

Our ref: FOI 741,029

Your ref:

OT Directorate Services Team Manager
9th Floor
The Cube
199 Wharfside Street
Birmingham B1 1RN

30 August 2016

Dear

Thank you for your freedom of information request of 03 August 2016. I am writing to confirm that we have now completed our search for the information.

In your email of 03 August you asked the following questions:

- 1) *What level are 'on road' Traffic Officers trained to with regards to first aid?*
- 2) *How many Officers currently hold the above certification and what % of all on road Officers does this equate to?*
- 3) *Are Officers expected to provide first aid to the general public as part of the role or is this conducted under the provisions of recent legislation (Heroism act 2015)?*
- 4) *How does the agency manage the first aid provision under the Provisions of First Aid legislation for staff whilst in depot and whilst on patrol?*

Taking each of your questions in turn:

- 1) *What level are 'on road' Traffic Officers trained to with regards to first aid?*

Emergency first aid training is given to Traffic Officers (TOs) at the end of their foundation course, prior to officially starting on road. The course is presently delivered by the British Red Cross.

The course covers basic CPR, a little on dressing and bandaging wounds and monitoring a patient until the experts arrive and a general overview of signs and symptoms a casualty may display and what they may indicate (diabetic etc.). The qualification presently lasts 3 years and then requires a one day refresh, again by the British Red Cross.

- 2) *How many Officers currently hold the above certification and what % of all on road Officers does this equate to?*

All TOs are trained for the certificate, with refreshers planned every three years to renew.

- 3) *Are Officers expected to provide first aid to the general public as part of the role or is this conducted under the provisions of recent legislation (Heroism act 2015)?*

The basic first aid training that the TOs undertake is aimed at looking after themselves and colleagues rather than members of the public.

TOs are not trained to administer first aid to members of the public as part of their work activity. Their duty at incident sites is to ensure that appropriate emergency traffic management is set out to make the scene safe. TOs should ensure that the emergency services are requested to attend and they should try to obtain personal details and any history of injury or illness for the information of the ambulance crew. If the injury appears to be life threatening, TOs should consider implementing life saving techniques in line with their basic first aid training.

We are currently investigating whether our TOs should do more than what is expected of any member of the public when at the scene of an incident, as set out in the Highway Code (section 283, annex 7): <https://www.gov.uk/guidance/the-highway-code/annex-7-first-aid-on-the-road>

4) How does the agency manage the first aid provision under the Provisions of First Aid legislation for staff whilst in depot and whilst on patrol?

All on-road TOs and on-road Team Managers are provided with basic first aid training to tend to themselves and colleagues when in the outstation or whilst on patrol. They also have basic first aid kits, first aid rooms (in the outstations and regional control centres), mobile phones and Airwave radios to call for further assistance from colleagues or ambulance services should it be required. This is supported by the Highways England first aid risk assessment dated April 2016.

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.uk. You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote reference number 741,029 in any future communications.

Yours sincerely

Email: Ops_dst@highwaysengland.co.uk