Northants Police Collision Investigation



# Police interceptors

A look at what is being done to disrupt criminal activity across the industry

There has been a marked increase in the levels of recoveries of stolen caravans across the UK with Police proactively checking caravans that were 'out and about'. *The Business* talked to the NCC's security advisor, Tim Booth about recent initiatives.

"This is often the result in a marketplace where criminality identifies a high demand for a product," according to Tim Booth. Tim works with NaVCIS, supporting Police Forces across the UK and, increasingly, into Europe. He is regularly 'on the road' as part of police operations, working with CRiS, the industry and insurers.

*The Business* talked to him about recent operations and what the industry can do.

## Challenges for storage operators

When a faulty tracking unit resulted in Northants Police attending a caravan storage site, the site operator soon realised he had a

challenge. Whilst he had been operating for some considerable time, he did not have details of all of the caravans held in storage, although he did have records of the caravan / motorhome owners.

He knew that customers had changed caravans / motorhomes since they first used the storage facility. The site owner's concern was that there could be caravans under his care that had been reported as being stolen, yet the owners may not even be aware of this.

As well as giving advice re physical security measures, Northamptonshire Police offered to carry out a check of the units stored, to reassure the operator. Although not an issue at this particular site, the majority of caravan thefts

are now reported as being from storage sites.

Northamptonshire Police, supported by NaVCIS, used this as a training opportunity for officers, and checks were carried out on some 200 units. The caravans were checked against the CRiS database. Of the 200 caravans checked in this storage facility, around 30% had not been correctly registered by their current keepers.

## Helping the police...

The site owner explains how the Police helped.

"Northants Police recently attended our storage site after there was an activation received from a faulty tracking system. As part of the support



I received from the Police, they checked all of the caravans and motorhomes stored on the site.

“A number of the caravans were found to still be registered to their previous owners, and some were even still registered to the dealers that they had bought the caravans from.”

The Police advise that it is important that site operators are able to confirm the ownership of caravans and motorhomes before they are put into storage.

Tim Booth explains: “Often where caravans are stolen from storage, the owner has no idea that their unit has been taken.

“A significant number of stolen

“It also, of course, helps a dealer when taking in pre-owned stock. It is crucial for dealers to pass on information about the CRiS system to new owners when they sell a pre-owned tourer.

“Any loss is not just that of a vehicle but also the potential of a lost holiday – and even, possibly, a customer lost to the industry.”

### Storage wars

Tim also works to assist storage facility operators and some 80% of thefts reported are ‘from storage’.

“It is hard to believe but we had thefts from a site in the Midlands, where the operator wasn’t sure which caravans had

have been many this summer – do not live in properties where they are able to store their caravans, so they look to the storage opportunity.

“Clearly the last thing the industry needs is a ‘buy a caravan, get it stolen’ reputation. In current times, this is unlikely to simply be an opportunity to provide a replacement at the expense of the insurer.”

### Making dealerships’ storage areas more secure

Managing the substantial numbers of units on a site at a dealership can be a challenge. While the sophistication of theft-deterrent devices is rising, so is the sophistication of thieves:

- Criminals look for the easiest opportunity to commit crime, so those units near footpaths/roads or in more secluded areas of the site should be the priorities for checks and security measures.
- Premium caravans or motorhomes are likely to be ‘cherry picked’ by criminals.
- Any physical security devices fitted, alarms/trackers etc should be set and leisure batteries must be properly maintained.

**Note:** Thieves are not averse to returning to the scene of a previous crime.

**If you are an NCC member dealer or a storage site operator and would like security advice, contact [tim.booth@navcis.pnn.police.uk](mailto:tim.booth@navcis.pnn.police.uk)**

“ **Caravans manufactured to the UK NCC Approved system, are marked with the VIN on their chassis and windows, the VIN information is held on covert RFID chips buried in the caravan – and some motorhomes**

caravans have recently been recovered using CRiS information. Caravans manufactured to the UK NCC Approved system, are not only marked with the VIN on their chassis and windows, the VIN information is held on covert RFID chips buried in the body of the caravan – and now some motorhomes – during the manufacturing process.

“These VIN CHIPS allow the leisure vehicle to be scanned using scanners provided by CRiS to Police/law enforcement officers, not only in the UK and Eire, but also in Europe and Scandinavia.

“So, registration with CRiS can not only provide the keeper with a registration document that they can produce to the storage operator, the system provides reassurance that their details are available to Police in the event of any incident involving their caravan/motorhome.”

Tim Booth concludes: “For the police to quickly identify the owner of a caravan, it is important – although not a legal requirement – that caravans are registered on the CRiS system. This registration allows the police to access the caravans’ details and, more importantly, the owners’ contact details.

been stolen,” Tim reports. “He had been ‘waiting for owners to come forward’ before determining what was taken!

“The levels of security at many sites and dealerships have not been upgraded for many years, but methods of attack have moved on considerably. Storage site operators and dealers need to seriously review their security and consider what more they could do in addition to deter offenders from targeting their businesses.

“Many consumers ‘new’ to caravanning – and we know there

## ABOUT CRiS AND VIN CHIP™

CRiS works with over 600 dealerships in the UK that sell touring caravans - both new and used. Dealerships are able to register with CRiS to gain access to a dedicated online dealer portal that has many different functionalities, such as registering new and used tourers.

More importantly, dealers are able to carry out CRiS checks on a caravan prior to taking it into their stock, to enhance the protection of their purchase.

As well as the various functions available on the portal, CRiS also has a dedicated dealer network manager on hand. For more information, email [dealer@cris.co.uk](mailto:dealer@cris.co.uk) or call the contact centre on 0203 282 1000. For more information about VIN CHIP™ the anti-theft identification system which can be used on both tourers and motorhomes, see <http://www.vinchip.co.uk/motorhomes.html>

# It works for us

The Business talks to two members of the Approved Workshop Scheme about how they built up their respective businesses



Before... and after



No job too large – 1975 Viking restoration



Kirk Caravan Service's new and improved workshop

They are at opposite ends of the UK, but these two businesses have one thing in common – dedication to their customers.

## Kirk Caravan Service

Kirk Caravan Service is a family-run business servicing tourers and motorhomes, via both a fixed and mobile service.

Proprietor Colin Kirk is certainly prepared to go the extra mile for his customers – on one occasion a 350-mile round trip to Campbeltown in Argyll and Bute.

“We like our loyal customers, but now we have pulled it back to working within a 70-mile radius of our base in Lanark. We are still a small operation, with myself and an apprentice, backed up with my wife taking care of all the paperwork.

“We do servicing and crash repairs on most models. We are Gas Safe Registered too and have electrical qualifications, although we contract out the paint jobs.

“I previously worked for main

## AWS explained

The Approved Workshop Scheme is a joint venture between the NCC and the two Clubs. It has over 520 members and works with all major leisure vehicle manufacturers. Find out more at:

[info@approvedworkshops.co.uk](mailto:info@approvedworkshops.co.uk)  
<https://www.approvedworkshops.co.uk/>

dealer until taking the decision to start up on my own and it's a decision which we have not regretted - although it took three hard years of work to build it up. I guess you can't say there is such a thing as having too much work coming through! Of course, this year, for three months work was very scarce, but we are more than making up for that now.

“There are not many downsides to the job but one is being outside in all weathers when working from the mobile workshop and I have to

admit I prefer servicing from the fixed base.

“What do I enjoy most of all? Oh that is the satisfaction of giving back caravan that is working like a brand new vehicle. That is very satisfying.”

## Tourer Techs Caravan Services

Tourer Techs Caravan Services, established in 2007, is an Approved mobile and fixed workshop, based in Somerset run by Lee Fitzgerald and wife Jenny.

In 2017, Tourer Techs moved to a purpose-built facility to increase workshop bays and house specialist equipment to offer state of the art accessories. Jenny is qualified in chassis servicing and the company has numerous accreditations for fitting accessories and repairs, including tow bar installations, levelling systems for motorhomes and air suspension. They are part of the support network for ALDE, Truma, Thetford, Dometic, AL-KO and Whale, and more recently



## Assessing success FOR AWS

Each year, dozens of new businesses apply to become part of the Approved Workshop Scheme (AWS), which now has over 520 members. Alan Wilson, lead AWS assessor, gives his tips on how to impress during an inspection.

1. Obtain a copy of the Approved Workshop Scheme (AWS) assessment checklist.
  2. Consider the complete process looking through the eyes of a new customer visiting, or using your workshop for the first time.
  3. Display clear signage confirming the workshop location. Note, this may be subject to local authority permission (fixed sites only).
  4. Have clearly designated parking/drop off areas with signage indicating where reception is located (fixed site only).
  5. Prominently display a current price list, methods of payment and any other relevant information clearly indicating your service proposition (on website or in building).
  6. Confirm whether customer units are covered by business insurance or not (fixed site only).
  7. Make sure you have available the following: public liability insurance evidence; purchase invoices/receipts/calibration certificates for all tools and equipment listed on the AWS assessment checklist confirming evidence of current accuracy.
  8. Have a clearly worded customer complaints procedure and clearly worded parts and labour guarantee.
  9. Store all flammable/combustible products in the stipulated way with the correct signage displayed.
  10. Prominently display signage confirming customers are not authorised to enter the workshop (fixed site only).
  11. If charging batteries in the workshop, ensure that a designated area is identified and used that complies with current health and safety regulations (fixed site only).
  12. Recheck the AWS assessment checklist and when you feel you can tick all necessary boxes, apply to have your application assessment conducted - fixed site only.
- [www.approvedworkshops.co.uk](http://www.approvedworkshops.co.uk)



### LEE AND JENNY Fitzgerald

Lee has 25 year's experience in the industry, previously as workshop foreman for competitor, Highbridge Caravans. He has an academic qualification in Agricultural Engineering.

Jenny began as an apprentice in Avon and Somerset Police HQ, doing an NVQ in business administration. At Highbridge Caravans she worked as a receptionist, then due to her skills in negotiating and IT, she progressed to aftersales.

Lee and Jenny now have four children.

became Swift Authorised Repairers and an NCC Member.

"We endeavour to support customers and make sure they get the service they deserve, because owning a leisure vehicle should be a pleasurable, hassle free experience.

"It has taken three years to get to where we are now – late nights and early mornings – our attitude is 'if you ask, the worst they can do is refuse'. It has been tough competing with a lot of dealerships in our area; however, we are fortunate that Somerset is a 'Mecca' for caravans and motorhomes.

"We're not interested in where you brought your vehicle or how old it is. All we are concerned about is making it safe and roadworthy for our clients. Our reputation precedes us – we have international customers that have sought our help whilst travelling in the UK.

"Lockdown caused wide-spread panic for small businesses, and those within the tourism trade. We were piggy in the middle. Initially

our scheduled work diminished but slowly enquiries came in, because there were rumours that if we behaved ourselves, the country may reopen in June.

“Although the manufacturers had extended their warranty service dates, we contacted our customers and assured them that the servicing could be carried out within the social distance guidelines. Sure enough, lockdown restriction eased and the initial panic of our industry folding because of lack of employment and customers finances being squeezed began to diminish. The staycation took off – local dealership sales shot up and they were selling to new caravanners and motorhomers.

“Our Approved workshop was getting enquiries from all avenues. Once Boris Johnson announced the 4 July caravan parks’ opening date, we ended up with three months’ worth of work in one.

“One thing we find with being an Approved Workshop is that not enough people know what it means. Also, as much as the AWS strives for professionalism, there is no regulatory body or government Act that carries the ultimate threat of retribution if a standard is not established or maintained.

“We have supported and promoted AWS for 13 years, working constantly to increase customer confidence, making sure we’re always one step ahead of the requirements. Slowly but surely, we are getting more kudos with customers and potential business-to-business contacts who understand the standards we are striving to work towards.

“Sarah Wigmore and the AWS team work tirelessly to build a strong association. And we like to think we have turned a few frowns upside down, and sometimes gone beyond for our customers, who return the favour by recommendations or stellar reviews.

“At the end of a very long day, we can sit and say that we might not be millionaires, but we’ve managed to help a few people today. And people will always spend on their leisure – just as they did after the 2008 financial crisis.”

# Brexit: transition

## 15 weeks



There are alleged ‘breaches of international law’ and a vote on the proposed Internal Markets Bill to alter the Withdrawal Agreement signed in December 2019. With this backdrop, there has been a flurry of information bulletins urging businesses to ensure that they have taken all necessary steps to trade inside and outside the UK, and with Northern Ireland from 1 January 2021.

For leisure vehicle businesses – manufacturers, suppliers, service providers and dealerships – here is a reminder of some of the key points to consider ahead of the deadline:

**NOTE:** An electronic version of this article is posted on <http://leisurevehicleshub.co.uk/> (search Brexit) where there are live links to the Government guidance.

### Placing a product on the market after 1 January 2021

See <https://www.gov.uk/guidance/placing-manufactured-goods-on-the-market-in-great-britain-from-1-january-2021>.

### For vehicle manufactures from 1 January 2021

- type-approvals on vehicles issued in the UK will no longer be valid for sales or registrations on the EU market
- European Community type-approvals (EC type-approvals) issued on vehicles in the UK will no longer be valid for sales or registrations on the EU market
- EC type-approvals issued on vehicles outside of the UK, will no longer be automatically accepted to enable the vehicle to be registered for use in the UK.

The UK will continue to recognise United Nations Economic Commission for Europe (UN-ECE) approvals for systems

and components for the foreseeable future, and the EU will continue to recognise UN-ECE approvals issued by the UK.

The Vehicle Certification Agency (VCA) will remain a technical service and type-approval authority for UK and UN-ECE type-approvals.

### Existing vehicle and component type-approvals

To place vehicles (products) on the UK market from 1 January 2021, manufacturers will need to obtain a provisional UK type-approval which will be valid for two years from the date of issue. It will need to be converted into a full UK type-approval during this period or it will become invalid. It is expected that legislation to allow the VCA to convert provisional type-approvals into full type-approvals will be in place during 2021.

EC type-approvals will no longer be valid for this purpose, unless the vehicle was already type approved and in the UK on or before 31 December 2020. For more information see <http://leisurevehicleshub.co.uk/>

### Using the UKCA mark from 1 January 2021

<https://www.gov.uk/guidance/using-the-ukca-mark-from-1-january-2021>

The UKCA (UK Conformity Assessed) marking is a new UK product marking that will be used for goods being placed on the market in Great Britain (England, Wales and Scotland).

# UK CA

# or transgression? and counting...

It covers most goods which previously required the CE marking and demonstrated conformity with the requirements for CE marking for those products that previously traded on the single market in the European Economic Area (EEA). There is separate guidance relating to goods to be placed on the Northern Ireland market <https://www.gov.uk/government/publications/moving-goods-under-the-northern-ireland-protocol>

## Selling goods in Great Britain

From 1 January 2021 manufacturers will need to use the new UKCA marking if the products:

- Are for the market in GB
- Are covered by legislation which requires the UKCA mark
- Require mandatory third-party conformity assessment and the
- Conformity assessment has been carried out by and the details remain with an UK conformity assessment body

However, for goods that are ready to place on the GB market before 1 January 2021 these can still be sold with a CE marking even if covered by a certificate of conformity issued by a UK body.

There are new rules for vehicle type approval from 1 January 2021 – see p24-25.

## Selling goods in the EU

The UKCA mark will not be recognized on the EU market. For products that require a CE mark, this will continue after 1 January 2021.

Product areas covered by UKCA marking include gas appliances, low voltage electrical equipment and machinery. For more details visit <https://www.gov.uk/guidance/using-the-ukca-mark-from-1-january-2021>

## Conformity assessment bodies: change of status from 1 January 2021

<https://www.gov.uk/guidance/conformity-assessment-bodies-change-of-status-from-1-january-2021>

From 1 January 2021, there will be a domestic legal framework that will allow UK conformity assessment bodies to continue operating for most products being placed on the GB market.

The new UK legal framework and the technical requirements for becoming a UK approved body or a UK-recognised RTPO, UI or TAB will be broadly the same as they are now.

EU notified bodies are required to share information with UK approved bodies when requested by a certificate holder, and UK approved bodies should do the same with EU notified bodies. This will help facilitate the issuing of new certificates of conformity, where needed, without the need to repeat the entire certification process.

## UK trade tariffs

<https://www.gov.uk/check-tariffs-1-january-2021>

From 1 January 2021 the UK will apply a UK-specific tariff to imported goods.

The UK Global Tariff will replace the EU Common External Tariff which applies until 31 December 2020.

The UKGT will apply to all goods imported into the UK unless:

- an exception applies, such as a relief or tariff suspension <https://www.gov.uk/guidance/duty-suspensions-and-tariff-quotas>
- the goods come from countries that are part of the Generalised Scheme of Preferences <https://www.gov.uk/guidance/trading-with-developing-nations-during-and-after-the-transition-period>

- the country you're importing from has a trade agreement with the UK <https://www.gov.uk/guidance/uk-trade-agreements-with-non-eu-countries> e.g. Japan which was announced on 11 September 2020.

It only shows the tariffs that will be applied to goods at the border when they're imported into the UK.

Use the UKGT <https://www.gov.uk/check-tariffs-1-january-2021> tool to check the tariffs that will apply to goods imported from 1 January 2021.

To use the service make sure you have access either to the commodity code <https://www.gov.uk/guidance/finding-commodity-codes-for-imports-or-exports> or description of your product. Code which may be of interest to our industry include:

- vehicles designed for the transport of people and goods <https://www.gov.uk/guidance/classifying-vehicles#vehicles-designed-for-the-transport-of-people-and-goods>
- parts or accessories of vehicles and incomplete or unfinished vehicles <https://www.gov.uk/guidance/classifying-vehicles>
- audio and video equipment, ceramics, electric lamps, iron and steel, organic chemicals, plastics and wood <https://www.gov.uk/guidance/finding-commodity-codes-for-imports-or-exports>
- Caravans, motorised i.e. caravans/motorhomes – commodity code heading 8703, common external tariff 10% – UK Global Tariff 10% – no change.

See <https://www.trade-tariff.service.gov.uk/chapters/87>

This is a complex piece of guidance and members are recommended to seek advice from their local HMRC office.

# Gas Safe Registration for working on hire fleets

An important update for technicians needing Gas Safe Registration for working on tourer or motorhome hire fleets

The LPG Specification for new service technicians seeking to become Gas Safe Registered finally receive its approval in September. *The Business* talked to Sallyann Adams of the NCC Training Academy about the reasons for the long delay, and what can now be done.

“This is great news for our industry,” Sallyann explains. “The reason it took so long is because the gas industry is a very robust one. Legislation and regulations affect learning methods. When changes happen in legislation, industry must respond appropriately.

## BACKGROUND

Service technicians looking to gain a new ACS qualification to work on hire fleets have been frustrated. Since last October, a review in the LPG Specification closed all options for new service technicians seeking this qualification to become Gas Safe Registered.



“The NCC TA worked tirelessly to include our industry requirements, which are complex and unique. We needed to work with all parties in the LPG industries – including marine and large vessel operators – to gain a specification that suits all of

our working environments.

“However, we have overcome this hurdle and we expect the training gateway to be reopened for tourers and motorhomes in January 2021.”

See <https://www.nccacademy.org.uk/> for more training opportunities.

## ACS Q&As

### When will the training content be finalised?

In early 2021. NCC Training Academy, NCC technical team and the preferred Certification Bodies are now preparing the training content against the new Standard.

### Can candidates register now?

Prospective candidates can register their interest by email to: [info@nccacademy.org.uk](mailto:info@nccacademy.org.uk) with ACS Qualification in the subject box.

### I have an ACS Certificate due for renewal, can I get a training course now?

If you have a valid ACS certificate, you can still re-train under a renewal status. But if you have not had an ACS certificate before, you are considered a new entrant and this pathway is under review.

### What happens in the meantime?

If you are wanting to offer touring caravan or motorhome hire fleet service as part of your business, you will need

a Caravan LPG Gas Safe Register registered engineer to sign off your gas works, every time a unit is hired out.

### How do I find a local Caravan LPG Gas Safe Register registered engineer who can sign off gas system checks in hire fleet?

Look at the Gas Safe Register website, <https://www.gassaferegister.co.uk/find-an-engineer/>. Be sure to enter LPG and caravan as filters and select your region.



- The NCC Training Academy is putting social distancing measures into its training centres by reducing the number of delegates in classroom until end of November or as Government guidance directs.

- Government’s Kickstart Scheme provides funding to employers for six-month placements for young people at risk of long-term unemployment. <https://www.gov.uk/government/collections/kickstart-scheme>

- Furloughed employees can engage in training while on furlough, as long as while doing so, the employee does not provide services to, or generate revenue for, your business.

# Expanding your business... offering habitation servicing through the Approved Workshop Scheme



**The Approved Workshop Scheme is the only scheme  
of its kind to be supported by all of the UK's major touring  
caravan and motorhome manufacturers**

*"The scheme is based on a set of robust industry  
requirements and all workshops are assessed annually."  
Sarah Wigmore, Workshop Manager*

To find out more and join the 520+ workshops already enjoying the benefit of membership visit  
<https://www.approvedworkshops.co.uk/approved-workshop>



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