



AVRO News

Issue 40

December 2016

Association of Vehicle Recovery Operators

Christmas closure

AVRO Head Office will be closed from 5 pm on Friday 23rd December 2016, reopening at 9 am on Tuesday 3rd January 2017.

The telephones will be diverted during the break, so phone calls and e-mails will be answered.

**Congratulations to
Jayden Morley**

Of Stockport, who is the winner of the AVRO Christmas card competition with a clever and artistic design of a tow truck with reindeer.

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Become ADR trained with AVRO

20th – 25th March 2017

Places available for 15 delegates, early booking recommended

Do Recovery Vehicles require ADR When a vehicle carrying dangerous goods breaks down or is involved in an RTC?

When a vehicle carrying dangerous goods breaks down or is involved in an RTC, it may have to be recovered by a towing vehicle. If the vehicle is supervised by the emergency services (usually the police), ADR exemption 1.1.3.1 (d) applies.

Otherwise, a new "transport unit" will be formed, and the regulations will apply conventionally. The towing vehicle or low loader should carry the front orange plate and the driver be appropriately trained (though it would be acceptable for the original driver to travel where that is possible).

If those conditions cannot be met the vehicle should be moved the minimum distance to a safe place pending proper arrangements being made. This could be as directed or supervised by a police officer.

Course Introduction

ADR refers to the European Agreement concerning the carriage of dangerous goods by Road. This states that every driver transporting hazardous materials on the road requires vocational training.

An ADR licence will enable the licence holder to transport dangerous goods and hazardous material by road. This licence will be valid for five years for national and international journeys throughout signatory countries. A refresher course must be taken with an approved examination centre with a minimum of 5 weeks expiry left on their licence, and not more than twelve months before the expiry of the current ADR Driver Training. The qualification is carried out through the Scottish Qualifications Authority (SQA).

Carriers seeking to arrange recovery of their own vehicles should ensure that the recovery agent has suitably qualified staff to recover vehicles carrying dangerous goods.

Becoming ADR trained with AVRO

Venue:-

AVRO House
1 Bath Street
Rugby
CV21 3JF

All Enquires to Sara Needham Office: [01788 572850](tel:01788572850) Email: sara@avrouk.com

20th – 25th March 2017 Places available for 15 delegates, early booking recommended.

The cost of the course is dependant upon the number of delegates registered, certification & all course literature will be included.

Core (Compulsory)	Tanker (Needed when transporting Goods via a tanker)	
	and/or	
	Packages (Goods that are packaged/contained)	
Class 1: Explosives	Class 4: Flammable Solids	Class 7: Radioactives
Class 2: Gases	Class 5: Oxidising Agents	Class 8: Corrosives
Class 3: Flammable Liquids	Class 6: Toxics	Class 9: Miscellaneous



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Tracey Easton T: 01482 387777 F: 01482 338591
E: tracey.easton@fuelmate.co.uk W: www.fuelmate.co.uk

If you wish to find out more about our range of fuel cards, our highly skilled experts are here to help. Give them a call on **0800 158 3582** and ask about a **free fuel analysis for your business.**

W/C 28th November

Esso	95.24 ppl Excl VAT
BP Bunker	95.21 ppl Excl VAT
Shell	96.31 ppl Excl VAT
Texaco	94.94 ppl Excl VAT
UK Fuels	93.17 ppl Excl VAT
Keyfuels	94.02 ppl Excl VAT

W/C 5th December

Esso	95.32 ppl Excl VAT
BP Bunker	95.30 ppl Excl VAT
Shell	96.39 ppl Excl VAT
Texaco	95.03 ppl Excl VAT
UK Fuels	94.56 ppl Excl VAT
Keyfuels	95.36 ppl Excl VAT

Control room foundation course by F1 Personnel Ltd

A comprehensive module providing Controllers and Call Handlers with an in-depth insight into, not only their own job, but also the recovery industry as a whole. The course is ideal for people who are new to the job as well as experienced staff.

This new vocational qualification will define the standard of competency required for each job role and the desired level that employees need to reach to achieve this standard.

Success will not only be measured through knowledge and professionalism but also on improved customer relations, a better

understanding of interdepartmental working practices and on better staff interaction and morale.

A well-trained, knowledgeable and cohesive workforce is the greatest asset a company can have.

For more information, please go to www.f1personnel.com



Driver CPC cards: changes to when they're sent



Driver & Vehicle Standards Agency

Driver CPC cards will no longer be immediately sent to drivers who complete their periodic training more than 12 months before their deadline.

You'll get your new Driver CPC card straight away if you complete your training in the 12 months before your deadline.

If you complete your training more than a year early, you won't get your new Driver CPC card until nearer

the time your current card expires.

If you change address

You must tell DVLA you've changed address to make sure that your next card is sent to your new address.

You'll have to pay £25 if it's sent to an old address because you haven't updated your licence.

Call to make London LEZ Euro 6-only by 2020

The Institute for Public Policy Research, which describes itself as "the UK's leading progressive thinktank" has urged further restrictions on diesel-engine vehicles in London to combat levels of air pollution it said were a "public health problem of the highest order."

The IPPR is not calling for a blanket ban on diesel-engine road vehicles in London. As far as the freight industry is concerned, its report, *Lethal and Illegal: Solving London's air pollution crisis*, mainly suggests broadening and accelerating measures already proposed.

It claims that diesel-engine road vehicles are responsible for around 40% of the capital's NOx and PM pollution, and that reducing the levels of diesel cars to 5% of inner London traffic would bring over



99% of the city into compliance with legal limits on NO2 levels.

So far as freight goes, it suggests extending the Ultra-Low Emissions Zone up to the North and South Circular Roads by 2019, raising the standard required of light commercials operating in the LEZ from Euro 3 to Euro 5 and increasing the standard required of heavy commercials and coaches from the current Euro 4 to Euro 6.

These measures should all be in place by 2020, the thinktank suggests.

Article courtesy of Transport Operator
www.transportoperator.co.uk

Transport
Operator

Please visit the Transport for London website tfl.gov.uk/airquality-consultation for further detailed information about their proposals to improve air quality.

Have your say on
air pollution in London



Government to introduce harsher penalties for mobile phone use

The government has announced that anyone caught using a handheld mobile phone whilst driving will be fined £200 and receive 6 points on their licence - a doubling of the existing penalty.



The issue was brought into sharp focus recently when lorry driver Tomasz Kroker was jailed for 10 years when he killed a family of four in a crash caused by him being distracted by his mobile phone.

IAM RoadSmart has welcomed the news. Neil Greig, IAM RoadSmart director of policy and research, said: "Addressing the growing problem of smartphone use whilst driving will require a combination of enforcement and education as well as drivers, passengers, companies and individuals taking more responsibility.

"It is essential that drivers get the clear message that if you are on the phone and have a fatal crash you can expect to go to prison for a long time. There is a lot of support among the driving public for stronger penalties and more enforcement focus on mobile phones, but also a feeling that this is not always reflected in sentencing.

"The Home Office must also review it's policing priorities to ensure they reflect the risks that new technology can bring on the road."

RAC road safety spokesman Pete Williams said: "We welcome stiffer penalties for handheld mobile phone use and believe this will send a very strong message to motorists.

"Many drivers might be surprised that the Government is proposing doing away with the option for offenders to take a mobile phone awareness course. Police forces have been using such courses as an option and alternative to points and fines which demonstrates that they believe there is a need for better education of the risks and dangers. They are the ones tasked with enforcement when challenged with diminishing budgets so we would be interested if they believe that this approach will succeed.

"From 2017 taking a short call at the wheel or quickly checking your texts will have far greater consequences, particularly for anyone with existing points on their licence as they will suddenly be much closer to having their licence taken away. For new drivers a prosecution will mean instant disqualification as they only need 6 points within 2 years of gaining their licence to have it revoked by the DVLA.

"The Government, police, road safety and motoring organisations must accept some responsibility for failing to encourage motorists to change their behaviour and make handheld mobile phone use as socially unacceptable as drink-driving since it was made illegal in 2003."

*Article courtesy of Highways Magazine
www.highwaysmagazine.co.uk*

HIGHWAYS



Vehicle safety recalls

DVSA reference number	Make and model	Issue
R/2016/067	Ford: Kuga	Risk of fire
R/2016/184	Toyota: GT86	Power steering assistance may be lost
R/2016/199	Renault: Scenic	Rear bolts on front seat runner may not be torqued correctly
R/2016/203	Renault: Trafic III	Steering may be adversely affected
R/2016/237	Toyota: Prius	Parking brake may fail
R/2016/243	Renault: Trafic III	Egr pipe may crack and allow exhaust gases to leak
R/2016/245	Hyundai: Azera	Power-adjustable driver's seat may move unintentionally
R/2016/246	Vauxhall: Mokka	Tail lights may fail if rear bicycle carrier is folded back incorrectly
R/2016/247	Fiat: 500	Reduced brake performance
R/2016/248	Jaguar: F-TYPE SVR	Vehicle stability may be compromised
R/2016/252	BMW: 3 (Sedan, Touring, Coupe, Convertible and M3, & 5 (Sedan, Touring and M5) and X5 (with sport steering wheel)	Drivers airbag may deploy incorrectly
R/2016/253	Mercedes-Benz: Actros, Antos, Aroc, Axor	Tyre may delaminate due to overheating
R/2016/254	Mercedes-Benz: Sprinter	Seat belt restraint may be impaired
R/2016/255	Mercedes-Benz: E-Class	Vehicle may cut out
R/2016/260	Volvo Truck: FH	Possibility of fire
RM/2016/043	Suzuki Motorcycles: GW250	Brake and tail lights may fail
RM/2016/044	Polaris: Slingshot (3-Wheel Motorcycle)	1. Brakes may fail 2. Risk of fire 3. Loss of control



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Employment law update

For the latest employment news which could affect your business, download this month's edition of the employment newsletter by going to www.backhousejones.co.uk/download/employment-newsletter-october2016/

There is an interesting piece entitled UBER Drivers found to be "workers" - The much

anticipated case on the employment status of Uber drivers which was handed down by the Employment Tribunal on 28 October 2016

www.backhousejones.co.uk

BACKHOUSE
solicitors **JONES**

It is with great sadness that we inform you that Clive Heathcock, of Perrys of Gobowen Ltd passed away on Monday 21st November 2016.

Clive started his company in 1962 and later spent considerable time on AVRO matters, including instigating the purchase of AVRO's premises in Railway Terrace, Rugby. He was also heavily involved in forming the Engineering branch of AVRO - RIES (Recovery Industry Engineering Standard) and was President of AVRO from 2000 - 2003.

Our thoughts are with his family at this sad time



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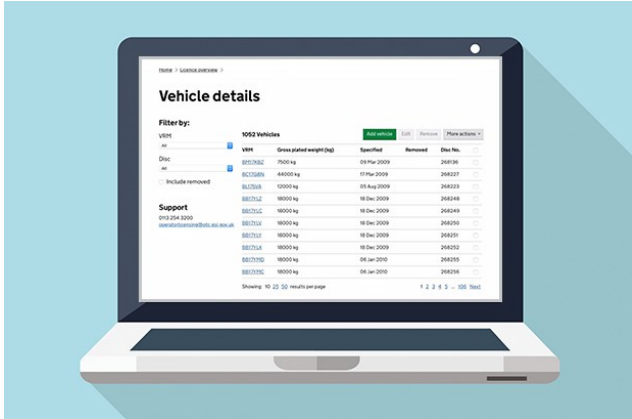


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Vehicle operator licensing: getting ready for the new service

It's been a while since the DVSA's last update on Vehicle Operator Licensing (VOL) - the new online system that's replacing operator licensing self service.



A lot has happened since the video they published earlier this year, which explained why it's changing and what the benefits of the new service will be.

With the new system, you'll be able to:

- Make applications online
- Amend your details (e.g. safety inspection provider)
- Add, update or remove transport managers
- Export your vehicle data

Testing the service

In June, the DVSA carried out a trial of the new service with 50 operators. This gave users of the service a chance to share their feedback. It also allowed them to make improvements to the system before it goes live.

They were encouraged by the feedback they received which showed that users found it easy to manage their licences on the system.

Getting ready

To get ready for the new service you'll need to have a modern and secure browser installed to access the new services and to make sure that the DVSA can protect your data.

You can use any of the following browsers:

- Microsoft Internet Explorer 11
- Microsoft Edge
- Google Chrome 38 or later (52 or 53 recommended)
- Firefox 27 or later (48, 49 or ESR 45 recommended)
- Safari 7 or later
- Mobile Safari 7 or later
- Chrome Mobile 38 or later

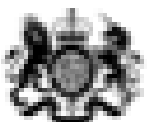
If you're not sure what browser you have you can check which version you use and update to one which will work with VOL by visiting [What Browser?](#)

Operator licensing self service unavailability

Operator licensing self service won't be available from 4pm on Thursday 10 November until midday on Monday 14 November.

If you use this service regularly, particularly to make vehicle changes or submit applications, you'll need to do these before 4pm on Thursday 10 November or wait until Monday 14 November.

If you have any urgent vehicle changes during this period please contact operatorlicensing@otc.gsi.gov.uk



Driver & Vehicle Standards Agency



3-year-old Freddie was killed by an unsafe trailer


Drivers who tow trailers are being urged to carry out basic safety checks following the tragic death of 3-year-old Freddie Hussey.



Freddie was walking with his mother in Bedminster, Bristol, when a 2-tonne trailer became unattached from a Land Rover. The trailer mounted the kerb before hitting Freddie.

The investigation into Freddie's death found that the trailer's handbrake lever was in the wrong place.

Freddie's parents are urging all drivers to carry out basic safety checks each time they tow a trailer to avoid further tragedies.

 Driver & Vehicle Standards Agency

Cartel concerning European truck manufacturers

If you purchased a new truck manufactured between 1997 and 2011 from MAN, Daimler, Iveco, DAF, Volvo or Renault, it's likely you are entitled to claim damages and interest resulting from an overcharge.

AVRO in conjunction with CMG have already started this process by engaging a leading law firm (RPC (UK) who specialise in competition law.

If you would like to register your interest, with the view to being included within the group, you can do so by visiting the AVRO website www.avrouk.com and completing the online form "Cartel Claims".



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Flooding: Protecting your business this winter

Recent winters in the UK have been devastating for many homeowners and businesses alike. Where once the biggest concern was avoiding slipping on ice or freezing pipes, the milder winters that Britain has experienced over most recent years have brought with them severe storms and torrential downpours, with flooding becoming an increasing peril in the worst affected areas.

Late autumn 2016 saw Storm Angus hit in the UK, signalling that there may be more flooding misery in store this year.

A consequence of previous flooding has been higher insurance premiums for many businesses lying in flood-prone areas. To counteract this, some businesses took a chance on flooding not affecting them to try and keep their costs down; unfortunately, many fell victim to not taking out the requisite flood insurance to cover their business.

This is especially true in areas where flooding had not previously occurred. Those unaffected by flooding before were commonly taken by surprise at the speed and severity of the flooding incurred - and often had little contingency in place to keep their businesses operational.

Affordability and availability of insurance are the biggest concern. While Flood Re was introduced back in April 2016 for residential properties built prior to 2009 (a scheme designed to share the costs of flooding across insurers and their policyholders in areas prone to flooding), there has unfortunately been no such protection for small to medium sized businesses.

Nonetheless, there are signs that the insurance industry is looking to develop a better deal for businesses, conscious of the fact that insurance should be as widely available as possible.

However, some businesses are still experiencing issues obtaining the right insurance to protect their interests. So, what can businesses do to protect themselves against not just rising premiums (or difficulty in obtaining insurance), but also against the risks they face from flooding in the first place?

First off, finding a good broker to negotiate the best insurance deal - to ensure that you can get flood cover if you are in a flood prone area, and at an acceptable price - is important for your business. Bigger brokers will have access to more insurers, making it more likely that you will get the insurance that you need - and at a reasonable cost - which will be reviewed and potentially improved when new schemes become available.

With relevant cover in place, business continuity is a key element that is frequently overlooked. What would happen if your business premises were flooded today? Is all your stock stored in one place, or is it spread across multiple sites? Where would your staff work if your office space suffered flood damage?

Having a specific disaster recovery plan could be crucial to the continued operation of your business. Knowing who is responsible for implementing processes and procedures, where staff could relocate to carry on working, backing up important data off-site and so forth can all help to ensure your business keeps running, even if your premises are damaged. This is all relevant regardless of whether your business is at risk of flooding or not, though your disaster recovery plan will be triggered in the event of a flood, so needs to be robust enough to cope in such circumstances.

If you do suffer interruption to your business, then all is not lost. Check with your insurance broker whether you have business interruption cover as part of your flood insurance; if not, consider adding this as part of your insurance cover. Make sure that you contact your insurance broker at the earliest opportunity if your business suffers flooding, so they can help start the claims process with you and ensure you keep trading as swiftly as possible.

For more advice on insuring and protecting against flood risks, contact AVRO's approved insurance broker, **Bollington Insurance, on 0800 970 2692.**



Vehicle operators: change to financial standing from 1 January 2017

The levels of financial resources that vehicle operator licence applicants and operators need to show will increase from 1 January 2017.

Revised financial standing requirements will come into force for standard national and international operator licences.

Find out more about the change to financial standing at <https://www.gov.uk/government/news/vehicle-operators-change-to-financial-standing-from-1-january-2017>

18-month ban for operator that allowed drivers' hours breaches to take place

A haulage boss who admitted he had instructed his grandson to drive a truck, knowing that he had not taken sufficient rest, has been disqualified for 18 months.

West Midlands traffic commissioner (TC) Nick Jones found that there had been "large scale" illegal use of another drivers' card by drivers working for sole trader David Duggan, who trades as Duggans Transport.

Duggan had his O-licence revoked on 19 December and was disqualified from holding a transport manager position until he passes new CPC examinations.

Jones found drivers for the Leominster, Herefordshire-based business had been motivated to use the drivers' card by the need to pay off debts and legal costs arising from a dispute with a neighbour.

A public inquiry, prompted by a [DVSA](#) investigation, was told that a drivers' card in the name of Darren Goodall was regularly used by the operator's drivers to conceal drivers' hours offences.

Nobody by that name was employed at the haulier and the card had been reported lost in March 2015.

Driver Paul Duggan told DVSA examiners that he had found Goodall's driver card in a lay-by in 2014 and had kept it, and claimed he was the only person who had used it in order to hide excess driving.

However, it emerged that his brother Stephen Duggan had also used the card.

Analysis of vehicle unit data, driver card data and timesheets in August 2015 found that Daniel Duggan, David Duggan's grandson, had committed drivers' hours and records offences. At the time he held a provisional HGV licence and his grandfather would accompany him while he was driving.

David Duggan admitted that he had instructed Daniel Duggan to drive the truck, knowing he had taken insufficient rest owing to his full-time employment at another company.

He also confessed that not all drivers' card data had been downloaded, nor had he taken copies of drivers' licences or evidence of them having completed the Driver CPC.

Until very recently the haulier had not had the equipment to download the data, and he was unfamiliar with working time regulations.

Paul Duggan told examiners that he had failed to record other work that included undertaking trailer maintenance, accompanying Daniel Duggan, and making collections and deliveries.

The DVSA also found that the premises the operator used were not satisfactory for its O-licence, which authorised four vehicles and 10 trailers, nor could it demonstrate financial standing.

The TC said that while there appeared to be no maintenance issues, Duggan's lack of knowledge and control "demonstrates ignorance as to the minimum requirements for a safe compliant business".

David Duggan was disqualified from driving HGVs for three months; Paul Duggan was disqualified from vocational driving for two months; and Daniel Duggan was disqualified from driving HGVs for six months.

Article courtesy of Commercial Motor www.commercialmotor.com





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Warwickshire
CV21 3QH
Phone: 01788 572850
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E-mail: sara@avrouk.com

In the New Year RIES will be advertising for an additional engineer.

The job is a rewarding one and is suited to someone who is self employed and has experience in any mechanical engineering discipline.

Keep a look out for the announcement and where to get further information.



New member profile—Stars Garage, Rohgh, Cardiff

Stars Garage is a family run business that has been established for a number of generations, with years of varying experiences and skills. All staff are fully trained and qualified in various fields of motor mechanics, engineering, computer diagnostics and vehicle logistics.

Our History

In 1970 Smiths Garage was born. Mr Smith opened a garage in Cardiff Central Bus Station in the Hertz Complex.

Not happy with the area, Mr Smith asked his mum if he could use her shop lock-up in Harriet Street, Cathays, Cardiff as a garage. He had to get planning permission to use the site for commercial use - it was granted.

The company grew and expanded into breakdown and recovery, whereby Mr Smith realised he needed a bigger property and thus he rented a garage complex off Newport Road, Cardiff. The two properties were run side by side which opened up opportunities to work for recovery operator companies such as the AA and RAC.

In the 1980's a property in Fanny Street, Cardiff became available and was purchased with the intention of the site becoming an MOT station and bodyshop. Mr Smith gave up the Newport Road site for Fanny Street. In 1995 Mr Smith sold the Harriet Street garage, so as to develop the Fanny Street site. In 2000, Mr Smith sold up the Fanny Street garage and moved premises to a site in Tremorfa, Cardiff.

Over the last 10 years the business has grown and we have now moved to a more modern complex in Dominions Way Trading Estate, Cardiff CF24 1RF.

Our years of experience within this industry helps us take care of all vehicle needs.

