



AVRO News

Association of Vehicle Recovery Operators

Issue 31

February 2016

Welcome to our new member in Region 10
Kensington Car Care,
North Kensington, London

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ANS Network—Important changes to the way you receive job information from the motoring organisations

If you receive your work from the Motoring Organisations electronically, via the ANS Network these imminent changes may well affect your business.

The ANS Industry Forum comprises; all of the UK's Motoring Organisations, representatives of the Recovery Industry and the Software Suppliers to the industry, namely Apex Networks (RMS), MTT (Garage Manager) and Laser Byte (VTRAK). The ANS Industry Forums aims and objectives are; to maintain, develop and improve the common messaging standard that allows Recovery Operators to receive their jobs from all Motoring Organisations via one communications network. In the absence of the ANS Network each individual Motoring Organisation would need to provide a communications platform with their chosen Recovery Operators. From the Recovery Operators perspective this would mean they would need a communications link with each of the Motoring Organisations they receive work from. Consequently it would mean multiple links for each Recovery Operator, a communications nightmare!!

To keep abreast of changing technology, new features, the requirements of the Motoring Organisations and Recovery Operators, updates to the ANS Messaging Standard need to be implemented from time to time. Before any changes are implemented it is first ascertained that they are all compatible with the Motoring Organisations systems and the systems provided by the industry Software Suppliers. This of course assumes that the Recovery Operators are operating on a current version of the software provided by their chosen software supplier.

It is therefore important that Recovery Operators are made aware that, with effect from April 2016 changes to the ANS Industry Messaging Standard will mean that Recovery Operators not on a compatible software version may no longer receive vital job information transmitted to them from the Motoring Organisations. It is therefore vitally important that you check that you are on a compatible version of your chosen software.

To assist you with understanding whether you need to implement any changes you urgently need to carry out the following actions:

Apex Networks (RMS & RMS-Lite):

You need take no further action, all Apex software is compatible with the new Messaging Standard.

MTT (Garage Manager):

Garage Manager customers need to ensure they are on version **2.17.16** in order to fully support the ANS Messaging Standards. If you require an update then please contact Garage Manager Support on 01934 421320. This update is free to Garage Manager customers on a support contract.

Laser Byte (VTRAK):

Laser Byte has this matter in hand and will be liaising directly with their clients about any changes that will be necessary.

Operators who are not using software supplied by the aforementioned vendors should contact their software provider as a matter of urgency.

*Article provided by David Brinklow, Chairman,
Automotive network Services Forum
Tel: 0203 1956757*



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Scam email warning for DVSA customers

DVSA is warning the public of scam emails asking you to find your receipt attached.

They are aware that some members of the public have received emails claiming to be from the DVSA Fixed Penalty Office which contains an attachment to

a Fixed Penalty receipt.

DVSA never sends fixed penalty notices to customers by email. They strongly advise anyone who receives any of these emails to delete the email without opening the attachment.

PAS 43

“There are two areas of the PAS where training requirements have changed.

The first is associated with training of auditors working on behalf of certification and inspection bodies.

The second relates to technician/operator training. The only change is that we have said that training needs to be traceable to the National Occupational Standards (NOS). The NOS are published by the Sector Skills Council (in our case IMI). All of the NOS for the retail motor sector are available free of charge and can be downloaded from the IMI website. This was developed some years ago by a working group drawn from across our industry and is consistent with the guidance in PAS43 and the SURVIVE Best Practice Guidelines.

I should stress that we are not mandating who does the training. Nor are we mandating training content for anything beyond the basic induction training that has been a requirement within PAS43 for a long

time. All we are saying is that the training that is delivered needs to be mapped to the relevant section of the NOS (which is a one-off paper exercise to cross-reference the two). Also, we are not suggesting that retraining is required so long as the training delivered at the time was compatible with the relevant sections of the NOS and can be demonstrated as such. Please also remember that the NOS do not specify the detail of what needs to be trained but merely the subject areas to be covered. If, for example, you look at the NOS for health and safety on page 4 of the Roadside Assistance NOS, you will find that this lists all of the areas that your members would cover in their training delivery as a matter of routine.

Both changes were discussed at length and commanded the support of the working group and no objections were raised to either change in the public consultation.”

Mary Hill, Chair of SURVIVE Working Group 2



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60 second law update: drivers' hours and tachographs

The DfT made some changes to drivers' hours and tachograph rules, aimed at easing the burden on compliant operators.

Tachograph Exemptions

From March 2015 those who drive HGVs not exceeding 7.5 tonnes GVW from time to time, carrying equipment for their own use, have been able



to travel within 100km of their base without using a tachograph. The limit was formerly 50km and the change brought the UK in line with the rest of the EU.

This exemption also covers vehicles powered by electricity or natural or liquefied gas, provided they don't exceed 7.5 tonnes, and "universal service providers". Currently the only universal service provider is Royal Mail Group.

Operators taking or collecting live animals to or from livestock markets or farms, and to slaughterhouses, are also covered by the exemption but must abide by the GB drivers' hours rules rather than EU legislation.

Downloading vehicle digital data

The government also snuck in an extension to the digital vehicle data download limit, which was increased from 56 to 90 days.

Like the aforementioned tachograph exemptions, this was a change to coordinate UK law with EU rules. The limit in other EU countries was relaxed to 90 days in 2010.

Drivers' cards will still need to be downloaded at least every 28 days, the DVSA stressed.

EU regulation 165/2014—Tachographs

Earlier this month the DfT published the results in its consultation into the implementation of EU regulation 165/2014, which ran from March to May 2015. The regulation mainly concerned the new generation of digital tachographs.

The changes brought in will have only a minor effect on most operators. One of the major changes is the extension to the exemption to Driver CPC regulations for people who drive only from time to time.

In response to the consultation, the DfT said:

- Temporary driver cards will not be issued to drivers who are not normally based in the EU, unlike in other EU states;
- There is broad support for making operators conditionally liable for drivers' hours/tachograph offences committed by their employees;
- Operators cannot have more than one tachograph fitted in a vehicle;
- Domestic legislation will be amended to make advertising tachograph interruption devices an offence;
- No changes will be made to the current penalty structure for tachograph offences.

*Article courtesy of Commercial Motor—
www.commercialmotor.com*

Commercial Motor



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Changes to premises registration and the consignment note number format

Two aspects of the Hazardous Waste Regulations are changing on **1st April 2016** which you will need to prepare for:

- Producers of hazardous waste in England will no longer need to notify their premises with the Environment Agency
- The format of the unique consignment note code, which appears on every consignment note, will change

This is driven by the Strategic Smarter Environmental Regulation Review (Red Tape Challenge).

Registration

- If you produce or store 500kg or more of hazardous waste per year you will NO LONGER need to register your premises with the Environment Agency from 1 April 2016.
- You must continue to have a valid registration up until 1 April 2016.
- These changes only apply to England. It does not affect premises in Wales who should continue to register with Natural Resources Wales.

Consignment note code format

A completed consignment note must accompany hazardous waste when moved from any premises. On 1st April 2016, the consignment note and the way you fill it in will change.

- To accommodate the removal of premises registration, the format of the consignment note code will change on 1 April 2016 regardless of the amount of hazardous waste you produce, store or handle.
- From 1 April 2016, if waste is produced in England, you will need to amend the first six characters of your consignment note code (currently the premises registration number), replacing them with the first six letters or numbers (not symbols) of the business name. The producer should ensure consistent use of the organisation name in this regard.
- 'EXEMPT' will no longer be used.
- The second set of characters will continue to be five numbers or letters of your choosing. This

may, in a few specified occasions, be followed by an additional letter.

- There will be guidance on gov.uk from 1 April 2016.
- Please check you are using the correct format of the consignment note number. Legally you are still required to use the current format on consignment notes up until 1 April 2016.
- Make sure you do not pre-print more consignment notes using the old format, than you will use by the end of 31 March 2016.
- If you are receiving waste from Wales into England, you should not change the consignment note code. Welsh producers will still be required to register their premises with Natural Resources Wales and use this as their consignment note number. If the waste is moved from England into Wales, Scotland or Northern Ireland from 1 April 2016 the consignment note code will need to use the new format.

SIC code

- The requirement for the SIC code on the consignment will change. We currently accept SIC 2003, SIC 2007 or NACE on the consignment note. The change in the Hazardous Waste Regulations from 1 April 2016, specifying SIC 2007, matches the requirements for waste transfer notes (for non-hazardous waste). We currently have a Regulatory Position to allow different SIC publications and the use of NACE codes to be used; we will be continuing to allow the use of NACE.

Any queries please contact the National Customer Contact Centre (NCCC) (enquiries@environment-agency.gov.uk) or by telephone on 03708 506 506.



Improving online services for vehicle operators



Driver & Vehicle Standards Agency

The Office of the Traffic Commissioner (OTC) and the Driver and Vehicle Standards Agency (DVSA) are working together to replace 'Operator Self Service' with a new online system.

The new web-based system will make it quicker and more convenient for new and existing vehicle operators to apply for and make changes to their operator licence.

Benefits for vehicle operators

Operators and new applicants who use the new system will be able to:

- Submit new applications online
- Upload documents online, including bank statements
- Receive help and support with submitting an online application (almost 90% are currently incomplete when submitted, resulting in delays)
- Wait less time for complete application decisions

OTC staff who process applications will have access to:

- Electronic casework management
- Improved search facilities

- An interface with Companies House records

User testing

User needs have been central in developing the new system, and we've been asking operators, trade associations and our staff what they think.

Private beta testing of the system has started with a small group of operators allowing us to obtain more feedback and improve the prototype before roll out. We've had positive feedback from users so far, particularly on how easy it is to use.

When can you start using the new system?

The new system needs to undergo a Government Digital Service assessment. After this a full public beta version will be rolled out during spring 2016 to operators and staff in Great Britain and Northern Ireland.

We'd like any operators who are not using 'Self Service' to register now so that you're ready to use the new system.

If you're already on 'Self Service' please login and check your details are up to date.

If you have any questions, please email us at operatorlicensing@otc.gsi.gov.uk

Changes to ADR and IVA vehicle test times

The DVSA are changing the Carriage of Dangerous Goods by Road (ADR) and Individual Vehicle Approval (IVA) vehicle test times from 1 March 2016.

A revised set of test times will be added to their customer booking system so that an appropriate time slot can be given. This will help in resource planning, not only for their vehicle test stations, but for Privately Owned Test Facilities (POTFs) and Authorised Testing Facilities (ATFs) who offer these types of vehicle tests.

If you have any questions, please email

HVTAS@vosa.gov.uk

Your email should include the subject line: 2016 Test Booking Times Revision



Updated guidance from the traffic commissioners

Following consultation with stakeholders and industry, the Senior Traffic Commissioner's statutory documents have been updated. The revised documents, which are available online, explain the legal basis and the way traffic commissioners approach the exercise of their statutory functions.

Detailed information on legislation for goods and passenger carrying vehicles is provided in the guidance, as well as other relevant legislation and case law. The revised guidance details a range of topics including: good repute and fitness, finance, transport managers and operating centres.

Look at some of the main changes that have been made.

Good repute or fitness

The guidance sets out the requirements for satisfying good repute or fitness. The update gives better guidance on what's relevant to your repute or fitness as an operator, and who is fit to fulfil conditions and undertakings on your licence. It also includes guidance on the approach licensing and compliance staff should take when acting on behalf of individual traffic commissioners, to determine good repute or fitness.

Finance

This document explains how the requirements for available finance can be met. The update includes improved guidance for staff working for traffic commissioners so that quicker decisions can be made on your applications. You can also find extra guidance on alternative sources of financial evidence.

Transport Managers

This publication explains the requirements for

satisfying professional competence. As a result of changes to the guidance, there is now a more streamlined process if you need to replace your transport manager directly or make additional nominations. The document also includes a role description for transport managers as well as a new approach to working hours.

Driver conduct

This guidance covers vocational driver conduct matters that are referred to traffic commissioners by the Secretary of State for Transport (through DVLA). The update provides more detailed guidance and contains a number of case studies, which you can use to train and educate drivers.

Decision making

This document explains how commissioners make their decisions, including calling operators to public inquiry. Changes to the document will lead to less serious cases being taken out of public inquiry listings. This is so that the commissioners' tribunal resources can be targeted at the most seriously non-compliant operators, transport managers and drivers.

Delegation to staff

This publication sets out matters that traffic commissioners routinely delegate to staff acting on their behalf and deputy traffic commissioners. The updates include information that allows traffic commissioner staff to make more decisions on behalf of traffic commissioners.

If you have any questions, please email enquiries@otc.gsi.gov.uk



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Vehicle safety recalls: January 2016



Driver & Vehicle Standards Agency

DVSA reference number	Make and model	Issue
R/2015/215	Ford: Transit	Vehicle handling may be compromised by rear stabiliser fault
R/2015/219	Mitsubishi: Lancer Evolution X FQ440	Fuel may leak
R/2015/225	Toyota: Avensis & Verso	Loss of power
R/2015/226	Rolls Royce: Phantom	Side curtain airbags may not deploy correctly
R/2015/232	Mercedes-Benz: S-Class & S-Class Coupe	Auto Stop/Start may shut down without warning
R/2015/247	Mercedes-Benz: S-Class & S-Class Coupe	Stop/Start engine may not re-start
R/2015/248	Mercedes-Benz: S-Class Hybrid & M-Class & MK-Class GLE Hybrid	Transmission may lock at low speed
R/2015/253	Volvo Car: S80, S60, V60, V70, XC60 & XC70	Fuel gauge may not show fuel level correctly
R/2015/255	Fiat: Ducato Van	Electronic systems may be deactivated
R/2015/259	Mercedes-Benz: CLA, GLA, A-Class, B-Class, SLK, SLC, C-Class, E-Class & CLS	Risk of fire
R/2015/260	Peugeot: 308 (T9)	Doors may open unexpectedly
R/2015/261	Citroen: C4 Picasso	Doors may open unexpectedly
R/2015/262	Scania Truck: P, G & R Series	Safety belt anchor point may fail
R/2016/001	Renault: Kadjar, Megane, Scenic, Trafic (with R9M engine) & Master (with 39T engine)	Engine power and/or braking efficiency may be affected
R/2016/003	Citroen: Relay	Instrument display may turn off intermittently
R/2016/004	Peugeot: Boxer III	Instrument display may turn off intermittently
R/2016/006	Caterham Cars: Seven 620R	Throttle may stick when engine is hot
RM/2016/001	Suzuki Motorcycles: UL110NE/NX	Headlight may fail
RM/2016/002	Kawasaki: EJ800AB, EJ800AC, EJ800AD, EJ800AE, EJ800AF & EJ800AG	Engine may stall and/or run unstably
RM/2016/003	Suzuki Motorcycles: DL1000AL4 & DL1000AL5	Engine may cut out
RM/2016/008	Yamaha: YP00R	Rear brake may fail
RM/2016/009	Piaggio: ZIP50 (2 stroke) & ZIP50 (4 stroke)	Risk of fire
RSVP/2015/003	Auto-Trail: Imala, Tracker, Apache 632, V Line (600, 620), Frontier	Control of the vehicle may be affected

Concerns raised about smart motorways

Parliament's Transport Select Committee has received reports of concerns about some aspects of smart motorways.

It's published a number of written submissions on its website after asking for views on a number of issues including the impact of all-lane running on safety, effectiveness or managing capacity and congestion and the implication on further developments.

Feedback was negative when it came to the distance between refuge areas, suggesting every two and a half miles was too far, while also questioning frequency of gantries.

It was also noted that some foreign lorry drivers were using refuge areas as parking places.

The AA is concerned about breakdowns in lane one saying it believes that the risk to a vehicle broken down in lane one in the dark is too great to accept, particularly as incident detection systems do not detect queues when traffic flow is light.

However ITS (UK)'s evidence pointed out that 'all lane running' schemes appear to be effective in both reducing fatalities and serious/slight injury road

collisions whilst simultaneously improving traffic flow through more effective management of congestion at peak times. ITS technologies and policies are integral to many of these schemes and provide early notification of spontaneous incidents (i.e. collisions) or developing incidents (i.e. congestion through excess traffic flow). This then enables pro-active interventions to be initiated - either automatically or by a control room operator who has made an assessment of the situation in hand. ITS systems will then support the incident



management and will assist in the restoration of normal traffic flow patterns. In such a manner ITS is crucial in ensuring that 'all lane running' schemes are effective and efficient.



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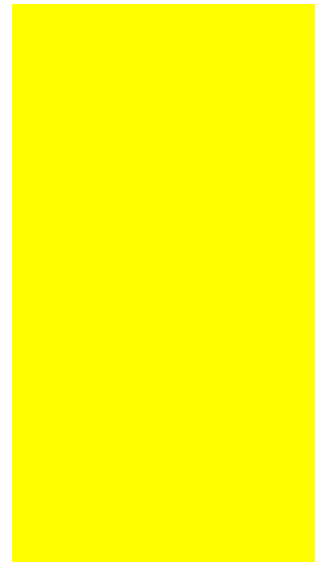




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