

MINUTES OF SURVIVE GROUP EXECUTIVE
MEETING HELD ON 17TH OCTOBER 2016

Present Rob Gifford - Chairman
David Bizley - RAC
Melanie Clarke - Highways England
Derek Firminger - AVRO
Mary Hill - RAC
Chris Wiltshire - AA
Andrew Reeve - Secretary

**ACTION
BY**

1 Apologies for Absence

Lucy Davis - Direct Line / Green Flag
Simon Henrik - Direct Line / Green Flag
Steve Ives - AA
Dave Jones - NPCC
Damon Jowett - Direct Line / Green Flag
Clare Hildreth - Green Flag

RG then welcomed Chris Wiltshire to the meeting who was standing in for Steve Ives.

2 Minutes of the meeting held on 28th June 2016

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

AR advised that the latest Working Groups Combined Work Programme would now be sent out with the minutes of the meeting.

AR

3 Matters arising not covered on the Agenda

3.1 HE AVIS information to Third Parties

MC advised that the process for gathering the necessary information was still on-going.

MC

3.2 Guidance for Attending Vehicles in an ERA and Lane Closures

MH advised that this topic would be covered in the WG2 Report.

3.3 Recovery Associations representation on the Executive

RG reminded the meeting that it had been agreed at the previous meeting that the two largest Recovery Associations should have representation on the SURVIVE Executive.

The current membership figures for AVRO, RHA and RRRA had now been ascertained and as a result AVRO would continue to be represented and RRRA would now be contacted to nominate their representative.

RG / AR

Thanks were expressed to RHA for their involvement with SURVIVE over a number of years.

3.4 Possible ERA Trial

DF advised that a trial was being planned on an unused section of the M23 and that there would be a meeting in November to progress this. It was also planned to produce a video of the trial and therefore a storyboard was being discussed.

DF

3.5 Publishing Legislation Details on the SURVIVE Website

MH advised that this topic would be covered in the WG2 Report.

4 Working Group Reports

4.1 SURVIVE Working Group 1 (Practices and Procedures)

CW reported that WG1 were now acting as a Practitioner Working Group to the Expert Advisory Group of the Motorists Forum regarding Smart Motorways and All Lane Running. WG1 continued to be involved in the Motorway Steering Group which would also be looking at the design and frequency of Emergency Refuge Areas (ERA's).

MC advised that HE wished to create a stronger identity for ERA's, which would include approach signage and their use being restricted to emergency situations. CW noted that the public needed to be further educated in the use of ERA's and that any improper use needed to be addressed.

DB remarked that it appeared that when the price of fuel increased, the number of vehicles that ran out of fuel also rose. MC also commented that there was a definite need for the public to be educated to carry out proper vehicle checks to help avoid breakdowns. CW suggested that SURVIVE members could assist HE in promoting these vehicle checks.

CW reported that the Motorway Steering Group were also looking at the introduction of Expressways. These are key A Roads that would be upgraded into European style expressways, which would become a new road classification – between an A Road and a motorway.

Certain road junctions would be modernised and emergency refuge and maintenance areas also be provided. MC confirmed that HE were looking at design options and would be proactive regarding stakeholder engagement.

CW reported that production of version 4 of the Best Practice Guidelines was underway, with a target publication date of May 2017. It was confirmed that the new version would include the comments put forward by WG2.

Regarding the Vehicle Lighting issues and the flat Towing Guide, CW advised that work was still ongoing.

MC enquired if any details had been forthcoming of incidents involving Traffic Officers leaving the scene upon the arrival of the technician. MH commented that feedback received from RAC patrols was being reviewed in order to record such instances. It was agreed that the Motoring Organisations would remind their staff to report such instances without delay so that HE could take appropriate action where necessary.

ALL

MH enquired if the minutes of the Motorway Steering Group meetings could be made available to WG2 and CW agreed to look into this.

CW / SI

4.2 SURVIVE Working Group 2 (Standards)

MH reported that the first draft of PAS 43:2017 had been prepared and discussed at the recent WG2 meeting.

A representative from SVRA on WG2 had still not been appointed, RHA were no longer a member and Steve Walker now represented Intanet-Assist.

MH advised that an approach had been made to WG3 regarding the communication of the importance and benefits of PAS 43 certification plus the publication of information on the SURVIVE website to assist Recovery Operators but unfortunately to date no response had been received.

MH reported that UKAS had advised that no unannounced visits had yet taken place and were also not able to provide any information or findings regarding the increased number of witness visits. MH agreed to contact UKAS to establish the findings from the witness visits and also their approach regarding unannounced visits.

MH

MH reported that as yet no progress had been made in the development by IVR of a course for Recovery Operators to assist them in understanding the requirements of PAS 43.

MH confirmed that limited progress had been made by IVR relating to the training course for Certification and Inspection Bodies, mainly due to the lack of uptake and also the lack of information regarding the full list of Bodies to contact. UKAS were being approached to try and ascertain the full listing.

WG2

Regarding the training for technicians, MH reported that WG2 had now agreed to produce a guidance document for Certification and Inspection Bodies setting out the defined timescales required for the training. Should Recovery Operators not meet these timescales then they would lose their PAS 43 certification.

WG2 had also reviewed the technician training sections of PAS 43 in order to ascertain which elements should be included in induction training and which could be moved to the Best Practice Guidelines in order to avoid duplication.

A meeting had been held with the chair of WG1 and the 1st draft of the 2017 edition of the Best Practice Guidelines will now include the changes required and the content of these had been supplied to WG1.

It has also been agreed with WG1 that the issue of the 2017 edition of the Best Practice Guidelines would now take place following completion of the final draft of PAS 43:2017 to ensure that all relevant changes are taken into consideration.

WG1

WG2 had also agreed with WG1 that the topics of disabled/vulnerable customers and children/pets should now only be referenced to in PAS 43 and the specific guidance information moved into the Best Practice Guidelines. WG1 will ensure that the correct level of guidance would be included.

WG1

MH advised that WG2 members had been asked for their concerns regarding attending vehicles on a Smart Motorway and in ERA's. However, as a number of groups were now involved in discussions regarding Smart Motorways, it had been agreed that there was no need for further action by WG2. There was however still a need for improved communication, not only with Recovery Operators but also with the motoring public.

MH reported that a meeting had been held with UKAS who had endorsed the proposal that where PAS 43 certification was not part of ISO9001, that inspection of 100% of vehicle was required and had requested that WG2 define the sample sizes for other inspections.

A separate sub group had therefore been set up to produce the sample sizes, which would take into account a number of factors including the fleet size. When this was finalised it would be referred to UKAS for their comments in writing.

MH advised that WG2 felt that whilst advice on certain issues was contained with PAS 43 and the Best Practice Guidelines, that it would also be beneficial for the publication of some key information, requirements or guidance to be noted on the SURVIVE website.

**WG2 /
WG3**

It was also felt by WG2 that some Recovery Operators had difficulty in interpreting the PAS 43 requirements and that a publication containing frequently asked questions and answers should be produced and made available on the SURVIVE website.

**WG2 /
WG3**

MH reported that WG2 had discussed the proposed Recovery Operators Licensing Scheme and that possibly some elements of this could be included within PAS 43. DF advised that he was currently in talks with UKAS regarding this and it was agreed that he would also discuss this with MH.

DF / MH

4.3 SURVIVE Working Group 3 (Communication)

RG reported that the combined press release covering the issue of both the new Best Practice Guidelines and PAS 43:2015 had now been issued.

RG noted that there was some clarity required regarding the work of WG3 and its interaction with WG1 and WG2. It was agreed that RG would discuss this with SH and agree the way forward.

RG / SH

5 Reduction in Hard Shoulder Incidents

MH advised that to date no response had been received from HSE regarding their access to any relevant information regarding incidents.

MH

DF advised that the ability to report “near miss” incidents would soon be available via the IVR website. There then followed a short general discussion and RG referred to the CIRAS system (<http://www.ciras.org.uk/>), the Rail Industry confidential reporting system.

6 Smart Motorways – Communication and Compliance

RG reported that a meeting had been held on 19th July and that a good dialogue had been established with HE. A copy of the actions from this meeting had been circulated prior to the meeting.

MH commented that an increasing number of groups/forums appeared to be having discussions and meetings regarding Smart Motorways and All Lane Running.

It was agreed that a listing of all such groups/forums should be produced if possible in order to provide clarity and AR requested that he be supplied with any information including wherever possible their terms of reference.

ALL / AR

The HE national driver education campaign was then discussed and it was apparent that despite a significant amount of information being made available via the media etc, few members of the Executive were aware of it and therefore the effectiveness of the campaign was questioned. MC agreed to refer this back to the HE.

MH

7 Standards within the Recovery Industry

DB reported that a meeting had been held with Mark Heverin and Elizabeth Shovelton at DfT and that it appeared that there were no plans to either change or review the current exemption for Recovery Operators regarding an Operator's Licence. The UK would most likely wish to keep the current regulations.

The DfT would however provide encouragement for the raising of standards within the Recovery Industry but that they were under no obligation to do so. There was also no likelihood of any minimum standards being imposed upon the Recovery Industry.

Consultation was underway within the EU regarding the possible inclusion of vehicles under 3.5 tonnes with an Operator's Licence, however the DfT were pushing back regarding this.

DF commented that perhaps SURVIVE could consider introducing a form of Recovery Licence and RG advised that this should be a main agenda item for the next meeting.

AR

8 Any Other Business

There were no other issues raised by those present.

9 Date of the Next Meeting

The next meeting of the SURVIVE Group Executive will take place on Monday 13th February 2017 at 11.30am, being hosted by AA at their offices in Basingstoke.

It was also agreed that two further meetings would be held in 2017 -:

- Monday 19th June at the Direct Line Offices in Birmingham
(AR to confirm with DJ)
- Monday 16th October at the RAC Offices in Walsall

AR

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