Market Intelligence

9 March 2022

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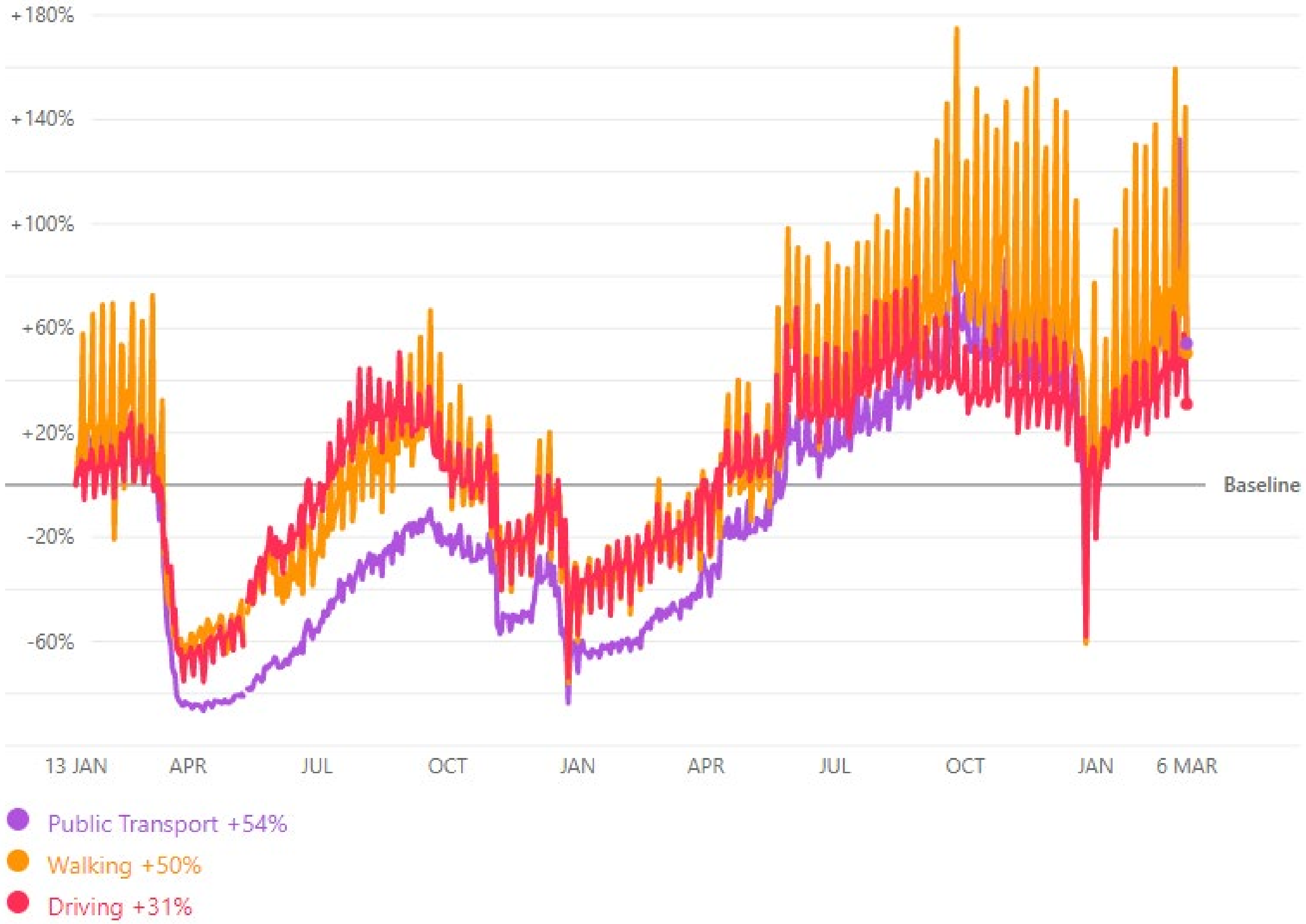
Apple Mobility Trends Report

UK 08/03/22



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Google Covid-19 Community Mobility Report

Greater London 04/03/22

Retail and recreation

-29%

compared to baseline

Mobility trends for places such as restaurants, cafés, shopping centres, theme parks, museums, libraries and cinemas.

Public transport

-35%

compared to baseline

Mobility trends for places that are public transport hubs, such as underground, bus and train stations.

Workplaces

-35%

compared to baseline

Mobility trends for places of work.

07/02/22

Retail and recreation

-27%

compared to baseline

Public transport

-39%

compared to baseline

Workplaces

-36%

compared to baseline

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Google Covid-19 Community Mobility Report

Greater Manchester 04/03/22

Retail and recreation

-12%

compared to baseline

Mobility trends for places such as restaurants, cafés, shopping centres, theme parks, museums, libraries and cinemas.

Public transport

-29%

compared to baseline

Mobility trends for places that are public transport hubs, such as underground, bus and train stations.

Workplaces

-27%

compared to baseline

Mobility trends for places of work.

07/02/22

Retail and recreation

-15%

compared to baseline

Public transport

-35%

compared to baseline

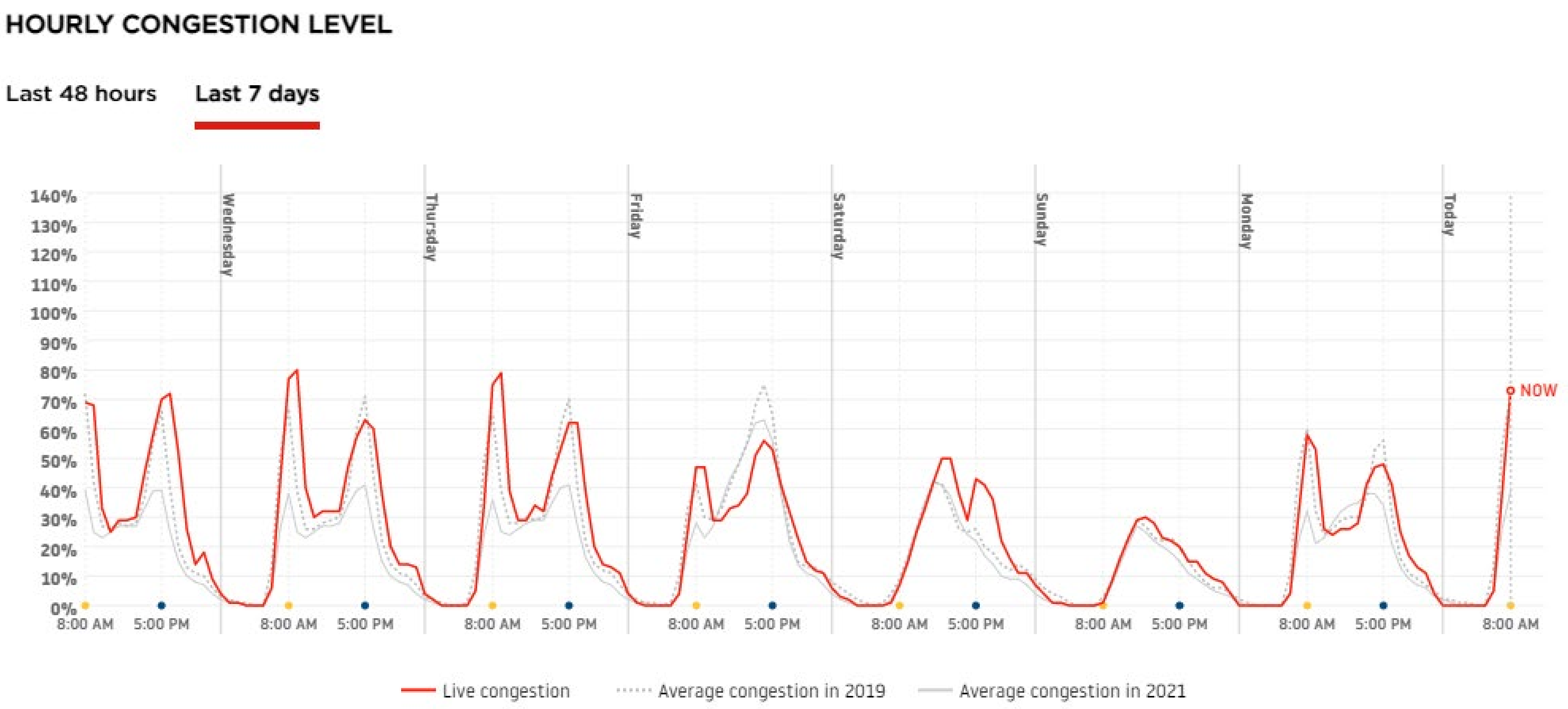
Workplaces

-28%

compared to baseline

TomTom Live Traffic

Bristol 08/03/22



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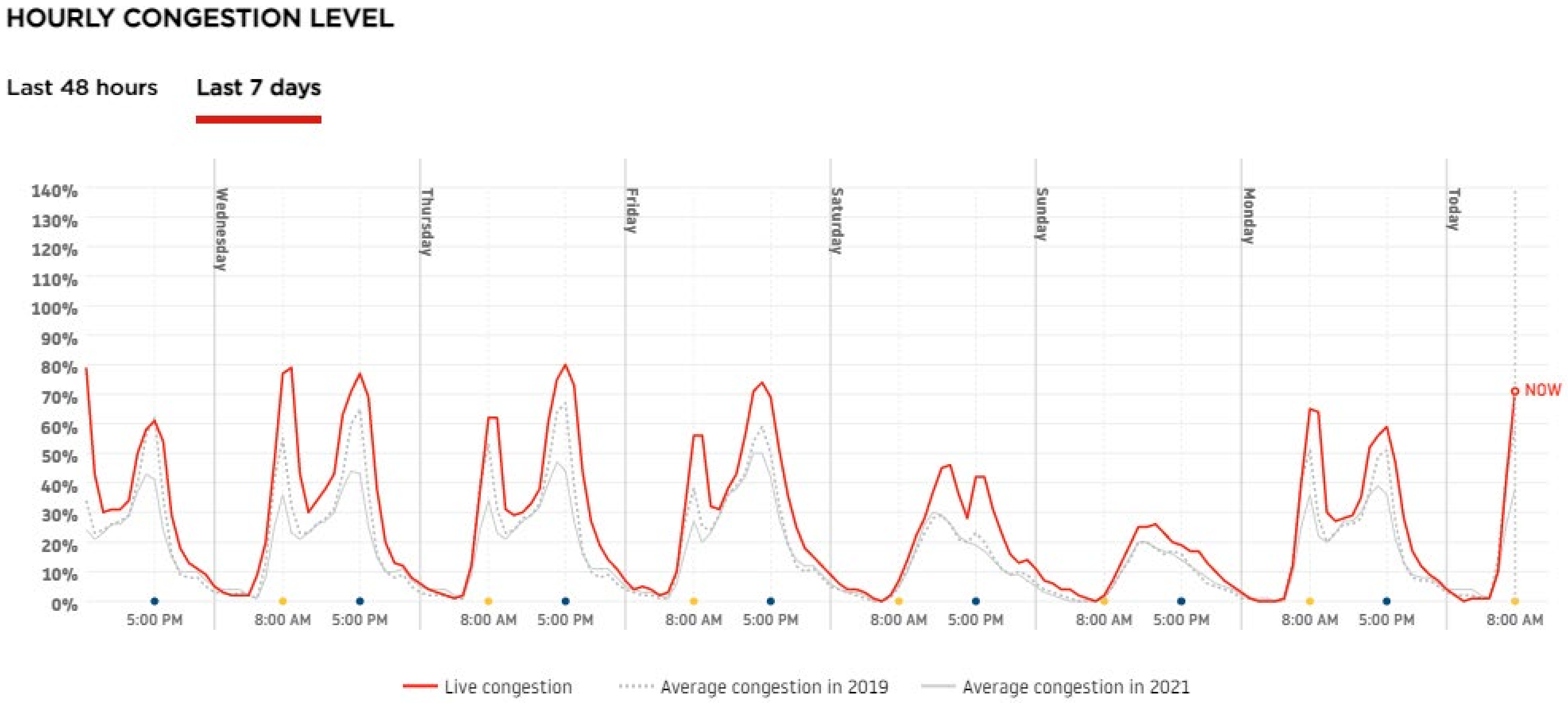
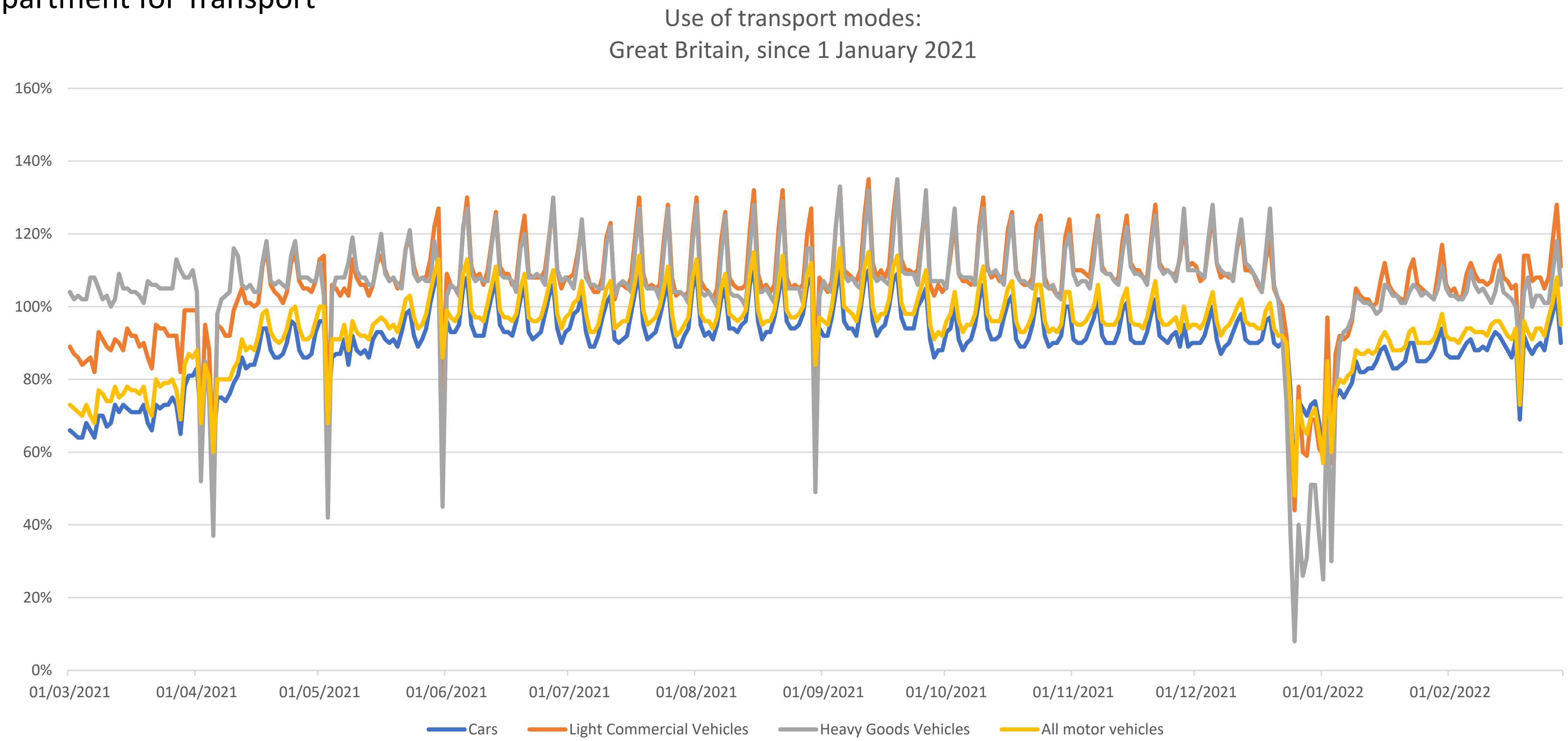
TomTom Live Traffic

Birmingham-Wolverhampton 08/03/22

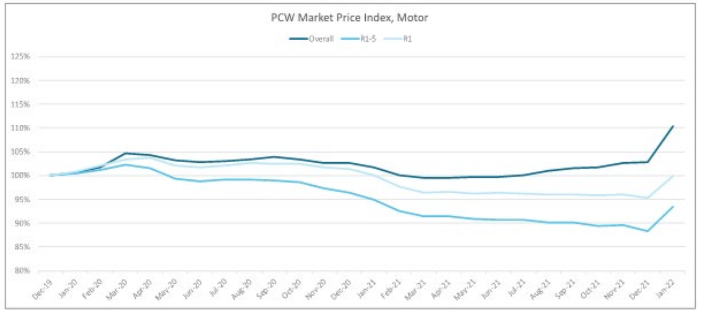


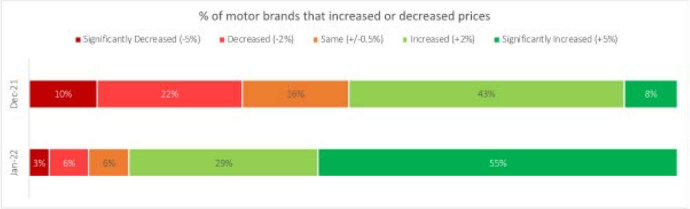
Department for Transport



Market Forces

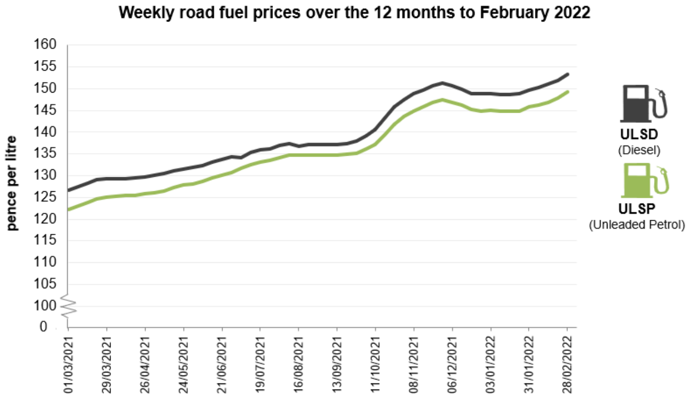
General Insurance Pricing Practices





Source: Consumer Intelligence

Weekly road fuel prices



Source: Department for Business, Energy & Industrial Strategy

Energy data

Gas Prices: Forward Delivery Contracts – Weekly Average (GB)

Information correct as of: March 2022

Electricity Prices: Forward Delivery Contracts – Weekly Average (GB)

Information correct as of: March 2022

Source: Ofgem

Trend Tracker™

Paul Sell,
Associate Director,
Trend Tracker

"We are in unprecedented, uncertain times.

Russia's invasion of Ukraine is causing significant human suffering which we are acutely aware of in writing this piece about the state of the repair market, and we offer our support and sympathies to all those affected.

The devastating events are also creating significant financial implications to global economies as sanctions are used as the mechanism to counter the invasion. This comes against a backdrop of rising inflation (highest for 30 years); the highest oil prices since 2012 (expected to go past this number); the biggest change to insurance pricing for many years (GIPP); and significant mobility challenges with continued suppressed new vehicle production.

Any of those things on their own would cause some business planning reconsiderations, together they are creating a rapidly changing and concerning macro environment. The latest Trend Tracker report goes into further detail across a range of these factors.

In the repair market specifically, we are however seeing signs of improvement when it comes to parts supply, but continued challenges with mobility provision creating longer lead times with overall cycle times almost at 50 days from a range of sources. This is creating a change in estimating patterns with many mobile repairs being pushed back 6-8 weeks and not being estimated until closer to the booking in date. This leads Trend Tracker to predict there could be up to 40,000 repairs not yet showing through in estimate volumes, creating a significant WIP (work in progress) which could present complications where customers have an insurance renewal during the period.

There is no doubt, that with the rising cost of production (materials, staff and general overheads) there will need to be some sensible collaboration from all parties to ensure fair terms and safeguard businesses through these turbulent times. However, there will no doubt be a limit to which consumers will accept any charges being passed through in their insurance prices as all living costs continue to rise."

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