

MINUTES OF WORKING GROUP 1
MEETING HELD ON 22ND APRIL 2015

Present: STEVE IVES (AA)
 SUE JONES (AA)
 CHRIS WILTSHIRE (AA)
 PAUL HARRISON (HOME OFFICE)
 NICK FRISBY (MET POLICE)
 STEVE ROBINSON (RAC)
 ANDY EADE (HIGHWAYS ENGLAND)
 DAVID PAGE (MOUCHEL)

Apologies: DAMON JOWETT (GREEN FLAG)
 ROBIN DONEY – REPRESENTING RECOVERY
 OPERATORS
 JACK STAPLETON (ALLIANZ)
 GARY WEBB (HIGHWAYS ENGLAND)
 MALCOLM PALMER (TRL)
 STEVE KIRTON (IVR)

		ACTION
1.0	BEST PRACTICE GUIDE V3	
1.1	Draft copies of BPG with amendments agreed today to be sent to group members with feedback to CW required by 6 th May.	ALL
1.2	CW to ensure that all references to the HA are changed to Highways England	CW
1.3	With reference to “vehicle in middle lane of motorway or dual carriageway” this has been amended to “vehicle in any other lane” n.b. Call Handling scripts will need to be updated to reflect this change	ALL
1.4	If motorist has already exited the vehicle script – AE to check if scripts on the HE Command & Control system are the same and discuss whether “side lights on is” required	AE
1.5	AE advised that for exiting ERA’s controlled local telephone numbers from HE could be used by the technician – CW to investigate if AA mobile data terminals could have “hot key” for this.	CW
1.6	AE to see what telephone information is on the HE App	AE
1.7	Use of the hard shoulder speed when towing changed from	

	30mph to 20mph – EA to check to best way to remove the vehicle – this change will not be in V3	AE
1.8	Working in Coned off Areas/Free Recovery Zones – It was agreed if a vehicle breaks down in a live lane in a free recovery zone behind a coned off area, free recovery would still be applicable and the breakdown operator would not attend. For any other coned off areas breakdown operators will attend in line with the BPG.	
1.9	It was agreed to produce enough copies of V3 for all contractors nationally - AE/DJ/JS to confirm how many copies they require.	AE/DJ/JS
1.10	CW/SR/DJ/JS to send updated list of contractors addresses to Andrew Reeve for the publication company to distribute.	CW/SR/DJ/JS
2.0	SURVIVE BEST PRACTICE FLAT TOWING GUIDE	
2.1	Due to the amount of towing incidents, sub group formed to look at industry wide towing guide. JS to supply name from Allianz to join SR/EA and AA representative (Trevor Barkham)	JS
3.0	MARKER POST DATABASE/HE CONTACT INFORMATION & LOCATION DATA	
3.1	AE to see how up to date the information is on the Halogen database in Bristol to enable breakdown operators to programme their deployment systems. AE to also check the HE Action App. SI/CW to speak to AA mapping specialist	AE SI/CW
4.0	MINUTES OF MEETING 2ND SEPTEMBER	
4.1	SR to speak to his manager regarding use of cones at the RAC.	SR
5.0	AOB	
5.1	SR advised that the RAC are trialling giving the customer a whistle to use when acting as lookout for oncoming traffic veering towards the breakdown vehicles during the breakdown. Feedback from RAC patrols and customers has been very good so far – SR to update at next meeting.	SR
5.2	AE to provide details of new logo for Highways England	AE
5.3	SJ to ask Andrew Reeve who the HE representative is on WG3	SJ
5.4	Date of next meeting to be September 2015 at same venue,	

	Hilton Warwick	
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