



# Strategic Road responders Agreement





## Foreword

Our strategic road network is more than 4,300 miles of motorway and major A-road throughout England.

We look after the road network so that people's journeys are safer, smoother and more reliable. We are committed to achieving our target to reduce the number of people killed or seriously injured on our network by 40% by the end of 2020. We're also improving how we manage incidents on the strategic road network when they do happen.

As well as keeping people safe, keeping traffic flowing is one of our main objectives: connecting people and communities, while helping the economy thrive.

As well as managing one of the world's most advanced road networks, we provide information and assistance for four million road users who use our network every day.

Our roads are evolving as the demand for road space continues to grow, and with them we're advancing how we work with our partners and fellow responders. Together we're sharing expertise through joint principles so that we're able to meet the challenges of managing the roads the country relies on today - and expects in the future.

# Our statement of intent

As key responders, this agreement is between Highways England, Association of Ambulance Chief Executives, National Fire Chiefs Council and National Police Chiefs' Council and outlines our partnership working.

CLEAR sets out to minimise the impact of incidents on road users and the economy through an integrated, coordinated approach to safe partnership working.

This agreement sets out roles and responsibilities of the key organisations involved in traffic incident management on the strategic road network. Within our responder community, we consider CLEAR a fundamental tool for successfully managing incidents on the strategic road network.

## Our principles

1. The principles of CLEAR are reflected in our joint incident response strategy. We are committed to Joint Emergency Service Interoperability Principles (JESIP) and CLEAR conversations.
2. We prioritise the safety of people who work and travel on our roads above everything else. We understand collaboration between us is key to maintaining the safety of our responders and that of all road users.
3. We will support each other in achieving our CLEAR objectives through effective leadership and incident command.

4. Highways England will take a lead role in managing incidents affecting the network with emergency services taking a lead response where protection of life and property is the first imperative and where death, injury or criminality is involved or suspected.
5. We understand that closing roads has a significant impact on local, regional and national economies. Through CLEAR, joint incident response must have a positive impact on people, the economy and the journey undertaken.
6. We, as responders are committed to our road users and communications that impact them. Looking at incidents from a road user's perspective is central to our thinking. We care about each and every person's journey, their safety and welfare. Effective and efficient partnership working allows us to make the customer experience an informed one. One that allows drivers to choose routes using up to date information that is accurate and clear.
7. Using appropriate channels, including social media, we will adopt a combined approach to provide motorists and wider communities with incident, diversion and delay information with an awareness of joint reputational impact.
8. First responders on scene are required to advise Highways England of incidents, response and requirements as soon as possible.

Together, we are ready and able to meet the challenges of managing incidents today and in the future.



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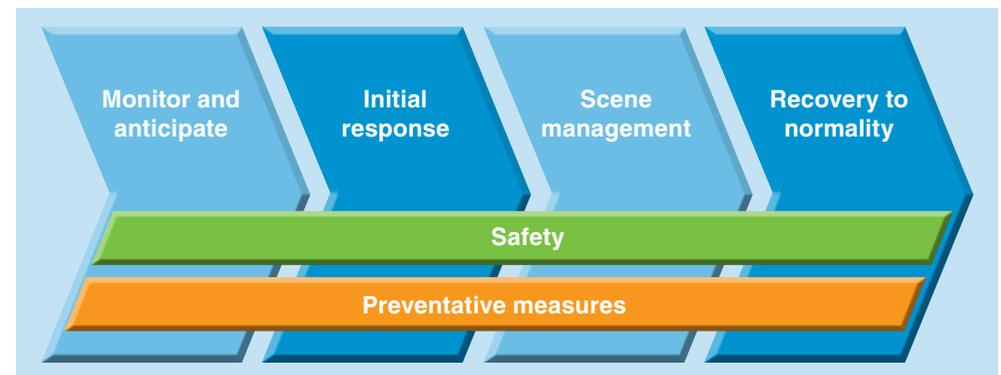


Across all organisations there is a shared responsibility for operating the SRN. It is recognised that each responder has their own priorities and objectives. These priorities provide context around how each organisation works and highlights opportunities for collaborative working to achieve individual 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:

- Monitor and anticipate
- Initial response
- Scene management
- Recovery 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 phase should be considered at a much earlier stage than it appears 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.

### 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:
    1. Incident management progress
    2. Traffic management measures
    3. Estimating accurate times for carriageway re-opening
    4. Off network issues
    5. Participate in timely debriefing with handover of control and scene transfer to appropriate partner responder
    6. Identify, agree and allocate time bound actions to address emerging issues
    7. Execute allocated actions



## 4. Responder priorities

### 4.1 Highways England traffic management

#### Role

Highways England leads the resolution of 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 (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 Highways England maintenance contractors and local highways authorities)
- Co-ordinating the emergency response with the other core responders and supporting the lead agency
- Scene clearance following collaboration with emergency services if present
- Assessing, planning and implementing the restoration of:
  1. The carriageway for safe use
  2. 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 response within 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 Highways England 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 Highways England 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







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