

## Commercial Vehicle Incident Prevention Programme

# Operation Tramline – Targeting dangerous driver behaviour

### Aim

To collaborate with the Police at a national level to target dangerously driven commercial vehicles, other high sided vehicles and private cars to improve compliance and to reduce the number of incidents caused by unsafe driver behaviour on the strategic road network.

### Activity

Since April 2015 National Highways have funded and coordinated the use of an unmarked HGV tractor unit that Police Forces use to patrol the strategic road network to capture distracted HGV drivers and private motorists using mobile phones,

laptops, reading and cooking or other unsafe activities whilst driving. From November 2017 the number of HGV tractor units increased to three, one focused on the north, the second the midlands, and the third the south.

### Results

Since April 2015, 29 police forces have stopped 21,346 vehicles, detected 23,239 offences and issued 23,580 interventions. Top three offences from this initiative are; mobile device use, not wearing seat belts and not in proper control of the vehicle.



## Commercial Vehicle Incident Prevention Programme

# Driver fatigue – Roadside checks of drivers' hours

### Aim

Fatigue is a major cause of commercial vehicle incidents. Our aim is to support the Police in undertaking roadside checks of drivers' hours, in order to reduce the number of casualty collisions involving fatigued commercial vehicle drivers.

### Activity

Since 2009 National Highways has provided technology to support the Police with drivers' hours' checks. In 2017 a new operating model was developed which offers support to the Police based on the amount of driver's hours' checks undertaken. The new model gives the Police more discretion on how to use the support and provides a more targeted model.

### Results

30 Police Forces are participating in this initiative. Since January 2017, 51,810 checks have identified 49,544 individual offences. Most offences are dealt with by the Police issuing a fine. Over this period, 3,248 vehicles that pose an immediate danger to the roads have been prohibited from continuing their journey. Examples of the more serious offences discovered is a driver who had driven for 22 hours in the preceding 28 hours. Another driver had only taken for 4 hours 20 minutes of rest in 49 hours of driving and on another occasion had only taken 4 hours 45 minutes of rest during 41 hours of driving.



## Commercial Vehicle Incident Prevention Programme

# Improving commercial vehicle load security

### Aim

To collaborate and work with partners and the industry to improve commercial vehicle load security and thereby reduce the number of load security related incidents on the strategic road network.

### Activity

**Expert Police Training:** Since 2016, National Highways have worked with the Health & Safety Executive (HSE) to develop and deliver expert load security training to police forces across England. The police have utilised this training to identify poorly loaded commercial vehicles, educate drivers and, where necessary, undertake enforcement action to deal with poor load securing. The delivery of the police training is now an ongoing business as usual activity.

**Ratchet Webbing Straps:** Misuse and poor management of ratchet straps used to secure loads can lead to strap failures and loads falling from vehicles. Building on research National Highways have published guidance for drivers which was launched at the 2018 Commercial Vehicle Show.

**North-east Load Security Pilot:** National Highways has worked with the HSE, West Yorkshire Police and DVSA to pilot a new collaborative approach to load security compliance. Enhanced intelligence sharing is used to allow these partners

to better identify poor load security practise and target where the issue sits in the chain of responsibility.

### Load Security Safety Card

The 4th Safety Card in our series is aimed at improving load securing in light goods vehicles and was released in Spring 2020. The safety card highlights both good and bad load securing practice, explains the consequences of insecure loads and advises where to find detailed guidance.



### Ratchet straps - quick reminder

Webbing ratchet straps can be used to secure most types of loads, but it's important to make sure that you use and store them properly.

When you're not using straps you should store them in a weatherproof container or compartment so they don't get damaged.

As a general rule, if you're transporting palletised goods, boxes and stillages, you will need at least one strap per row.

Never use a knot in any part of the strap that's under tension.

Cuts, tears, water, rock salt and oil contamination can lead to straps wearing out.

**5281** Incidents involving ratchet straps in 2020

✓ If you carry loads like steel, concrete, and scrap metal that can damage the strap material, use corner protectors or webbing sleeves to protect the straps.

✗ Never use a knot in any part of the strap that's under tension.

✗ Cuts, tears, water, rock salt and oil contamination can lead to straps wearing out.

✓ If you're transporting pipes or poles, it's often better to use loop lashing, where the strap wraps around the load to make sure the load stays together.

✓ Choose straps that are strong enough to secure the loads you carry.  
✓ Check your straps regularly.



## Results

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Expert Police Training has led to regular load security focused compliance events occurring across the SRN, coordinated by our Regional Safety Coordinators.

Ratchet strap leaflets are being distributed to drivers by DVSA and police forces across the country. They have also been provided directly to vehicle operators.

A pilot in the NE has led to a change of policy at DVSA, enabling their examiners to routinely check loads inside enclosed vehicles and improved intelligence sharing between police and the HSE.



## Commercial Vehicle Incident Prevention Programme



# National Highways joint working with DVSA

## Aim

The aim of this pilot was to assess and determine if training National Highways traffic officers to act as 'stoppers' for the Driving and Vehicle Standards Agency (DVSA) would enhance the capabilities of both organisations and increase the number of unsafe vehicles being removed from the strategic road network.

## Activity

The objectives of the joint on road working with DVSA were to increase the detection of serious traffic offences and dangerous vehicle defects, improve examiner efficiency by increasing vehicle throughput, and to enhance DVSA enforcement flexibility by enabling simultaneous checks to be carried out in both directions of a motorway.



## Results

**Pilot Summary:** During the pilot period (April 2017 – February 2018), a total of 782 vehicles were escorted back to Doxey check site by National Highways traffic officers. The prohibition rate of the vehicles stopped by National Highways traffic officers was 45.9% (which is in line with DVSA's stoppers). The efficiency of DVSA's Traffic Examiners and Vehicle Examiners improved which is attributable to the extra vehicles brought to the check site. Traffic officers carried out 136 joint working shifts at Doxey during the pilot period and carried out 699.45 hours of stopping duties whilst attending 99 National Highways incidents.

There were 0 instances of non-compliance and there was no negative impact on performance.

**Next steps:** The initiative has now been transferred into business as usual activities by National Highways' Operations Directorate. This is currently business as usual in the west midlands with support for further roll out. Additional sites will be identified and analysed for suitability.

## Commercial Vehicle Incident Prevention Programme



# Driving in the UK – Providing information to overseas commercial vehicle drivers

### Aim

The overall aim of this initiative is to aid overseas commercial drivers to use the network safely, thus contributing to the reduction of incidents on the strategic road network (SRN).

### Activity

We have developed an information leaflet which contains key information for driving on the SRN and highlights a number of key areas, including; safe and good practice driving (including blind spot awareness), illegal or inappropriate parking, breakdown information, speed limits or conversions and motorway driving (including Red X's).

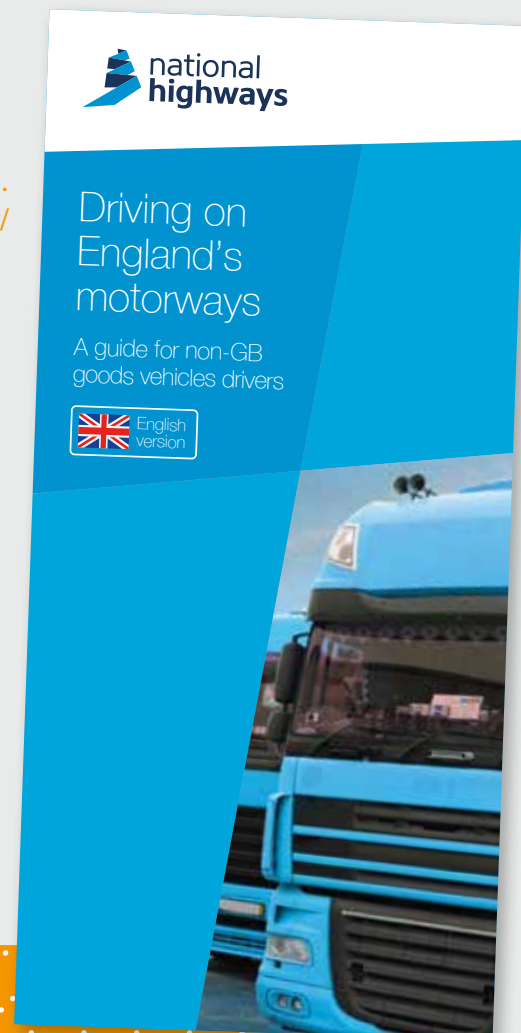
### Results

We have carried out two insight surveys via our partnering survey company to gain valuable insight into the information required by overseas' commercial vehicle drivers, when they are using our network. This has been reviewed and the results of which have been incorporated into the development of the leaflet. The leaflet has undergone user testing with end users and quality reviews from various stakeholders such as the Department of Transport and Driver and Vehicle Standards Agency.

The booklet version of the leaflet is available in six languages and has been distributed via National Highways stakeholders and partners. An electronic version is available in 15 languages.

The electronic version can be found on our website at [highwaysengland.co.uk/road-safety/commercial-vehicles/driving-on-england-s-motorways/](https://highwaysengland.co.uk/road-safety/commercial-vehicles/driving-on-england-s-motorways/).

These were launched in November 2020.



## Commercial Vehicle Incident Prevention Programme

# Load security for private motorists

### Aim

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The aim of this intervention is to reduce the amount of shed load and debris incidents on the network by educating our road users. A research project was carried out in 2015 by the Health and Safety Laboratory, at a popular retail store located near the M1 motorway, following reports from National Highways Traffic Officers that they were experiencing a high number of shed load and debris incidents in the east midlands region.

### Activity

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The research study was commissioned which involved a number of observations at the store. Within the first day of observations no methods were used by private motorists to secure loads. It was observed that the reasons for load instability were due to poor stacking and the load being too large for the vehicle the items were being transported in.

It was concluded that private motorists are not fully aware of the risks associated with load security, posing a safety risk to their passengers, themselves, other motorists using our network and our staff who risk their lives to clean up the damage post incident.

## Case study

# 6

September 2021

### Results

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**Complete:** A national campaign was developed to raise awareness to the public of the dangers of poor loading and encouraging them to think about how they transport their goods, passengers and themselves to get “home in one piece”. The campaign is formed of a set of animated GIFs which display a series of safety messages. These were published on National Highways’ social media accounts; Twitter, Instagram and Facebook over the early May bank holiday and we hope to continue to use these animations at key shopping periods throughout the year.





## Commercial Vehicle Incident Prevention Programme

# Case study

# 7

September 2021

## Prevention of diesel spillages

### Aim

The overall aim of this initiative is to reduce the frequency and severity of incidents associated with diesel spillages from commercial vehicle drivers on the Strategic Road Network (SRN).

In 2020, National Highways recorded 386 diesel spillages involving HGVs, causing a range of events including journey time delays, risk to life and environmental issues. The cleaning up of diesel spillages is expensive and time consuming. Diesel exposure to the road surface for approximately 120 minutes has been shown to result in significant damage. This can cause further future disruption to the network with repair work to the carriageway and associated costs.

Many operators who have not had an involvement in diesel spillage incidents are not fully aware of the cost and damage and have not invested in the diesel spillage protection or equipped their vehicles to have spill kits on board. National Highways have carried out research to identify interventions to assist commercial vehicle drivers and operators in preventing diesel spillages.

### Activity

National Highways have developed a diesel spillages best practice guide for commercial vehicle drivers and operators which will include, why spillages occur, steps taken to prevent spillages and the procedure to follow in the event of a spillage. To complement this a cost impact document has

been developed to raise awareness of the financial impacts of diesel spillages on the SRN.

### Results

The *Diesel spillages: best practice guide* and *What is the impact and cost of a diesel spillage?* documentation are aimed at commercial vehicle drivers and operators and seek to improve awareness around the impacts of diesel spillages as well as improve understanding on the actions to take in the event of a diesel spillage. The overall aim is to reduce the frequency and severity of diesel spillages on the SRN. The documents were launched in April 2019 and ongoing reviews and evaluations are being carried out to ensure the guides remain fit for purpose and are distributed and promoted as best as possible amongst the commercial vehicle industry.

These publications can be found at [highwaysengland.co.uk/commercialvehicles/](https://highwaysengland.co.uk/commercialvehicles/)





## Commercial Vehicle Incident Prevention Programme

# Tyre technology and tyre debris

### Aim

Sophisticated technology to measure tyre pressure and tyre tread depth as commercial vehicles travel over a pressure pad was installed at M6 Keele Motorway Service Area in March 2015 and remained in place until December 2015. During the 9 month trial over 100,000 tyres were checked with 1 in 12 commercial vehicle tyres found to be significantly under inflated, posing a safety risk.

### Activity

National Highways has engaged with both the tyre industry and the Driving and Vehicle Standards Agency (DVSA) and obtained support for installing the tyre measurement technology at key locations across the strategic road network. We have also introduced an unmanned drive through Mobile Tyre Safety Check Station which is an automated tyre inspection and diagnostic service that scans and records tyre pressure, tread depth and axle weight, and captures images of loads for vehicles up to 7.5t.

### Results

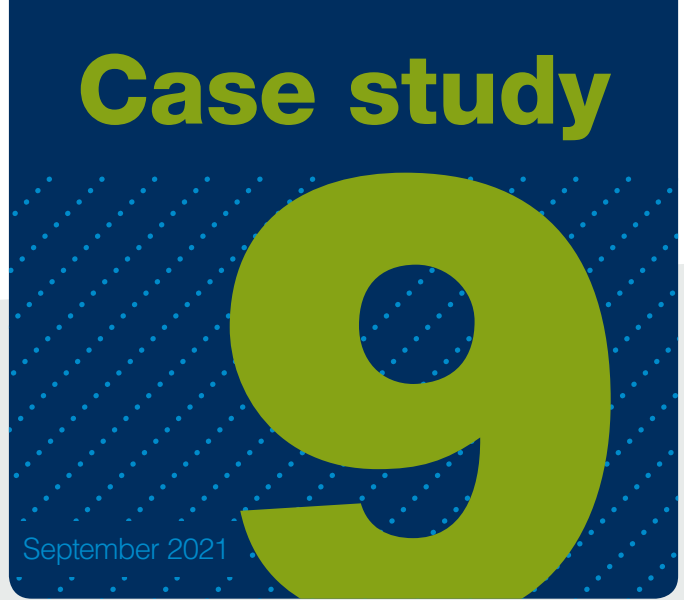
**In progress (technology):** The tyre technology has been successfully trialled at AW Jenkinson Penrith, DVSA check site M65 Cuerden, John Lewis (Magna Park) Milton Keynes, Tesco Rochester and Immingham Port. The technology is currently installed at Port of Liverpool and we will continue to

work with the tyre industry to raise the importance of effective tyre husbandry within the commercial vehicle sector.

**Complete (tyre debris):** Also, National Highways has worked with Bridgestone to analyse over 1,000 pieces of tyre debris from the SRN and identified the main cause of tyre failure as debris and under inflation. A joint National Highways and Bridgestone tyre debris report, press release and video was launched at the Commercial Vehicle Show on 24 April 2018.



## Commercial Vehicle Incident Prevention Programme



# National Highways and DVSA data sharing partnership

## Aim

National Highways Traffic Officer Service is sharing intelligence about dangerous or poorly maintained commercial vehicles, seen by traffic officers on their patrols, with DVSA.

## Activity

A pilot project in 2016/17 with National Highways traffic officers in the north-east and west midlands successfully provided intelligence to DVSA on unsafe commercial vehicles they encounter on the network. During the pilot the traffic officers kept paper records of dangerous vehicles they encountered on their patrols, but the collection process has been simplified by developing a simple proforma which runs on traffic officers' tablets. Data from the tablets is passed electronically to DVSA's Intelligence Team for assessment and further action, including enforcement, where appropriate.

## Results

Since June 2016, traffic officers have shared over 3000 pieces of intelligence with DVSA for further investigation and possible enforcement action. The single biggest category recorded has been vehicles taking tachograph breaks on the hard shoulder. We are now exploring how best to tackle this particular safety issue. The successful pilot was rolled out as a national business as usual process for all traffic officers in June 2018.



## Commercial Vehicle Incident Prevention Programme



# National Highways and DVSA joint working at Dartford

## Aim

National Highways traffic officers currently operate the Traffic Management Cell from Dartford's control room. Their role involves monitoring traffic entering the tunnel and dealing with tunnel safety issues. Specific tasks involve control room staff 'pressing the button' to activate signs and signals stopping traffic and directing vehicles into the Dartford compound for safety purposes.

Driver and Vehicle Standards Agency (DVSA) work on the same site as National Highways, however, they have difficulties undertaking compliance and enforcement activities as they usually stop target vehicles using their on-road vehicles following intelligence received from base. Due to the volume of traffic and nature of traffic management at Dartford, DVSA cannot easily use their on-road vehicles to bring target vehicles back for examination and DVSA were unable to ask National Highways to stop traffic for compliance purposes as National Highways do not have the legal powers to do this.

The aim of the pilot was for DVSA to delegate relevant stopping powers to National Highways control room staff at Dartford enabling them to legally stop traffic for compliance purposes. DVSA informed National Highways control room staff of vehicles they needed to examine for compliance purposes (max. 3 vehicles per hour) and National Highways control

room staff activated the necessary signs and signals to direct target vehicles into the check site.

## Actions

To maximise the effectiveness of the DVSA check site whilst minimising the impact on traffic, DVSA maintained full control of decision making in relation to selecting target vehicles, and a two-way communication process was agreed whereby National Highways control room staff, National Highways traffic officers and DVSA regularly liaise with each other to coordinate safety and compliance check activities, whenever possible. National Highways Airwave radios have been loaned to DVSA under a Memorandum of Understanding (MoU).

Following the pilot, recommendations were made to handover the activity into business as usual and close down the project. This was approved and is now a business as usual function at Dartford.

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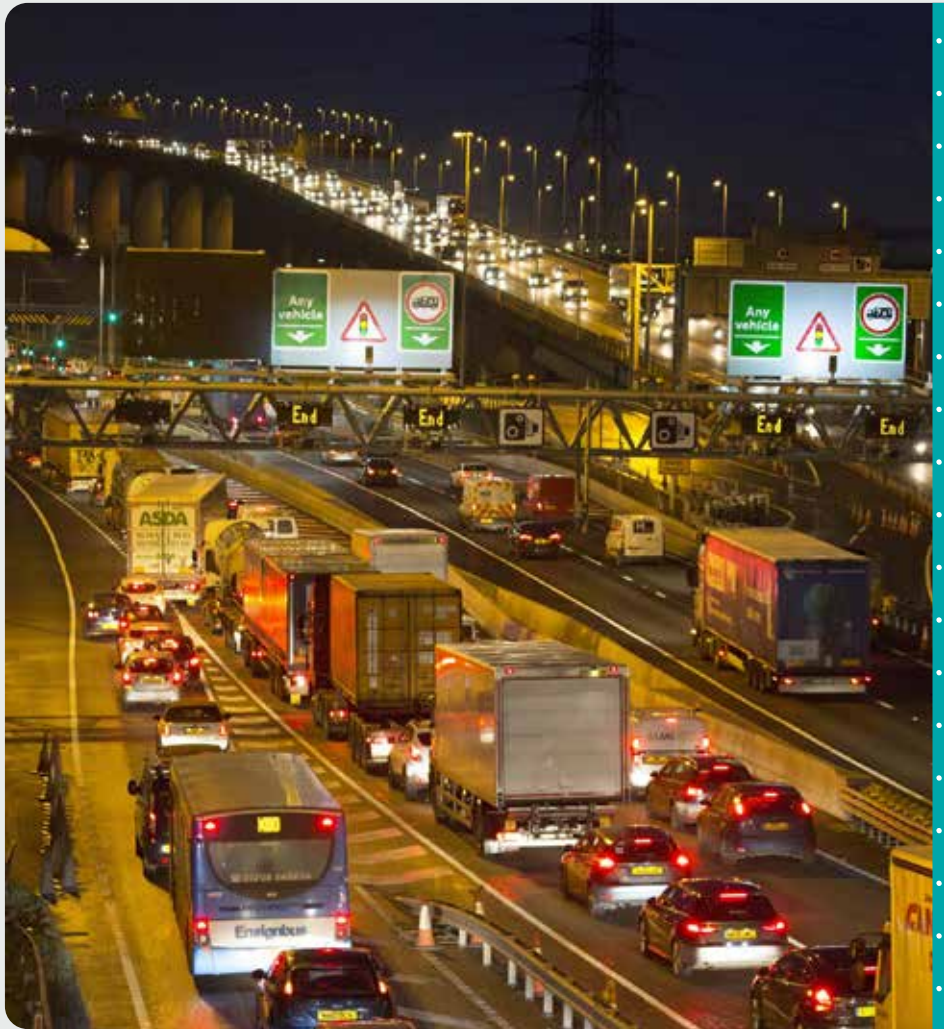


## Results

Between November 2016 and December 2017 there were 4973 extractions from lanes 1 and 2 and 866 extractions from lanes 3 and 4, totalling 5839 extractions.

DVSA's data shows that for 8 months prior to the joint working, 1314 prohibitions were issued and during the 8 months of joint working, 1523 prohibitions were issued.

Feedback from colleagues (both National Highways and DVSA) indicated that this activity had very little impact on the operations and traffic flow at Dartford. In addition to this, DVSA have been very pleased with the results and are pleased that this is now a business as usual activity.





## Commercial Vehicle Incident Prevention Programme

# Blind spots: safety cards and virtual reality app

### Aim

To use virtual reality to raise awareness of HGV blind spots in both commercial and private motorists, with the aim of reducing side swipe incidents on the SRN.

### Activity

We have developed an interactive virtual reality smartphone app that gives the user the perspective of a HGV driver in a number of SRN scenarios where the vehicle's blind spots pose a risk of collision. The scenarios, for LHD and RHD HGVs in which both good and bad cases are observed were developed by the Transport Research Laboratory using evidence of real collision types occurring on the SRN and are summarised below:



**Case 1** – Correct HGV mirror adjustment. Raises awareness of the correct adjustment of HGV mirrors.



**Case 2** – HGV blind spots. Raises awareness of HGV blind spot areas (what are blind spots and their locations).



**Case 3** – Slip road hazards. Raises awareness of blind spots and hazards on slip roads likely to arise on both sides of a HGV.



**Case 4 – Safe lane change.** Raises awareness of safe lane change and blind spot areas during lane change.



**Case 5 – Leave sufficient distance.** Raises awareness of leaving sufficient distance between vehicles – not leaving sufficient gap creates additional blind spots with the vehicle in front.

The blind spot app can be set for left or right hand drivers and uses affordable Google Cardboard compatible goggles and is available on both Apple and Android platforms.

Two safety cards have been developed to accompany the app which can be used as an engagement tool to talk through issues relating to blind spots. One card is specifically for HGV drivers with the other aimed at drivers of other vehicles. This can be viewed on our website: [www.highwaysengland.co.uk/commercialvehicles](http://www.highwaysengland.co.uk/commercialvehicles)

## Results

The app was launched at The Commercial Vehicle Show 2018 at the NEC in Birmingham where it was demonstrated on the National Highways stand. The app received very positive feedback with interest from drivers and those involved in driver training. Feedback has shown a demand for a version of the app aimed at drivers of other vehicles, to help them stay safe around HGVs. A new version of the app has been developed in collaboration with driving instructors aimed at learner and new car drivers and is hosted on the Driving Hub website. The new updated version was released in April 2019.

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### Blind spots...

Your quick reference guide

Always check your mirrors

Other drivers might be unaware that they are in your blind spot

Your blind spot areas

LH RH

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### Blind spots...

staying safe around HGVs

HGVs have blind spots... these create danger zones...

HGV drivers find it hard to see cars

Left hand drive HGV danger zones

Right hand drive HGV danger zones

Do not linger in these zones

Concentrate... maintain a safe distance

## Commercial Vehicle Incident Prevention Programme

# Safer vehicles and safer people driver education course

### Aim

The National Highways safer vehicles and safer people education courses are enhanced comprehensive training packages aimed at commercial freight and haulage drivers who use England's motorway network. The courses can be used for stand-alone training or integrated into the Driver Certificate of Professional Competence (Driver CPC), the standard qualification for all professional lorry drivers

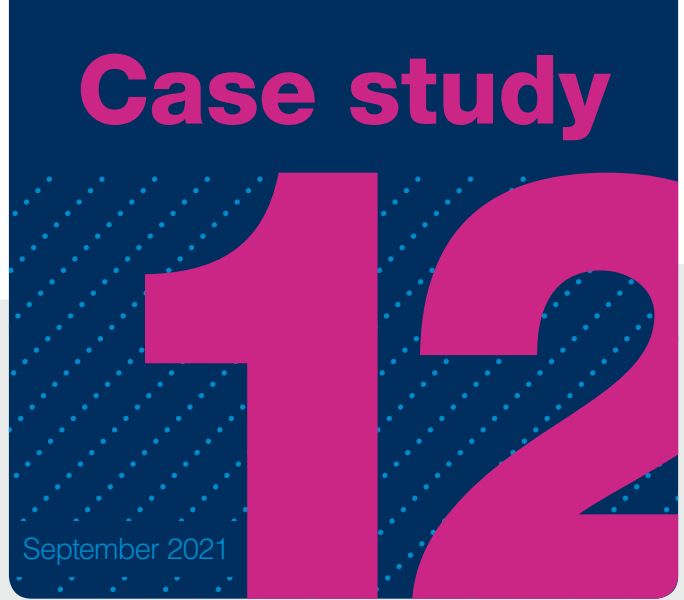
### Activity

These two half-day courses cover different topics to improve driving behaviour using safer driving principles and increase awareness and safety on England's motorways. The safer people training package focuses on:

- your responsibilities as a professional driver on the motorway network
- best practice around mitigating risks and impacts of diesel spillages
- the benefits of staying compliant and protecting both yourself and other road users

The safer vehicles training package focuses on:

- the importance of robust tyre checks
- influences and consequences of poor loading
- vehicle blind spots (using virtual reality)



The training package contains presentation slides (including trainer notes), case study videos, materials list and lesson plan and group activity materials. There is also a delegate aide memoire for the safer vehicles module.

### Results

The courses were released in January 2021 and have seen many operators request the materials for inclusion in their annual training plans. These are also available for driver trainers/drivers to undertake as part of their 5 yearly training requirements.





## Commercial Vehicle Incident Prevention Programme

# North-west commercial vehicle unit research pilot

### Aim

We have developed a pilot with North West Motorway Police Group, DVSA, Port of Liverpool Police, and HM Revenue and Customs to deliver a regional based approach to commercial vehicle compliance checks.

### Activity

This pilot brings together commercial vehicle specialist officers from Cheshire, Greater Manchester and Merseyside police forces together with a Vehicle Examiner seconded from DVSA into a single north-west regional commercial vehicle unit (CVU).

The CVU will deliver pre-planned targeted compliance activity across the NW SRN and for the first time working outside core hours, including nights and weekends. They will also be working collaboratively with Port of Liverpool Police and HMRC to obtain a “joined up” regional force. The CVU will collect and share detailed data with National Highways on the types of non-compliance, which will be included in the final report. A key area of focus in 2021 are light goods vehicles. The report will look to detail the nature of commercial vehicle non-compliance on the SRN and the effects of enhanced compliance checks by the NW CVU.

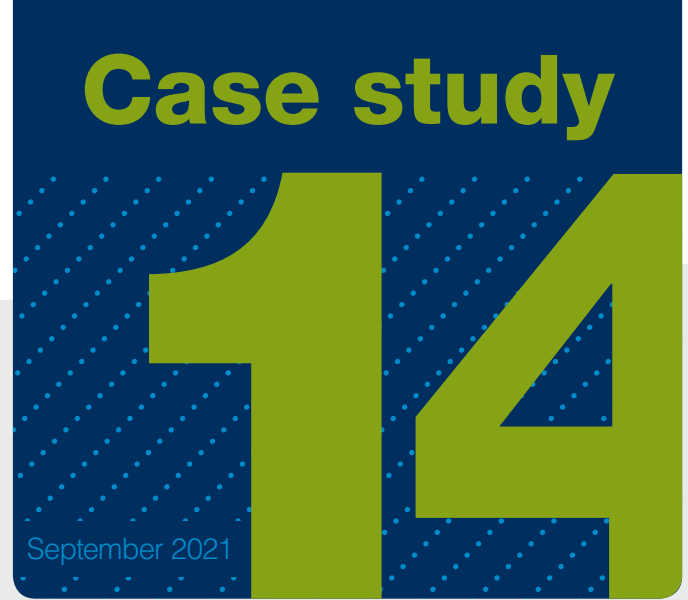
### Results

The NW CVU launched in July 2018 with four dedicated police officers and an embedded DVSA vehicle examiner. The pilot period ran to December 2019 and has demonstrated the effectiveness of this way of working. The NW CVU is now sustained as a business as usual activity funded by the police, with DVSA committing to the ongoing provision of a full time examiner. The unit has so far conducted over 6,000 vehicle checks, identifying over 6,000 separate offences with over 1,500 dangerous vehicles prohibited from continuing their journeys. The enhanced intelligence data collected continues to give valuable insight into the nature of non-compliance on the SRN, allowing us to break down the non-compliance by offence type, vehicle weight class location, and operator, allowing us to better target future road safety initiatives.





## Commercial Vehicle Incident Prevention Programme



# Prevention of HGV fires

## Aim

HGV fires on the strategic road network (SRN) cause a great deal of disruption and attracts significant costs in delays, infrastructure, resurfacing and resourcing. National Highways have been gathering information and data to build a clearer picture of the common route causes so we are able to better understand why these types of fires occur. Through enhancing our knowledge we will be able to implement intelligence driven interventions to reduce the frequency and severity of HGV fires on the SRN.

## Activity

Data obtained from National Highways' incident reporting system (Control Works), illustrated a total of 344 fire related incidents in 2016 and 357 in 2017, giving an accumulative total of 701 incidents from 1st January 16 – 31st December 17.

Communicating closely with the Emergency Planning Officer for the west midlands, we were able to obtain some on scene photographs of recent incidents. An example would be a HGV fire that took place on 23rd February 2018 on the M5 J3-4. This instance took place south of Frankley services and required 4 fire service units to tackle the blaze. This incident resulted in a full road closure and significant delays to both southbound and northbound traffic. This HGV was said to be carrying fabric and homeware.

Through liaising with National Highways' Green Claims department, we were able to obtain some indicative costs of such incidents. In 2016, infrastructure damage caused by fire damage resulted in costs totalling to £91,389 over four incidents alone. This figure does not include costs such as those associated with delays and resourcing. Reports in the media showed that across 12 incidents the average road closure was approximately 5 hours per incident. To put this into perspective, a road closure of three lanes over a 4 hour period is estimated to cost the UK PLC £473,760 and a closure of 4 lanes over a 4 hour period is estimated to cost £1,082,880.

Information obtained via a Freedom of Information request illustrated that in 2017, Greater Manchester Fire Service attended 23 HGV fire related incidents specifically on the strategic road network. Over half of these incidents were wheel or break related.

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## Results

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National Highways are nearing completion of a research project which has obtained information into the common causes of such incidents being; mechanical problems, load types, electrical faults and road traffic collisions. This research has investigated correlations between other factors such as weather, season and topography and highlighted key hot spot areas across the network.

These findings will provide direction to allow us to make informed decisions on the implementation of recommended interventions identified which will be progressed during our second road investment period to reduce the frequency and severity of commercial vehicle fires on the network.



## Commercial Vehicle Incident Prevention Programme

# Van driver toolkit

### Aim

There are currently over 4.5million vans on the UK roads and there has been a significant growth of 59% since 2000. The reasons for the growth are commercial vehicles downsizing from HGVs as businesses seek to develop more agile supply chains, a rise in self-employment and a surge in online sales resulting in the increase in demand for van delivery.

The aim of this initiative is to improve van driver and fleet operator awareness of the basic legal and best-practice requirements with a view to improving compliance and reducing the number and severity of van incidents on our network. This will be through clear, easy to understand advice for van drivers and their managers to embed and coach better driving behaviours to their drivers and to support fleet operator managers to cascade improved behaviours across their business and into their supply chain.

### Activity

In partnership with Driving for Better Business, we are developing a Van Driver Toolkit (VDT) consisting of a series of cards containing key information in a consistent format on a range of topics:

- **Introduction;** keeping it safe and legal
- **Driving licences;** categories, codes and non-GB licence
- **Fitness to drive;** drink, drugs, fatigue, wellbeing, eyesight and medical conditions
- **Driving safely;** road worthiness, seatbelts, speed limits, driver's hours, driver distraction and driver training
- **Driving safety;** vehicle safety, security, terrorism and incident reporting
- **Restrictions;** parking, towing and loading
- **Smarter driving;** other road users, motorway driving, motorway breakdowns, enforcement and fuel economy
- **Seasonal driving;** poor weather conditions, spring, summer, autumn and winter



The cards will be available as hard copies and electronically.

Following on from the VDT, we will also be developing a series of toolbox talks to align with the guides from the VDT. These seek to assist fleet operator managers and managers of drivers to improve awareness of key safety messages and reinforce the importance of best practice, compliance and better driving behaviours, to encourage safety in all aspects of driving a van and to be safe when using our road network.

Further to this and following feedback from the commercial vehicle industry, we will also be developing various blogs. Blogs have been produced based on the topics from the VDT and these are to be published on social media websites on a monthly basis and will be available to be shared on company websites. In conjunction with this, short messages (blasts) have been produced to allow more focused and quick messages to be promoted to drivers through their company's internal communication systems and message boards on a weekly basis.

To complement and align with the VDT and toolbox talks, the development of a comprehensive training module is currently in progress. This will be available free of charge to companies to cascade to their workforce and will be able to contribute towards drivers CPD logs. The comprehensive training module will come with additional bitesize training briefs and will be made available for fleet operators and managers in the near future.

## Results

National Highways have engaged with commercial vehicle organisations, industry suppliers and trade associations to assist in the user testing of the VDT. Positive and constructive feedback has been received and has helped to improve the quality of the materials. We will be working with Driving for Better Business to launch and promote the VDT through social media and registration interest, with launch in July 2021.

We are presently in discussion with companies for the distribution of the blogs and blasts direct to drivers.



## Commercial Vehicle Incident Prevention Programme

# Bridge strikes prevention

### Aim

Each year vehicles hitting National Highways' bridges results in significant damage, injury to drivers, cost and delays to other road users and to the economy. Damaged structures must be inspected and repairs completed as necessary.

Most of these incidents are caused by large commercial vehicles carrying large loads of variable height - often plant machinery. In the last 10 years, 3 structures on the SRN have had to be decommissioned because of a bridge strike.

### Activity

To reduce the number of these incidents National Highways is proposing a targeted communication initiative – provisionally titled 'Don't Knock It' - to raise awareness of the issue and to encourage drivers and transport managers to check that loads are secured appropriately and that the load heights are suitable for planned routes.

To achieve this, we will develop a set of key messages in collaboration with partners such as DVSA and Network Rail and supporting information materials - to be distributed through existing industry channels and forums, through our supply chain, and through targeted media or industry events.

### Results

At the 2019 NEC Commercial Vehicle Show we launched the 3rd in our series of Safety Cards, this one on the topic of bridge strikes. The card gives simple advice to drivers and industry on how to avoid striking a structure. The card is intended for use by companies and driver trainers to engage with their staff on this important topic.



# Commercial Vehicle Incident Prevention Programme

## CALMDriver

### Aim

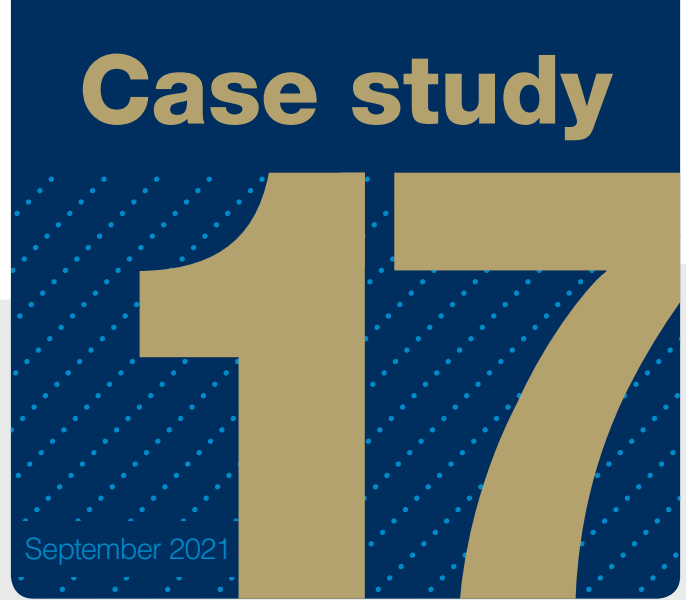
Every week 125 people in the UK take their own life and 75% of all UK suicides are male. In particular, men under 45. Statistics from the ONS show that the suicide rate for van drivers is 25% higher than the national average and 20% higher for truck drivers.

To help point drivers in the right direction, we have developed the CALMDriver packs.

### Activity

We, through Driving for Better Business, produced over 30,000 driver information packs for employers to place in their vehicles. The packs contain a flyer and stickers making drivers aware of CALM's free and confidential helpline and webchat for anyone who needs to talk about the issues they are facing.

To help promote the packs to employers and their drivers, we've released a health care



message from England rugby player **Joe Marler** and produced a short video "Man v Van" to raise awareness to drivers that checking their own mental health daily is just as important as checking their vehicle.

### Results

Early supporters of the campaign include Yodel, James Hall Couriers (one of Amazon's biggest final mile delivery partners), Murphy Group and Speedy Hire.

The CALMDriver initiative was shortlisted for an award at the 2021 Fleet News Awards and on the 6 July, the initiative was announced as the winner for the "outstanding product or service" category.

We will continue to promote and champion the CALMDriver resources. More information can be found here:

[www.drivingforbetterbusiness.com/calmdriver/](http://www.drivingforbetterbusiness.com/calmdriver/)



# Commercial Vehicle Incident Prevention Programme

## Frontal shunts

### Aim

One of the largest collision types identified for HGVs on the SRN is frontal shunt collisions:

472 HGV frontal shunt incidents in 2018 (of which 81 were fatal or serious).

466 for LGVs (of which 88 were fatal or serious).

As a result, we are seeking to understand the root causes of these collisions and identify countermeasures to reduce the severity and frequency.

### Activity

We, through the Transport Research Laboratory, are undertaking an in-depth research project to delve deeper into the root causes of frontal shunt collisions on our network. Through this research, we have undertaken literature reviews, data analysis, engagement with drivers and fleet managers. This has allowed us to develop an initial list of countermeasures that could help reduce the severity and frequency of frontal shunt collisions.

The list of countermeasures will be considered in detail with experts in the road safety industry to filter down a robust list.

## Case study

# 18

September 2021

### Results

We are nearing completion of this research project which has obtained information into the common causes of such incidents being; mechanical defects, vehicle technology, age of vehicle, inadequate following distance, driver distraction, unsafe speed, fatigue, failing to look, underlying medical conditions, ignoring signs, not taking breaks etc.

These findings will provide direction to allow us to make informed decisions on the implementation of recommended countermeasures which will be progressed during our second road investment period to reduce the frequency and severity of HGV frontal shunts on our network.



# Commercial Vehicle Incident Prevention Programme

## Dashcams trial

### Aim

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**In 2019 National Highways launched the Van Framework to reduce the number and impact of van related incidents on our network by developing and delivering a comprehensive programme of effective interventions.**

One of the projects identified includes a joint collaboration dashcam trial between National Highways, Devon & Cornwall (D&C) Police and Driving for Better Business (DfBB).

### Activity

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An opportunity has been identified to purchase 170 dashcams from Dorset Police to deliver an intervention to improve understanding of behaviours of drivers and identify evidence-based recommendations for National Highways and its partners to implement through the use of the dashcams.

The trial includes the provision of dashcams and training to organisations in the south-west, such as SW Water, Livewest and RNLI.

Following the installation of the cameras and provision of training, the companies involved would capture poor driving behaviour in their region and download and submit the footage to Operation Snap.

# Case study



September 2021

Operation Snap is the police response to the ever increasing submissions of video and photographic evidence from members of the public in relation to witnessed driving offences. Operation Snap will investigate road traffic offences such as dangerous driving, driving without due care and attention, careless driving, using a mobile phone handheld, not wearing a seat belt, contravening a red traffic light and contravening solid white lines, however this is not an exhaustive list.

### Results

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The trial will commence in September 2021 and will last around 12 months. If successful, the activity could be rolled out and recommended to other regions.





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