

Association of Chief Police Officers
Chief Fire Officers Association
Association of Ambulance Chief Executives
Highways Agency



Strategic Road Responders Agreement

October 2013



CFOA
Chief Fire Officers
Association



ASSOCIATION OF
AMBULANCE
CHIEF EXECUTIVES



HIGHWAY
AGENCY



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1. Foreword

The National Guidance Framework (NGF) document was set up at the inception of the Traffic Officer Service in 2003 to guide the transfer of responsibilities from the Police to the Highways Agency. Initially the NGF was drawn up when the Traffic Officer Service was being established and reflected the realignment of responsibilities between the Agency and the Police.

In recognition that these responsibilities are now embedded as business as usual, we have updated and renamed this document to be a more strategic, principle based agreement to guide how responder organisations work together on the English Strategic Road Network. The detailed guidance by function has been removed from this version. This level of detail is available in the policy and procedures documentation available within each organisation.

This version has also been updated to include other emergency responders; this is to reflect the roles and responsibilities of the Fire and Rescue Services supported by the Chief Fire Officer Association (CFOA) and Ambulance Service who are supported by the Association of Ambulance Chief Executives (AACE). Both are key organisations involved in traffic incident management and as such should be included.

Following on from the production of the CLEAR roles and responsibilities booklet, which provides clarity on consistency of understanding between all responders, this agreement defines clear joint aims and outcomes and looks to identify areas where collaboration can be improved.

This document provides strategic guidance and the overarching national principles which operational managers should work within.

2. Purpose

The purpose of this strategic agreement is to set out the broad principles of partnership working between the Highways Agency and emergency responders, in terms of carrying out their responsibilities of each organisation on the Strategic Road Network (SRN) in England to make it safer and less congested.

Across all organisations there is a shared responsibility for operating the SRN. It is recognised that each responder has their own priorities and objectives. These priorities provide context around how each organisation works and highlights opportunities for collaborative working to achieve individual objectives and a collective aim to keep traffic moving and reduce the impact of incidents to road users and the economy.

In general terms, a traffic incident can be split into a number of phases developing from and returning to normality as follows:

- Discovery
- Verification
- Initial Response
- Scene Management
- Recovery
- Restoration to Normality

These phases are shown separately in the diagram below although in reality, it is unlikely that each phase will be so clearly identifiable and distinguishable.



Overlaps in the incident lifecycle are inevitable and when choreographed together will help reduce the impact and duration of incidents. In particular the planning of the recovery and restoration phases should be considered at a much earlier stage than they appear in the diagram.

It is also important to note that some minor incidents may progress through the phases very rapidly or may only have a subset of the generic phases.

3. Joint Aims and Outcomes

Joint Outcome

To minimise the impact of incidents on road users, neighbours, communities and the economy through an integrated, co-ordinated approach to safe partnership working.

Joint Responsibilities

- Ensure due regard for personal safety and the safety of others throughout the co-ordination of the incident response.
- Co-operate, co-ordinate and collaborate to ensure effective and efficient partnership working between responders
- Support other responders in achieving their objectives, ultimately contributing to timely carriageway re-opening
- Establish effective leadership from each responders' scene commander to co-ordinate the incident response
- Warn and inform with regular updates to control rooms on:
 - Incident management progress
 - Traffic management measures
 - Estimating accurate times for carriageway re-opening
 - Off network issues
- Participate in timely debriefing with handover of control and scene transfer to appropriate partner responder
- Identify, agree and allocate time bound actions to address emerging issues
- Execute allocated actions
- Enable and facilitate operations of Smart Motorways as per the National Smart Motorway Strategic Agreement.
- Engage in joint multi agency debriefing to review and reflect on the joint management of incidents. Identify lessons, share best practice and review working practices where necessary as part of continuous improvement to strive to deliver efficient joint incident management.

4. Responder Priorities

4.1 Highways Agency Traffic Management

Role

The Highways Agency leads the resolution of none police led incidents on the strategic road network to keep traffic moving by:

- Keeping road users moving safely through helpful, accurate and timely information
- Providing appropriate traffic management
- Efficiently restoring the strategic road network capacity through incident management

Responsibilities

- Working with partners to restore safe use of the carriageway as soon as possible
- Traffic management at the inner cordon i.e. the scene
- Traffic management at the outer cordon including the approach to the incident and wider national/ regional intervention across the strategic road network
- The implementation of diversion routes (in collaboration with HA Maintenance Contractors and local Highways Authorities)
- Co-ordinating the emergency response with the other core responders and supporting the lead agency
- Scene clearance after Police handover
- Assessing, planning and implementing the restoration of:
 - The carriageway for safe use
 - Infrastructure at the scene including declaration of the asset as being of a standard safe for use

4.2 Police

Role

The Police will lead the resolution of incidents on the strategic road network which involve:

- Death or injury including collisions and suicides
- Suspected, alleged or anticipated criminality
- Threats to public order and public safety
- Occurrences where the powers in law or skills of a constable are required

Responsibilities

- Working with other agencies including the Highways Agency to create a safe and sterile rescue and work environment
- Preserving the life of those present
- Preventing escalation
- Co-ordinating the emergency response with the other core responders and supporting agencies
- Securing, protecting and preserving the scene, maintaining control and ensuring the integrity of the scene for any subsequent investigation where necessary
- Acting on behalf of HM Coroner
- Investigating the incident in a timely fashion – this includes obtaining and securing evidence in conjunction with other investigatory bodies (where applicable)
- Handing over the scene or sections of the overall scene to the Highways Agency as soon as practicable
- Working with partners to restore safe use of the carriageway as soon as possible
- Being mindful at all times of the economic pressures surrounding protracted road closures

4.3 Fire and Rescue

Role

The Fire Services support incident resolution by:

- Extinguishing fires and protecting life and property
- Rescuing people from a fire and its consequences including a range of other hazards and road traffic collisions

Responsibilities

- Save life through search and rescue
- Rescue people trapped in road traffic collisions and emergencies
- Extinguish fires and protect life and property in the event of fires
- Respond to, contain, mitigate effects and prevent further escalation of incidents involving hazardous materials and loads including radioactive substances
- Assist with casualty handling
- Undertake body recovery if it is in a dangerous position, such as road traffic collisions which are only accessible by FRS equipment
- Ensure the health and safety of persons within the inner cordon
- Conduct mass de-contamination when required

4.4 Ambulance

Role

The Ambulance Services support incident resolution by:

- Ensuring the initial health needs of those people who become ill or injured whilst travelling on the network are met
- Initiating and seamlessly delivering rapid assessment, response and where required, treatment of those individuals involved

Responsibilities

- Save life together with the other emergency services
- Accurately assess and triage calls received to incidents
- Protect the health, safety and welfare of ambulance staff as far as is reasonably practicable
- Provide triage, treatment, stabilisation and care of those injured at the scene
- Treat those involved as individuals and respond to their needs as such
- Arrange the most appropriate means of transporting those injured to the receiving and specialist hospitals (involving use of Helimed when required)
- Provide a focal point at the incident for all National Health Service (NHS) and other medical resources
- Where required, nominate and alert the receiving hospitals to receive those injured
- Act as a portal into the wider health services including specialist health advice when required
- Responsible for decontamination of casualties in a Hazmat or chemical, biological, radiological and nuclear incident

5. Governance

	Forum	Participation	Purpose
National	Strategic Road Responder Liaison Meeting	HA, ACPO, CFOA, AACE	The Strategic Roads Responder Liaison Meeting (SRRLM) will take the lead in facilitating cross-responder communication, collaboration and issue resolution. The aim of the SRRLM is to: <ul style="list-style-type: none"> • support the propagation of the CLEAR Initiative across member organisations • minimise the cost to the economy of incident related congestion • discuss different organisational priorities and agree a common understanding and approach to shared challenges or differing priorities • promote engagement and discussion on new initiatives to allow early development of proposals.
Regional	Regional Boards Partnerships	HA, ACPO, CFOA, AACE	Tactical tasking and co-ordination for regional partnerships: <ul style="list-style-type: none"> • Monitoring Progress against national measures • Identifying regional operational priorities and performance indicators and aligning resources to target them
Local	HA (Emergency Planning Managers, Operations Managers)	All Responders	Operational tasking and co-ordination, and refining operational practice.

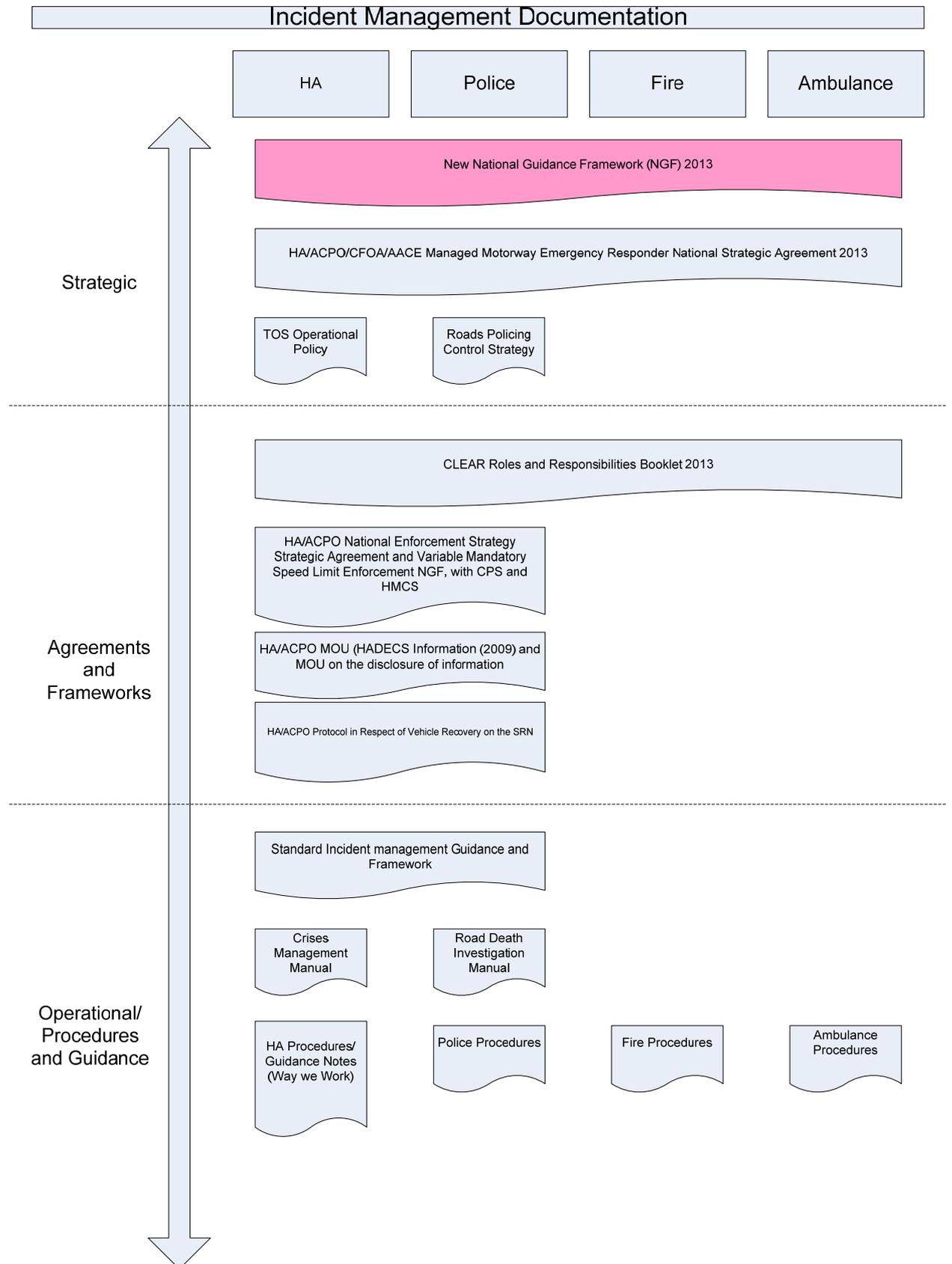
Issue Escalation and Resolution

All issues should be addressed at the lowest appropriate level in the partnership hierarchy and by the most appropriate person(s) within each organisation. The partnership is governed through a three level structure (set out above) within which decisions will be taken at the lowest appropriate level.

Issues which cannot be resolved at a local level or which could clearly have implications for national operations should be escalated to a regional or national level as appropriate.

Decisions which need to be made at a national level will be through the Strategic Road Responder Liaison Meeting.

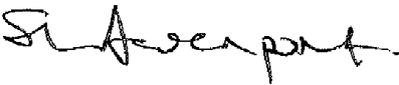
6. Document hierarchy



Footnote – HA, fire, police and ambulance will incorporate MM-ALR procedures into current procedures

7. Signatures of Strategic Partners

This agreement is not intended to create any legally binding obligations between the partners. It is an expression of intention to work in partnership and the signatories commit their organisation to support the principles within the document.

<p>Highways Agency</p>  <p>Simon Sheldon Wilson Traffic Management Directorate Director, Highways Agency.</p>	<p>Association of Chief Police Officers</p>  <p>Suzette Davenport Chief Constable National Policing Lead, for Roads Policing</p>
<p>Chief Fire Officers Association</p>  <p>Steve Apter Chief Fire Officer, Transportation Roads Lead – CFOA</p>	<p>Association of Ambulance Chief Executives</p>  <p>Martin Flaherty Managing Director Association of Ambulance Chief Executives</p>

8. References

Documents that have been superseded/incorporated into this document

HA/ ACPO National Guidance Framework 2009

HA/ ACPO Network Operations Partnership Agreement 2003

HA/ ACPO Traffic Incident Management Strategic Agreement 2006

Traffic Incident Management Guidance Framework 2009

HA/ACPO/CFOA/AACE Managed Motorway Emergency Responder National Guidance Framework (2011)

MOU between Highways Agency and CFOA (2005)

Previous DLOAs/DROAs unless they meet the criteria set out in the Annex section.

Joint Management Documents

CLEAR Roles and Responsibility Booklet (2013) – Hand out aimed at making each responder aware of priorities.

HA/ACPO/CFOA/AACE Managed Motorway Emergency Responder Strategic Agreement (2013) – Strategic Agreement between all parties on the management of Managed Motorways

HA/ACPO Protocol in Respect of Vehicle Recovery of the SRN – Agreement between ACPO and HA on vehicle recovery processes

HA/ACPO NEF Strategic Agreement

Variable Mandatory Speed Limit Enforcement National Guidance Framework – Enforcement agreements for Managed Motorways between Highways Agency, ACPO, Crown Prosecution Service and HM Courts.

HA/ACPO MOU (HADECS Information) (2009)

HA ACPO Traffic Officer Service MOU on the Disclosure of Information - Information Management agreements

Other Relevant Documentation

Civil Contingency Act 2004

Highway Code

National Community Safety Plan 2008 – 2011

Road Death Investigation Manual

Roads Policing Control Strategy

Road Traffic Acts and Motorway Regulations

Traffic Management Act 2004

HA and Local Authority Partnership Agreement.

Authorised Professional Practice Roads Policing

Policing the Roads – 5 Year Strategy 2011 - 15

9. Annexes

Annexes may be added if the business can demonstrate there is a clear reason why CLEAR principles and normal process and procedures can't be followed.

The approval process for annex requests is to escalate to the Strategic Roads Responder Liaison Meeting through the relevant level within your own organisation.