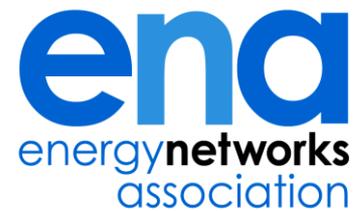


Utility Strike Avoidance Group (USAG)

Steering Group meeting, 25th November 2015



ENA Offices, London

Attendees

Mike Leppard (Chair) Energy Networks Association
Richard Broome Linesearch
David Burgess..... Network Rail
George Foulger..... Clancy Group
Steve Crossland..... Balfour Beatty
Jim Denholm..... Scottish Power
Ellis Catherall..... BT Openreach

Telecon

Chris Lunn South East Water (for Water UK)
Jayne Murphy Amey

Apologies

Andrew Rhoades Heathrow
Jane Confrey Clancy Group
Paul O'Donnell..... Scottish Water

1. Welcomes and apologies for absence

- 1.1. Mike Leppard welcomed members to the Utility Strike Avoidance Steering Group (USAG) meeting, which was held as a face to face and meeting and teleconference to review on-going work.
- 1.2. Apologies were received as above from Andrew Rhoades (Heathrow), Jane Confrey (Clancy Group) and Paul O'Donnell (Scottish Water).
- 1.3. Members were notified that unfortunately Mark Johnson (Northern Gas) and Libby Kearsley (Amey) would be leaving the group due to either a change in role or circumstances. Both have offered to continue their company's support through new colleagues and contact details will be provided in due course.

2. Notes of previous meeting held on 29th September 2015

Accuracy

- 2.1 Section 4.2 incorrectly refers to the ICE work proposal as building on the requirements of the existing PAS 128, but the work refers to a new PAS document.

Matters Arising

Previous actions

- 2.2 Action 72 – USAG Members
On-going action to process USAG membership applications; a few entries are outstanding.
- 2.3 Action 73 – EU Skills liaison
Meeting scheduled between EU Skills and the Training & Competence Group for 27th November.
- 2.4 Action 74 - USAG Conference presentations
Outstanding action to load the USAG Conference material on the web site.
- 2.5 Action 75 – Web site material
Outstanding action to load the USAG Steering Group and Working Group information to the web site.
- 2.6 Item 4.2 – New PAS proposal
Infrastructure Client Group meeting is scheduled for December 2015. At present only half of the £70K funding for the project has been secured. TfL is now supporting the project to provide additional funding. The initial objectives are to collate data from large infrastructure projects to assess the viability of the proposal. The Project Management Group is comprised of ICE, BSI and key individuals including USAG members (Andrew Rhoades, Richard Broome) ensuring the group is represented.
- 2.7 Action 76 – Telecoms representation
An invite had been extended to BT Openreach to join the group to represent the telecoms sector and Ellis Catherall has joined the group.

Ellis reported on a Telecoms Operator Forum which has reviewed the new CDM Regulations 2015, including dialogue with HSE. The Regulations will have a significant impact on BT from work at height and excavation activities. Concerns also remain over the level of industry awareness on the presence and location of underground services and here is a need for simple guide, such as the example from NJUG. It was suggested that this be adopted and promoted more widely.

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3. USAG Conference

- 3.1. Chris Lunn had drawn up a paper on delegate feedback from the USAG Conference in September which had been circulated to the group and was discussed. Feedback was very positive across the range of questions coupled with suggestions for improvements for future events. Timing of the event had been tight but the aim had been to put on a conference of quality which the audience, a combination of new entrants and established contacts, had appreciated.
- 3.2. There was strong support for promotion of key messages via variety of routes including the web site to raise awareness as well as develop guidance and toolkits. Suggestions included the use of breakout groups for topic based discussions and the use of exhibitors.
- 3.3. Discussion within the group focussed on the need to publish information on cost data on the impact of cable strikes where possible and to develop case studies that are directly relevant to the workforce being targeted. There was a good response to the presentations on safety culture and behaviours, but establishing effective systems and processes within businesses are required first. Actions needed include:
- Publication of presentations and ENA press release;
 - Follow up with conference speakers;
 - Collate existing contact lists to develop a contact database to assist with promoting the Strike Reports;
 - Develop further communications material with Amey.

4. Working Groups

- 4.1. The Training & Competence Group has benefitted from a number of new colleagues joining the group from the conference and existing contacts in North Midland Construction and the University of Birmingham (Nicole Metje).
- 4.2. Data is currently being collated in support of the 2014 Data Strike Report. The current number of respondents to date is less than in 2013 and so more contacts and feedback is needed, especially from asset owners. Drawing together the existing contact databases will assist in this. The data collected so far indicates a number of similarities with the ends observed in 2013.
- 4.3. It was also reported that only a few completed Non-Disclosure Agreement (NDA) forms have been returned and so further promotion is needed; it may be appropriate to include the requirement for data submission and a signed NDA form as part of the condition of signing the USAG Charter. Liaison with the Toolkit Working Group is also needed to encourage stakeholders to check their working practices against recommended best practice. All of the issues will be taken on board to enable improvements to be made to the 2015 data request process. The next meeting of the group is scheduled for Friday 15th January 2016.

5. Communications

- 5.1 Discussion within the group highlighted the need to promote information on USAG via newsletters or bulletins that could be circulated to members and also published on the web site. These need to be drawn up and then discussed with communications contacts in Amey in the first instance.

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- 5.2 David Burgess provided an update on the web site and illustrated the information that can be tracked and collated from its use. At present there is an average of 20 separate visits to the site per day. It is possible to determine the number of pages per session, the bounce rate, the time spent on the web site and the loading page and subsequent follow on pages visited. This data could be included in the bulletins. A spike in visits was recorded on 28th September which coincides with the update and refresh of the web site.
- 5.3 The web site is subject to contracts with third parties to enable continued ownership of the domain and e-mail accounts. Some of these have recently been renewed for a further two years and another is due in 2017; these are included within the Business Plan as on-going concerns and will need to be addressed within the future governance arrangements.
- 5.4 USAG currently benefits from several e-mail accounts including the 'info' account for queries, a backup data account and a Google account which was set up to help manage the arrangements for the conference; this latter one will be close in due course. There are some outstanding e-mails to be dealt with in the info account and this is an issue that needs to be addressed and resourced going forward.

6. Meeting dates 2016

- 6.1 A date will be canvassed for the first meeting date in 2016 at which subsequent dates will be arranged. (Post meeting note the meeting was scheduled for 24th February 2016).