



The National Caravan Council

The National Caravan Council (NCC) was setup over 75 years ago (1939) as the UK trade body representing the collective interests of the tourer, motorhome, holiday home and park home sectors. We are a not for profit membership organisation and unique in that we represent all those within the supply chain:

CRiS

The Central Registration and Identification Scheme (CRiS) is a wholly owned subsidiary of the NCC and is the National Register for UK caravan keepers, providing touring caravan keepers with a registration document and an entry on the national database.

Encompassing 3 main areas:

- 1- New Caravan Vehicle Identification Numbers (VIN)
- 2- Keeper Registrations
- 3- Status checking

It is effectively the DVLA for caravans.

We help thousands of people each month to make informed decisions when buying or selling a touring caravan and helping to keep it protected.

We have been running the scheme in our Contact Centre, based in Wiltshire, since March 2013 after bringing it in-house, this was a decision made by the National Caravan Council based on improving the scheme and having more input and control in how the National Database is run.

Technology and Advancements

A major change in the technology at CRiS is the marking scheme that is now in place for all UK manufactured caravans.

VIN Chip is the new theft deterrent and identification system for touring caravans. VIN Chip has been launched to deter criminals looking to steal touring caravans and help aid the identification and recovery. VIN Chip is unique as it uses both visible and invisible markings containing a touring caravan's specific 17 digit VIN. Each unique VIN is linked to the official CRiS database.



This change took place on 1st September 2015, as well as a unique Vehicle Identification Number, every caravan has three RFID (Radio Frequency Identification) chips located in them as part of the build of the caravan, these are hidden inside the touring caravan make it even more secure and easier for police to detect and identify the caravan.

Each caravan also has highly visible tamper evident security labels containing the unique VIN and demonstrates the touring caravan is chipped to deter would-be thieves.

We have also introduced scannable QR (Quick Response) codes on the master window label and inside the gas bottle locker, this is completely new across the industry and no other security system is quicker in establishing the true identity of a touring caravan.

We have provided new RFID (Radio Frequency Identification) readers to Police constabularies across the UK, along with training on how the new technology works.

To fully support the industry and through the introduction of an outsourced “out of hours” service to a local contact centre in Chippenham, (Expolink) we are now able to provide 24/7 telephone support to the Police and other law enforcement agencies and also the ability for consumers to report any incidents 24/7.

Dealer notification system

The first and main focus has been designing and implementing a dealer notification system, we have used various methods previously which have been time consuming for both the dealers that engage with us, timely in managing the process within the contact centre team, and ultimately, not being provided with accurate data.

As the national database the data supplied by dealers is integral to the value of the data in the database and has to be provided within a timely manner, it has to be accurate and we have to have correct permissions to contact the customer.

The system has been through multiple stages of testing in-house. We had a consultation period with a number of dealers who used the new system and provided us with feedback. We made changes and have now rolled this out to the dealer network across the UK.

We also decided that to help and support the dealer network we needed to recruit someone in a dedicated dealer account role to be one point of contact, to increase the amount of notifications that are supplied and to get dealers that don't engage



with us to become part of the CRiS scheme. We have seen an increase in notifications of 23% month on month.

Plug-ins to external databases

The PNC (Police National Computer) will be able to link into our new bespoke system as we share data with the Police and other law enforcement agencies. The major change in this over the last year is that we can supply data 24/7. We will also be able to link to Insurance databases and finance houses.

Investment in Apps

Consumer App

This app is a major advancement to the CRiS scheme to be released, this will mean that a consumer when wishing to sell a caravan will be able to use the app to advise us of the sale and who they have sold to, and this will feed the data of the buyer into the database.

This information will be used to contact the buyer firstly via App Notification to make them aware that we have been advised that they are the new keeper of the caravan, they will be able to confirm this and make a payment via the App, if we do not get a response via this method (as we have an active seller notification) we will then actively contact that customer via telephone, email or letter to advise them of the benefits of being registered on the scheme and supplying them with an entry on the national database, a registration document and the information so that they can purchase additional security for their caravan.

A potential buyer can use the app to scan the QR code of the caravan and do a CRiS check (provenance check) to see if the caravan has any hidden history before parting with any money to purchase the caravan. If they go ahead with the purchase they will then be able to register via the App and pay the registration fee via PayPal.

Dealer App

The App specifically for the Dealers will aid our network of dealers in ensuring that they do not inadvertently take a caravan into stock via a part-exchange that has historical events against it, as when the QR code is scanned the make and model will be able to be verified by the dealer and a CRiS check will also be able to be performed.



This in turn will also help us maintain the location of the caravan, when the dealer takes the caravan into stock they can inform us via the app and therefore that database will get updated.

Police App

All Police authorities and other Law Enforcement agencies in the UK have 24/7 telephone support from us currently, investment in providing a Police App means that any Police officer, traffic officer or law enforcement agency can read details of the caravan without having to have the RFID reader. The QR code will supply all the identification information to them; this can be extremely helpful if the officer is in a traffic situation. They will also be able to see any previous checks that have been carried out which means any caravan that may be deemed as suspicious will be immediately identified.

Work reduction and Customer service improvement

The main and fundamental purpose of all the technological advances that we have made is to continue to enhance the contact centre and focus on work reduction, this means that we can continue working on a relatively low head count and still maintain an accurate and essential scheme for the industry without compromising the excellent customer service that we deliver.

The Future

Scanner Drone

This is brand new technology that means that a scanner can be used in hard to reach areas of where a Police presence may now be welcomed. This is something that we have developed in house and is the only one of it's kind in the UK.

Data Connectivity on readers

We will be rolling data connectivity on all RFID readers to all Police and Law Enforcement Agencies. This means that updates and full access can be completed in "real time", enhancing the support that we give.



Development of new bespoke system

As we move into our third operational year, we are currently reviewing best practice for all customers that we deal with and how to refine our processes and procedures.

We have recruited a system developer who has spent time with each member of staff within the contact centre to review what we do, how we do it and why we do it. This is ongoing and will mean some major changes in system functionality and the automation that we require our system to provide.

We even had an internal competition to name the new system as we need 100% buy-in and involvement from all staff members so we make our new system the very best.

We will continue the development of our technology and the advancements that are beneficial to the contact centre, the CRiS scheme and the industry as a whole during 2016/2017.