

MINUTES OF WORKING GROUP 1
MEETING HELD 18TH JULY 2016

Present: STEVE IVES (AA)
 SUE JONES (AA)
 CHRIS WILTSHIRE (AA)
 ANDREW EADE (HIGHWAYS ENGLAND)
 ROBERT DONEY – REPRESENTING RECOVERY OPERATORS
 MALCOLM PALMER (TRL)
 STEVE ROBINSON (RAC)
 STEVE KIRTON (IVR)
 CHRIS HOARE (IVR)
 NICK FRISBY (MET POLICE REPRESENTING NPCC)
 MARK DEBENHAM (ALLIANZ ASSISTANCE)
 ANDY CULLUM (GREEN FLAG)

Apologies: GARY WEBB (HIGHWAYS ENGLAND)
 PAUL HARRISON (HOME OFFICE)

		ACTION
	SI welcomed the new members of the group	
1.0	BESEPREACTUCUCUUEDE V3 UPDATE	
1.1	<p>The Executive has requested that V4 should be produced in an electronic format. Areas to be updated or added are:</p> <p>Errors to be corrected including duplication</p> <p>Equality Act – What do you need to know as a Recovery Operator (practical guidance)</p> <p>Management of Pets</p> <p>More details for HGVs such as All Lane Running, Managing the Breakdown, Lane Closure</p> <p>Fuel Retrieval – WG2 to draft for review by WG1</p> <p>Shed Loads</p> <p>Use of a Whistle by customer to notify Technician of possible danger whilst working on a vehicle</p> <p>SI, CW, AE, SR & SK to meet 17th Aug in Basingstoke</p>	SI, CW, AE SR, SK

2.0	BABYSITTING JOBS ON HIGH SPEED DUAL CARRIAGEWAYS	
2.1	Where there is no hard shoulder, the RO arrives, fends but can't fix, phones for transportation for the customer to ensure safety – should they then remain or go? It was agreed that the RO should use Practical Control Measures to dynamically risk assess the situation before leaving, ensure that all safety elements have been put in place and decide whether or not to contact the Police.	
3.0	WHISTLES	
3.1	The RAC have trialled and issued whistles to all technicians with very good feedback. It was supported as a best practice idea, IVR will build into skills training, all organisations to consider as an option and it was suggested that Protech could supply with a basic reflective jacket and wet wipe pack.	ALL
4.0	HIGH SPEED DUAL CARRIAGEWAYS WITH DANGEROUS LOCATIONS	
4.1	Covered under item 2. The AA has a Near Miss Button that the patrol can press if they perceive they have had an incident, this captures the job and location– SI to take to idea to the Executive.	SI
5.0	SHEDLOADS	
5.1	A discussion to place around guidance on assessment and actions that are taken. The operator needs to ensure that any technician that is sent to a shedload has been adequately trained in using the specific equipment that is used to remove the shedload. Meeting to draft guidance to take place on the 17 th August in Basingstoke – SI, CW, SK, CH, RD to attend. Draft required for Executive meeting on the 10 th October.	SI, CW SK, CH, RD
6.0	“SURVIVING THE HARD SHOULDER” LEAFLET	
6.1	This will be electronically available for downloading from the website and will be part of the BPG review, content to discussed on the 17 th August.	SI, CW, AE SR, SK

7.0	DRAFT UNIVERSAL TOWING GUIDE	
7.1	SR advised that the sub-group has almost completed the work, some minor changes still needed and will be ready for the Executive on the 10 th October.	SR
8.0	LIGHTING	
8.1	Remains an Agenda item, the group discussed the use on SMART motorways and agreed for consistency, all participants should have availability to use red flashing lights for warning of an obstruction. SI to write a draft letter in Rob Gifford's name to ask the DfT for the requirements for red lights.	SI
9.0	TRAFFIC OFFICER GLOSSARY	
9.1	SJ to send out with Minutes	SJ
10.0	AVIS SYSTEM UPDATE	
10.1	This is the Highways England system that collects data on marker posts inventory, elevated sections, no hard shoulder etc, - there was another offer to see the system in Birmingham and a request to share information.	
11.0	TRAFFIC OFFICER ATTENDANCE PROTOCOL	
11.1	After discussion around where Recovery Officers should park, AE advised that the current protocol remains unless specifics can be produced showing where TO's did not speak to the RO before leaving the scene. SI, SR, AC to put out comms to technicians for feedback.	SI, SR, AC
12.0	ERA SIZES	
12.1	The Transport Select Committee's report questioned some Health and Safety conclusions on ERA's and the future of SMART motorways – AE is waiting for information to come back before bringing to the group.	
13.0	AOB	
13.1	MP advised that some colleagues were visiting areas of the	

	network when they had had no specific training or awareness, if anyone has a training guide could they speak to him.	
13.2	Air Bags on crashed vehicles – Recovery awareness was discussed	