

## **MINUTES OF SURVIVE GROUP EXECUTIVE MEETING HELD ON 8<sup>TH</sup> FEBRUARY 2016**

**Present** Rob Gifford - Chairman  
David Bizley - RAC  
Melanie Clarke – Highways England  
Brian Drury – AVRO  
Derek Firminger - RHA  
Mary Hill – RAC  
Steve Ives – AA  
Damon Jowett - Direct Line / Green Flag  
Steve Shinnick – AVRO  
Frank Taylor – IVR (Guest)  
Andrew Reeve – Secretary

**ACTION  
BY**

### **1 Apologies for Absence**

Lucy Davies - Direct Line / Green Flag  
Simon Henrick - Direct Line / Green Flag  
David Snelling / Dave Jones - ACPO

RG welcomed Frank Taylor who was attending to give a presentation on the VR24 training module and Steve Shinnick who was standing in for Brian Drury.

### **2 Minutes of the meeting held on 12<sup>th</sup> October 2015**

The minutes of the last meeting were accepted and approved as a true record of the meeting.

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

#### **3.1 RHA replacement on the Executive**

DF advised that he was Chairman of the RHA Recovery Group which was still in existence, the main change to the organisation being that there was no longer any direct management of the Group by the RHA and that any issues raised were now dealt with by the RHA call centre.

The meeting agreed that DF should now replace Frank Taylor as the RHA representative on the Executive.

#### **3.2 NPCC Representative on the Executive**

RG reported that he had spoken with the office of Suzette Davenport and it had been agreed that David Snelling would remain as the NPCC representative and that any papers etc would also be sent to Dave Jones, who would try to attend future meetings of the Executive.

AR was requested to speak to Dave Jones to ascertain if the original ACPO Roads Policing Forum was still in existence and if so who was the current chairperson.

**AR / DJ**

### 3.3 Update on the Highways England AVIS Project

MC reported that AVIS (Asset, Visualisation and Information System) was an on-line system which recorded data regarding the HE infrastructure and which was used for maintenance and information purposes.

HE were now looking at the Regional Control Centres also having access to AVIS to help with the management of incidents and passing information to the Emergency Services if required. Training of staff would be required and there was the possibility of Traffic Officers being supplied with smart phones in order to pass information quickly back to the RCC's.

SI and DB both commented that breakdown organisations needed to be able to quickly identify the most appropriate place / junction for the technician to join a motorway in order to reach the casualty vehicle as soon as possible. MC agreed to look into if and how AVIS could be used to provide this information to third parties.

MC

### 3.4 "Surviving the Hard Shoulder Leaflet"

SI advised that it was still work in progress on the update to this leaflet and it was agreed to discuss this under item 5 on the Agenda.

FT advised that he still held some stocks of the current leaflet and it was agreed that these should still be distributed as appropriate.

### 3.5 Website Renewal

AR reported that Headland had agreed that the revised annual maintenance rate would now apply for 3 years instead of the proposed 2 years.

## 4 Working Group Reports

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

SI reported that the Smart Motorway National Steering Group was still developing best practice procedures. A review of the design changes to the M25 had taken place with operatives and HE Traffic Officers and a local procedure had been developed for exiting an Emergency Refuge Area (ERA) using CCTV and mobile phones.

DB offered to provide AR with a copy of the HE review regarding All Lane Running for circulation with the minutes.

DB / AR

DF commented that the current size of the ERA's now being constructed was regarded as inadequate, especially when used by an HGV, and was considered to be a safety issue.

SI advised that a lane closure was now normally requested should a vehicle be located in an ERA and that the request for the closure should be made prior to the arrival of the attending vehicle.

Following a short discussion it was agreed that the information contained within PAS 43, the Best Practice Guidelines and IVR training information should be reviewed in order to advise on the correct procedures for attending vehicles in an ERA and requesting a lane closure.

SI / MH /  
FT

SI reported that the revised edition of the Best Practice Guidelines had now been issued in hard copy and it was also available as a download from the SURVIVE web site.

WG1 would be looking at the next revision being mainly available in an electronic format to help reduce publication costs. It was also hoped that, wherever possible, when the details of the breakdown were sent electronically to the technician, that the information provided would also include a link to the appropriate section of the Guidelines.

Regarding vehicle lighting, SI advised that the review of a red LED flashing triangle and arrow had been held and that this was not considered to be effective and was also not supported by DfT.

WG1 were still considering the use of a 600mm directional arrow and BD expressed concern regarding any liability issues arising from the use of such a sign to direct motorists.

SI reported that the development and publication of a best practice flat towing guide was still ongoing.

WG1 were also now looking at including information regarding Shed Loads in the BPG's as suggested by the HSE and FT suggested that Chris Hoare be included in these discussions.

**WG1**

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

MH reported that the next meeting would be held in March and would focus upon the issues arising from the publication of PAS 43:2015; the objectives for the development of PAS 43:2017 and also possibly moving PAS 43 to an ISO Standard structure.

DB commented that WG2 should seek the views of BSI regarding the benefits of the adoption of Annex SL and to also consider the possible impact on costs and timescales. RG suggested that this was now the right time to consider the way forward and it was agreed that WG2 should consider what expert advice was required.

**WG2**

MH advised that Kevin Porter from CARSQA had now joined the working group to represent the Federation of Certification Bodies and that Frank Taylor was now the IVR representative. Sadly there was still no news from SVRA or RRRRA regarding their replacement representatives.

MH reported that the communication of the definition of a competent trainer and induction training timescales had raised further queries and that additional guidance had therefore been agreed by WG2 and issued to Certification and Inspection Bodies.

MH advised that in order to meet the new requirement for Certification and Inspection Bodies to provide evidence of appropriate training, the IVR had modified the VR24 module and that feedback from those attending a pilot course would enable the module to be finalised and dates scheduled for courses to be held.

There was concern that there was inadequate time for Certification and Inspection Body Assessors to attend the VR24 course by the deadline of May 2016 (12 months from the date of issue of PAS43 2015) and it has been agreed by WG2 that an extension to this timescale was required and this proposal had been put to UKAS for their endorsement.

MH reported that a number of additional queries had been raised by Certification and Inspection Bodies, which had highlighted that there appeared to be a lack of communication between the Certification and Inspection Body Association representatives on WG2 and their respective members. There were also concerns that there are some sections within PAS 43 where the wording could be confusing and therefore difficult to interpret.

Both of these issues will be raised and considered by WG2 at their forthcoming meeting. It was then agreed that WG2 should review PAS 43 to identify those areas where confusion could exist.

**WG2**

SS enquired as to why experienced qualified engineers should have to undergo additional training such as VR24. MH and DB explained that the VR24 course was designed to explain how such engineering qualifications and skills should be applied to the auditing requirements for PAS 43 to ensure that common standards were applied.

#### **4.3 SURVIVE Working Group 3 (Communication)**

In the absence of SH and LD, AR reported that combined press release covering the issue of both the new Best Practice Guidelines and PAS 43:2015 was in development and it was then agreed that this should be issued as soon as possible.

**WG3**

### **5 Reduction in Hard Shoulder Incidents**

DB advised that there appeared to be no clear data available, apart from STATS 19, to show how over the years the work of SURVIVE had helped in a reduction in the number of roadside incidents and accidents / injuries.

MC agreed that STATS 19 was not very 'user friendly' and that HE had been collecting data since the introduction of the Traffic Officer Service. MC agreed that HE would look at what data could be extracted, such as the number of incidents on the hard shoulder. However it was not certain if this information could be related to STATS 19.

RG suggested that SURVIVE should look at what areas on concern or issues should be included in any data gathering. DB proposed that a review of the STATS 19 data would be useful and that an important contact would be Darryl Lloyd, Head of road safety statistics at DfT.

SI suggested that three areas be considered, namely :-

- The number of people killed or injured at the roadside
- The number of technicians killed or injured at the roadside
- The number of vehicles hit whilst either waiting for the attending vehicle to arrive or whilst being attended to at the roadside

It was then proposed by RG and agreed that the first phase of this work would involve MC reviewing the HE data and DB approaching Darryl Lloyd re the STATS 19 data.

**MC / DB**

At the next Executive meeting in June, their feedback would be reviewed and the way forward agreed.

DB then commented that the Campaign for Better Transport had recently voiced concerns to the Secretary of State for Transport regarding the safety of All Lane Running (ALR). The RAC would have preferred a trial of ALR to ensure the safety of all concerned rather than HE proceeding straight away with its implementation.

The RAC had recently carried out a survey of a small volume of customers who had broken down on motorways (and attending technicians) to ascertain how safe people felt when using or working on ALR sections of motorways and this information had been circulated prior to the meeting.

The results had shown that :-

- Some people were not sure what to do when faced with a breakdown on an ALR section of motorway.
- Some people were not aware of the existence or location of ERA's.
- Some customers who had experienced a breakdown on an ALR stretch of motorway as well as some technicians attending them felt less safe.
- There were concerns over the non-compliance by motorists with the Red X signs and misuse of the ERA's.

DB commented that there was general view that better communication with the public regarding ALR was required.

RG proposed that SURVIVE look at how best to help issue suitable advice, and it was agreed that the existing "Surviving the Hard Shoulder" Leaflet should be reviewed and updated where necessary by WG1 as it was still relevant. It was also agreed that separate advice should now be produced specifically aimed to cover Smart Motorways and ALR.

**WG1**

It was also agreed that WG3 should consider how best to communicate this information to the motoring public and report back to the Executive.

**WG3**

## **6 VR24 Training Course**

FT reported that the pilot training course had been held in early February and that useful feedback had been obtained. The course is aimed at those persons involved in the assessment / inspection process relating to PAS 43 and also NHSS 17 / 17B.

The course provides detailed information on identifying items or issues during the assessment / inspection process. This will help to ensure that an operator is aware of items needing attention in order to achieve compliance with the standard's and any contractual obligations.

There then followed a short discussion on the feedback presented by FT and RG commented that some of the issues raised were already under review by WG2. It was then agreed that WG2 would look at all the issues raised by the feedback from the course and respond to FT accordingly.

**WG2**

It was also agreed that the course feedback notes would be circulated with the minutes.

**AR**

## **7 Any Other Business**

### **7.1 Federation of Vehicle Recovery Associations (FoVRA)**

AR reported that AVRO has submitted a proposal that FoVRA be allowed to have a representative on the SURVIVE Executive.

SS then advised that FoVRA was formed in 2009 in order to help address fragmentation within the breakdown / recovery industry. The members of FoVRA were currently AVRO, RRRRA and SVRA and the chairman was Jonathan Dale.

Following a short discussion it was agreed that as AVRO were already a member of the Executive, that they should discuss this with FoVRA and decide which one of the two organisations should be represented on the Executive, along with RHA, in order to represent the breakdown / recovery industry and advise AR accordingly.

**SS / BD**

## **7.2 Office of Rail and Road (ORR)**

RG advised that he and AR had met recently with Simon Chapman and other members of the Highways Monitor team from the ORR to discuss their new role in monitoring HE's delivery of the Road Investment Strategy, and in particular the requirement to improve the safety performance of the Strategic Road Network.

The ORR were keen to learn of the :-

- The scope and remit of SURVIVE.
- Our views on road user and road worker safety.
- Our perceptions and experiences of safety on Smart Motorways and ALR.
- The views of SURVIVE on HE's 5 Year Safety Plan

RG advised that the meeting went very well with a mutual understanding of each other's roles. It had been agreed to hold a further meeting later in the year to continue the dialogue.

In order to help report back to the ORR regarding the HE's 5 Year Safety Plan, it was agreed that MC would provide AR with either a link to or an electronic copy of the Plan for circulation to the Executive.

**MC / AR**

## **7.3 PAS 43**

MH advised that there was view regarding the issuing PAS 43 via the SURVIVE website rather than through BSI. DB expressed concern that this could mean a possible loss of credibility if it was not issued via BSI.

In addition this could mean a loss of expertise currently provided by BSI and also mean that PAS 43 may no longer be acceptable as a standard by other bodies or organisations.

RG requested that WG2 consider all the issues and submit their recommendation to the Executive in due course.

**WG2**

## **8 Date of the Next Meeting**

The next meeting of the SURVIVE Group Executive will take place on Monday 20<sup>th</sup> June at 11.30am, being hosted by Direct Line at their offices in Birmingham.

**Secretary's Note – Please note the change of the date of the next meeting.**

RG closed the meeting by expressing the grateful thanks of the Executive to SI and the AA for hosting the meeting and for their kind hospitality.