



## **MINUTES OF SURVIVE GROUP EXECUTIVE MEETING HELD ON 30<sup>TH</sup> JUNE 2014**

Present      Rob Gifford - Chairman  
                 David Bizley – RAC  
                 Eric Hammond - AVRO  
                 Simon Henrick – Direct Line  
                 Steve Ives – AA  
                 David Jones - ACPO  
                 Simon Sheldon-Wilson – HA  
                 Frank Taylor - RHA Recovery  
                 Andrew Reeve – Secretary

**ACTION  
BY**

### **1      Apologies for Absence**

David Snelling – ACPO  
Peter Williams – Green Flag

RG welcomed Eric Hammond who was attending in the absence of BD and David Jones who was covering for DS.

DJ advised that David Snelling had taken on a new role within the Metropolitan Police and therefore his ability to attend future Executive meetings was doubtful. However ACPO would still continue to support the work of SURVIVE and DS had requested that he be kept in the picture regarding SURVIVE activities.

AR reported that Peter Williams had advised that Claire Hildreth would in future be representing Green Flag / Direct Line Group on the SURVIVE Executive.

### **2      Minutes of the meeting held on 10<sup>th</sup> February 2014**

The minutes of the last meeting were approved with no amendments being required.

### **3      Matters arising not covered on the Agenda**

#### **3.1    RoWSaF Update**

AR reported that at the recent RoWSaF meeting, the results of the 3 month data gathering exercise regarding vehicle incursions into areas of traffic management had been presented.

It was now estimated that in the region of some 1200 such incursions occurred annually, although it had been pointed out that this was a very conservative figure. Unfortunately there still appeared to be little understanding regarding the causes of these incursions.

AR also advised that a study on the M6 regarding hard shoulder misuse when it was closed as a running lane had indicated that since October 2013 some 18,000 vehicles has been using the hard shoulder at high speed. The use of an ANPR camera had helped provide the HA with a significant amount of data.

SSW confirmed that some 300 letters had been sent out by the HA to the owners of vehicles identified as using the hard shoulder in this manner, reminding them of the illegality of their actions. The HA were also considering taking further action in some cases in conjunction with the Central Motorway Police Group.

DB commented that with the introduction of Smart Motorways including motorways with sections of All Lane Running, confusion could be experienced by drivers as to when the hard shoulder could in fact be used as a running lane. SSW advised that the HA were considering how best to provide motorists with suitable advice to help remove any such confusion.

RG suggested that the provision of a specific motorway driving course could be used to help motorists understand the requirements for driving on Smart Motorways.

## **4 Working Group Reports**

### **4.1 SURVIVE Working Group 1 (Practices and Procedures)**

SI advised that WG1 had now issued to the Recovery Contractors, via email, the Best Practice Guidelines addendum regarding attending breakdowns or recoveries on Smart Motorways. WG1 would also be arranging a meeting with the HA in order to review the current motorway working protocols and to update them as required.

**WG1**

SI proposed, and it was agreed, that all breakdown or recovery call handlers should be provided with a full understanding of the issues regarding attending vehicles that have broken down on Smart Motorways, especially those vehicles that were now located in a live lane.

**All**

SI reported that WG1 were considering the cost of reprinting the Best Practice Guidelines, which would be in the region of £10K.

Regarding vehicle lighting and conspicuity, SI advised that WG1 had recently been given a demonstration of a warning device that used an ultrasonic beam that, together with a camera attached to the rear of a vehicle, could detect vehicles crossing its path. This could also possibly enable near miss data to be collected as well and WG1 were carrying out further evaluation of this product.

**WG1**

Discussions had also taken place regarding the positioning of a breakdown / recovery vehicle at the roadside and evidence was available which showed that the use of the fend position as used by the Police Service could assist in other drivers identifying that the attending vehicle was in fact stationary. Some discussion then took place regarding the various fend positions and vehicle conspicuity markings. SI advised that WG1 were also considering a new fend position solely for use on the near side lane of high speed dual carriageways.

**WG1**

SI advised that some research carried out by TRL had shown that the safest place for a motorist to wait whilst at the roadside was away from and towards the rear of their own vehicle. As a consequence WG1 were now in the process of considering rewording the safety advice that should be given to motorists at the time of their call for assistance and also the safety advice contained within the Best Practice Guidelines.

WG1

RG proposed that consideration be given to also rewording the safety advice contained within the Highway Code.

Regarding the availability of data for the number of breakdowns that occurred within coned off areas of roadworks, SI reported that such information was sadly not available from the motoring organisations. However the wording contained within the Best Practice Guidelines for attending such breakdowns was also currently being reviewed by WG1.

WG1

#### 4.2 SURVIVE Working Group 2 (Standards)

DB reported that regrettably the issue of PAS 43:2014 was still some 3 to 4 months away. In February, WG2 had proposed some changes that would try and ensure a greater consistency of the inspection standards being applied by accredited Certification and Inspection Bodies.

These proposals had been discussed with the Certification and Inspection Bodies at a PAS 43 Forum held on 25<sup>th</sup> March, which was well attended with the majority of attendees being constructive in their approach.

A meeting had also been held with the Chief Executive and senior managers of UKAS in March to discuss this issue and UKAS had accepted the WG2 evidence of inconsistent standards being applied. This was based on the results a large number of audits carried out by the AA and RAC on their PAS 43 certificated or inspected contractors.

UKAS had agreed in principle to conducting unannounced audits in the future on organisations to which accredited Certification and Inspection Bodies had issued certificates.

As a result of this meeting with UKAS and from the suggestions and feedback from the PAS 43 Forum, it had been agreed to include within PAS 43:2014 that unannounced visits would be carried out by UKAS in order to carry out their own audits. However these visits would initially be restricted to those organisations that had received complaints being made against them in order to help minimise the cost.

DB reported that at present there was only one change to the latest draft of PAS 43:2014 still outstanding, which related to the restructuring of the section regarding training in order to include more of the requirements within the main body of the text rather than in the appendix.

DB advised that the 'final' draft would be circulated to WG2 members and BSI for approval by the end of the first week in July. However the cost of producing and publishing PAS 43:2014 had still not been agreed with BSI as they had so far been unwilling to commit to a cost before seeing the 'final' draft.

WG2

DB commented that the main area of change within PAS 43:2014 related to training, and that any organisation must be able to show that the training which they provided was consistent with national standards.

### 4.3 SURVIVE Working Group 3 (Communications)

SH advised that the SURVIVE Press Release regarding the use of the Variable Message Signs had been prepared and was currently awaiting 'sign off' from the HA.

**WG3**

SH then explained that WG3 were reviewing the issuing of SURVIVE Press Releases as there could be a danger that with too many being issued, their effectiveness might be diminished. WG3 were therefore establishing the specific requirements for the issue of a press release

**WG3**

RG emphasised that WG3 should also consider the core messages that SURVIVE wished to make public and how best to communicate them.

SH advised that WG3 were establishing what SURVIVE wished to say to the Head of Road Safety and would be looking at trying to get an invitation for SURVIVE to attend some of the road safety events that would be taking place in the future.

**WG3**

WG3 would also be looking to review their terms of reference in order to define their approach to communication and the methodology that they could use including the use of social media.

**WG3**

SH reported that WG3 had recently used conference call facilities to discuss issues rather than try and convene a meeting as the availability of members was now much reduced due to their work commitments. This had proved to be a more effective use of people's time, although a meeting would still be held at least once a year.

DB advised that RAC were in the process of establishing a replacement on WG3 for Sarah Rice and would be advising SH of the name of her replacement as soon as possible.

**DB**

## 5 SURVIVE Website

### 5.1 Minutes of SURVIVE Meetings on the Website

AR reported that following a discussion with Headland the minutes of the meetings of the SURVIVE Executive and the Working Groups were now available on the website.

### 5.2 SURVIVE Website Development

AR advised that Headland had provided a report detailing the top level statistics for visitors to the SURVIVE website. This showed that on average since 2012 nearly 8K visits were made each year to the website.

The most popular sections of the website visited were those relating to safety information, the PAS 43 database and the Best Practice Guidelines.

**Secretary's Note: a copy of the usage report is attached to these minutes**

SH advised that WG3 proposed carrying out internet searches relating to road safety in order to compare how SURVIVE appeared in various search engines. RG commented that the use of telephones, tablets etc to access the internet could mean that SURVIVE should also look at how the website appeared on a small screen.

**WG3**

SI reported that the AA had recently launched a new App which enabled members to report breakdowns 'on line'; this had already proved to be very popular and successful.

## **6 SURVIVE – Future Areas of Activity**

RG led the discussion regarding how best SURVIVE could move forward and it was generally agreed that it had to become more effective at communication of the main messages that it wished to put across and also in identifying the relevant audiences.

There was however the question regarding the capacity within SURVIVE to deal with enquiries etc. should it become more effective and involved in road safety in general.

DB advised that there were a number of well known safety organisations in existence such as PACTS and BRAKE, that perhaps SURVIVE should now seek to engage with. There would be no question of competition, in fact SURVIVE could possibly help in providing support for their activities.

FT suggested that if possible the road safety organisations should seek to meet say once a year in order to discuss issues. SH advised that a number of road safety events already took place each year and that if possible SURVIVE should seek to attend as many as possible.

RG agreed that not much sharing of information etc. appeared to take place between road safety organisations and that there was now a requirement to raise the profile of SURVIVE.

DB commented that there had always been a difficulty in demonstrating that SURVIVE had made a difference to the safety of the workers in the breakdown / recovery industry and also the public at large.

It was then agreed that the members of the Executive should all now look at what main changes had occurred within the industry since SURVIVE was established in 1999 and what had been the effect of the actions of SURVIVE.

RG requested that members therefore provided him with a short note regarding what had been the main contribution(s) of SURVIVE over the years by the end of July, so that a top line document could be developed.

**ALL**

## **7 Highways Agency – moving to Government Owned Company Status**

SSW provided a very comprehensive presentation regarding the movement of the Highways Agency to a Government owned company and it was agreed that a copy of the presentation would be sent out with the minutes.

**AR**

## **8 Any Other Business**

### **8.1 Highways Agency Data regarding Lane Closures**

AR reported that SSW had very kindly arranged for a report to be produced detailing the number of live lane closures that had taken place following non-live lane breakdowns on the motorway network.

In the six months from December 2013 to May 2014, the HA had recorded nearly 69,000 non-live lane breakdowns, with just over 3000 of these resulting in the physical closure or rolling closure of a live lane. This equated to some 5% of breakdowns.

Unfortunately the report was unable to identify how many requests for a lane closure had been refused or the closure had been deferred.

It was agreed that a copy of the HA report would be sent out with the minutes.

AR

## **8.2 HA Short Dial Number**

SSW advised that the HA were in the process of discussions with Ofcom regarding the introduction of a short dial number facility for contacting the HA. The HA were putting a case forward for a national number as this would also include Scotland and Wales.

DB advised that there could be a risk that people not located on the HA roads, namely the strategic road network, would use this number. SSW agreed that there would be a requirement to look at the interface between the HA RCC's and the motoring organisations etc in order to handle such calls. It was agreed that WG1 should take this issue forward.

WG1

## **9 Date of the Next Meeting**

The next meeting of the SURVIVE Group Executive will take place on Monday 13<sup>th</sup> October 2014 at 11.30am, being hosted by the HA at their office in Quinton, near Birmingham.

RG expressed the grateful thanks of the Executive to DB and the RAC for hosting the meeting and for their kind hospitality.

## **10 Dates and Venues for the Meetings in 2015**

It was agreed that the three meetings planned for 2015 would be held on the following dates ;-

9<sup>th</sup> February - at the AA office in Basingstoke

15<sup>th</sup> June - at the Green Flag / Direct Line Group office in Pudsey

12<sup>th</sup> October - at the RAC office in Walsall