

Vince Wise NCC Workshop

May 1, 2025, 9:25AM

Becci Bailey 5:28

Good morning, everybody. Thank you for joining us today.

Vince Wise will be joining us. (Leisure Vehicle and Holiday Park Security Director at The NCC.

VW

Vince Wise 6:29

Good morning, everybody.

Let's try and start off with some basics. Becci, has the caravan identification video that gone out to your members?

BB

Becci Bailey 6:45

Yes, it has gone out and it's also available via our website on our private YouTube channel. So that's the NCC video where you go through various parts of the caravan showing of where you can find identifiers. [WATCH HERE](#)

VW

Vince Wise 6:53

I'm pleased to report that caravan thefts are well down at the moment.

Caravan thieves extremely active on Facebook, and these people tend to set up Facebook pages very, very quickly. We've actually had examples where they were offering caravans for sale that they hadn't yet stolen.

They've also been locating people's caravans by doing Google Maps.

I'm not aware of too many caravans at the moment that have gone since the beginning of the season from any sites at all, so if anybody can update me with any issues that you may have then please contact me direct. I'm pleased to say that criminal activity is low.

Thames Valley, as you may be aware, are probably one of our leading police forces at the moment regarding caravan thefts. I've got two offices there that are probably accounting for nearly 80% of recoveries of caravan in the UK at the moment, but it also shows you the crossroads of where these caravans are moving.

Had a request in from Kent Police yesterday. They've just finished doing some plant identification, agricultural machinery training with one of my colleagues, and they're now asking for caravan training, so I'm looking for a CaSSOA site in Kent, so if anybody is from either Maidstone, Canterbury or Chatham, perhaps if we could have a chat afterwards. It's just again wanting to get the Police to come on board to give them opportunity to train in the identification of caravans.

Seek out your rural crime team in your force area, and that way you should be able to

approach the Sergeant who'd be in charge of probably five or six PCs minimum.

These should be your first point of contact.

One of the things that we're encouraging with them is to do some training - classroom based regarding the theory side of it, but then half the day is coming to a CaSSOA site with the PCs and then letting them loose with the CRiS scanners, so they're confident in knowing how to use them, and looking at the QR codes, being able to spot something that's going to be a forgery.

The level of professionalism regarding cloning and re identification of caravans at the moment is high.

That means that the organised crimes getting involved and certainly one of the intelligence things that we're picking up on the moment that within the travelling community, they're actually stealing caravans for their own use by then sub renting out the caravans to people within the travelling community that may have learning difficulties, domestic issues or whatever. What they're renting out are stolen cloned caravans, so again it just goes to show you that organised crime.

If you've got concerns and suspicious activities going on in your site, the best thing you can ever have is making sure that you've got CCTV on your sites, which is capable of actually reading a vehicle registration number. I've been dealing with a couple of thefts recently down in Dorset and CCTV there was fantastic. Even if you only have one camera that is capable of collecting that information that would be good.

Realistically, unless thieves are after something very specific and they know it's on your site, there's every likelihood they're going to go to an easier target and avoid a CaSSOA site due to the security.

Carry on doing what you're doing, but if you've got people that are coming and turning up at your site asking you spurious questions in relation to what caravans you've got, talking about your security arrangements, what you've got and why would I want to come to you, particularly if you're if you're getting that inkling, then your suspicions should be raised.

Please get all of those details together because these people will go from site to site and particularly some of you who may be on the crossover points between different counties, we want to share that information across. So again, I'm quite happy to act as a conduit for anybody with any images, registration numbers, descriptions of people that they know are acting suspicious, asking questions that are out of the norm. Then please come and let us know, let me know.

New Customer Checks

Because ultimately, these people are coming on and 99.999% of your customers are going to be completely fine. It's that very small percentage of the ones that we're particularly

interested in and we've certainly seen it on sites, not CaSSOA sites, where basically **caravans are being used for storage, storage of drugs and firearms**. I've been on to sites including a CaSSOA site that had been visited by the police on official search warrants looking for such commodities. So again, these are the kind of things that you want to be aware of.

Have you got caravans where people are regularly going there visiting maybe only be there for a few minutes and then leaving? It's you've got to look at it from a criminal point of view that you are providing a very nice hideaway.

By the very nature, so again, if you've got issues and concerns that you may see people coming and picking up caravans, maybe taking children to the caravans that are on site or even if you see them leaving site with children, that the children seem to be uneasy with them.

You do have a duty to pass that information on and it will be followed up very, very discretely and certainly would have no trace coming back to you. So it's not just theft, it's other commodities. So please be aware of it.

You should be asking to see CRiS and insurance documents when you have a new customer.

On a near daily basis I'm recovering stolen caravans that were stolen 10 to 15 years ago. What's happened is, is you've got the initial owner who's got it as part of the package when they bought the caravan. They're very keen and very wanting to comply and it's normally the 2nd and the 3rd owner that we then get a jump in ownership. I'm getting alerts coming off every day in relation to caravans that are being offered for sale that are on Facebook marketplace, Gumtree.

Some people are doing their due diligence and half the ones are on following up at the moment are where caravans are being advertised for sale. Then eventually you trace the buyer or the seller down seller down should I say. They're basically telling you that they've had it for two or three years and bought it from somebody off Facebook. never did any checks on it and have effectively been in a stolen caravan for the last couple of years.

You should also be asking for proof of identity, so either a passport, a driving licence. Now I know with the greatest of respect to all of you, how many of you would be able to spot a forged passport or a forged driving licence if one was put in front of you, especially when they're so freely available on the Internet. But at least if you've got a copy of it on file and you've got something to come back to.

Also ask for proof of address - utility bills or Council tax.

Then obviously something along the lines of **proof of ownership of the caravan itself**. So again, whether that would be satisfied by a CRiS document or whether or not you're asking for the purchase invoice as regards to where they've purchased it from and certainly if anybody starts producing receipts that written on the back of a cigarette packet, then certainly I would start asking more questions.

I was speaking to a loss adjuster the other day and they have over 5000 outstanding stolen assets on their database alone. So if you think about it and then replicate that across three or four different other major loss adjusters in the business, it's giving you an idea of how many stolen caravans are out there.

INITIATIVES

One of the things that we are looking at doing in the autumn is looking at your customer VIN numbers and customer surnames to run through the CRiS database to identify stolen caravans.

Also, looking at some kind of incentives to get your customers to register with CRiS. And again, you don't want to scare people away, especially when you're not full to capacity with people that are turning up that are not CRiS registered. But if we can incentivize that in some way then I'm very open to it and certainly.

In terms of CRiS, the Director down there and again very happy to come up with an introductory fee or something else like that in relation to trying to encourage people to come on board with it.

We're also looking at offering some kind of financial incentive because if CaSSOA members are going to be involved in checking caravans, obviously that's time. Time is money. So, some kind of incentive as regards to if you find stolen caravans on your storage facility that they would pay you some kind of finder's fee, and the whole idea would be is that the caravan was basically secured where it was, unable to leave and then we would be able to sort out in relation to its actual ownership.

I would also query when you've got caravans coming into you guys is how you're actually verifying it's identified. Certainly with the newer VIN chip kits with the QR codes make it a lot easier. But the question is how many of you are looking at the chassis plates on these caravans.

QUESTIONS

Andrew Pickering asks if a customer gives us a CRiS document. Do we still ask for a CRiS check? Also, do we contact Vince for a police visit or local police team? I would suggest a CRiS check is just for suspicious activity rather than for every new customer. Would you agree, Vince?

Vince Wise 32:56

VW

Yeah, I would.

You need the difficulty is is sometimes you'll even find with the most innocent of customers, who are very pleasant, plausible, and completely genuine. But they've made a steady mistake and they've bought it on Facebook and they haven't done any CRiS cheques beforehand. But if they've got a CRiS document that then would have all been done and incorporated in it.

Becci Bailey 33:20

BB

Amy asks:

Why do we need to ask for passports? Is this just for imported vehicles? I would suggest that's just photo ID, isn't it?

Vince Wise 33:31

VW

It is, it's photo ID, it's just another form of ID.

So I have not yet picked up on any forged passports or driving licences than most of the thing that they're trying to do is they will work with vulnerable people, and use their ID to get them where they need to go.

Please get in contact with me, direct more than happy to work with CaSSOA members sites, but obviously that's dependent on the take up of the local police. Some of them are extremely good. Some of them are extremely poor and we just have to nurture them and perhaps between the two of us. It's about building those relationships.

Becci Bailey 35:20

BB

Thank you. And just a final note, I would urge everyone to go into the Members area of the CaSSOA website and you'll see the video that that Vince did about all of the VIN numbers which are etched into different parts of the caravan just to enhance that ID process.

Vince Wise 35:41

VW

What we are hoping to do is putting together a caravan guide for law enforcement and I'll be quite happy that once that's up and running, Becky to share that with your Members.