

SFJJB101

Respond to and provide support at incidents on the road network



Overview

This standard is about responding correctly to incidents on the road network and taking the appropriate actions upon arrival at the incidents, including the provision of support to the road-users involved. It also includes agreeing the actions appropriate to addressing the incidents based upon the information available, confirming the details upon arrival, assessing the risks and taking the relevant actions.

This standard is intended primarily for non-emergency services responding to incidents. Where such services are required to deploy emergency traffic management measures, this is addressed by a separate standard.

Maintaining your own health and safety, and that of other road-users, is of paramount importance.

There are three elements:

- 1 Respond to incidents
- 2 Attend incidents
- 3 Provide support to people on the road network

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Performance criteria

Respond to incidents

You must be able to:

- P1 identify the relevant, available information relating to the incident from the appropriate personnel and systems, including its location, position on the road, vehicles involved, personnel involved and whether any injuries have been identified, and the time of its occurrence
- P2 assess correctly the nature of the response required, agreeing this with the relevant person(s), and take the corresponding actions in line with your organisation's procedures
- P3 assess the nature of the potential hazards and related risks associated with responding to the incident, identifying correctly the actions necessary to manage such risks
- P4 agree with the relevant person(s) communication protocols for use at the scene
- P5 identify and agree the actions for responding and attending the incident, implementing these promptly in line with organisational procedures
- P6 respond to the incident correctly, driving your vehicle safely and properly, using appropriate signs and lights where required
- P7 identify and follow the most effective and safe route to the incident, and which is within your authority to use
- P8 remain calm in stressful situations

Attend incidents

You must be able to:

- P9 manoeuvre and position your vehicle safely and correctly at the incident, taking into account the location of the incident, the health and safety of yourself and other road users, and prevailing weather conditions
- P10 use relevant equipment safely and correctly to protect those involved with the incident, and to maintain the health and safety of other road users
- P11 confirm the nature and circumstances of the incident upon your arrival, establishing correctly any relevant further information required and any variations from that provided already
- P12 review the nature of any hazards and related risks associated with the incident, and take the appropriate action to manage such risks
- P13 establish and implement correctly the measures necessary to resolve the incident in line with your organisation's procedures
- P14 identify whether any injuries have been sustained by those involved in the incident and address these, where relevant, in line with your organisation's procedures
- P15 identify where additional resources are required and take the actions appropriate to obtaining these
- P16 ensure that, where relevant, measures are put into place promptly and

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- are maintained, to minimise the damage, degradation, contamination or loss of potential evidence at the scene of an incident
- P17 communicate information clearly, concisely and accurately, providing all relevant parties with the information which they require and to which they are entitled, keeping confidential information secure
- P18 use appropriate forms and styles of communication suited to the needs and abilities of those involved
- P19 show respect for the views and actions of others
- P20 maintain accurate records of the incident and actions taken, in line with your organisation's procedures

Provide support to people on the road network

You must be able to:

- P21 establish the road-user's identity using your organisation's approved procedures, assessing their situation and the associated actions required, in line with your organisation's procedures
- P22 take the necessary actions to maintain the safety of the individual
- P23 communicate clearly and concisely, and at a pace suited to the individual, using words suited to the individual's level of understanding
- P24 present a professional image and treat individuals with respect at all times
- P25 use appropriate questions to establish relevant information regarding the individual's requirements and circumstances
- P26 confirm that you are listening through acknowledging and clarifying the points raised by the individual, using a tone of voice, inflexion and language which reflect an interest in the road-user's situation
- P27 identify where relevant, any circumstances which might cause potential conflict between the individual's requirements and the response proposed, and address these in a manner designed to promote an agreed way forward and to maintain a positive relationship with the road-user
- P28 agree with the individual a way forward which meets their needs, and which is in line with your organisation's procedures
- P29 encourage questions, check and confirm understanding
- P30 take relevant and correct actions to address the requirements of road-users in line with your organisation's procedures
- P31 remain calm and maintain control of the situation
- P32 notify the relevant person(s) promptly and correctly of the actions taken and those required
- P33 record accurately and completely all relevant information in line with your organisation's procedures
- P34 maintain confidentiality in line with our organisation's requirements

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Knowledge and understanding

You need to know and understand:

Legal and organisational requirements

- K1 the requirements of current relevant law, policies and procedures, including your organisation's standards and performance indicators, relating to responding to incidents on the road network, and their impact for your area of operations
- K2 legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
- K3 your levels of responsibility and authority, and the steps to take should actions be required which are outside such levels
- K4 your organisation's services available to road users
- K5 your organisation's partner service providers, the principal types of services which they provide, and when and how these can be accessed

Road safety

You need to know and understand:

- K6 the importance of driving safely, and the factors to take account of when driving to incidents, including whether it is day or night, the road type and surface, visibility, traffic volume, and weather conditions
- K7 the principal types of road related incidents to which you respond, and the hazards and risks associated with these
- K8 actions appropriate to managing the risks associated with responding to and attending incidents on the road network
- K9 the importance of ensuring the safety of road-users on the road network, and the actions appropriate to minimising the risks to those stationary on the road

Responding to and attending incidents

You need to know and understand:

- K10 the information to be gathered regarding incidents on the road network, including their location, time, traffic flow, vehicles involved and the nature of any loads involved, individuals involved and whether any injuries have been sustained, and the prevailing weather conditions
- K11 the correct response to the different types of incident, including the nature of resources to be deployed, and the factors to consider when attending incidents on motorways and other roads
- K12 the geography of the road network for which you are responsible
- K13 the equipment and resources available for handling incidents on the road network, how to use these, and the actions appropriate to addressing any faults or damage to equipment
- K14 how and when to approach incidents using the hard-shoulder
- K15 the importance of road incident scene investigations, the circumstances where these are undertaken and your role in contributing to these

- K16 the importance of time management, and how to apply this effectively in balancing the needs of road-users, and those of your organisation
- K17 your levels of authority, skills and ability, and the actions necessary should these be exceeded

Stakeholders

You need to know and understand:

- K18 your organisation's partner stakeholders and service providers, their principal roles and responsibilities in dealing with incidents, and procedures for liaising with them
- K19 the information required by stakeholder organisations when addressing incidents
- K20 the needs of the wider community who are likely to be affected by operations requiring traffic management

Communications

You need to know and understand:

- K21 communication protocols for use at incidents
- K22 how to use the communications systems available to you
- K23 your organisation's accepted wording when communicating with stakeholders, including any appropriate codes and when to use these
- K24 effective communication techniques, including the use of appropriate questions and effective listening, and how to apply these
- K25 the information to be gathered from individuals requiring assistance on the road network
- K26 your organisation's procedures for dealing with road-users who are distressed, anxious, aggressive or abusive
- K27 your organisation's procedures and facilities for addressing the needs of road- users with particular communication requirements

Records

You need to know and understand:

- K28 the importance of maintaining accurate and up to date records and how to do this
- K29 the importance of ensuring that your decisions can be justified in line with your organisation's procedures

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