

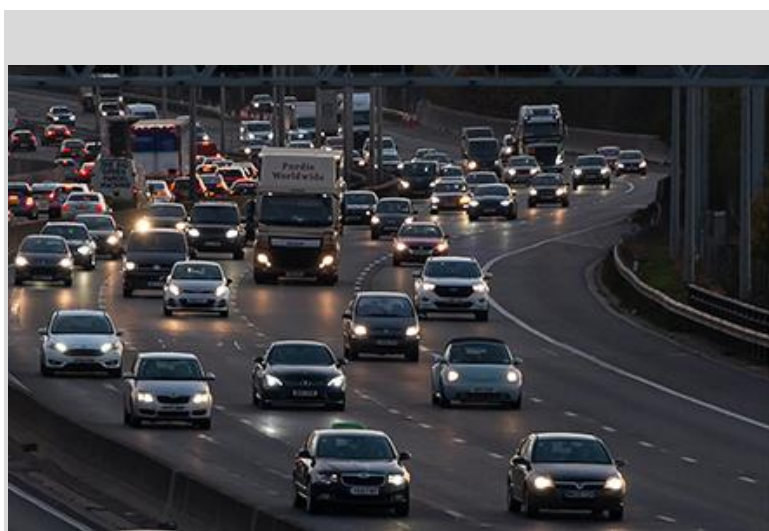
# Safety Alert

## Early release of a rolling road block

15 July 2021

### Background information

- On Sunday 11 April 2021 a Connect Plus Services Incident Support Unit (ISU) had installed emergency traffic management at M25 Junction 6 to protect the scene of a multi-vehicle collision.
- Following the clearance of the incident a rolling road block was provided to safely remove the emergency traffic management.
- Two single crewed traffic officer vehicles were at the scene.
- One traffic officer vehicle maintained the rolling road block whilst the other remained with the ISU crew, communication was established between the two traffic officer's (TO's) and the ISU crew via an Airwave channel.
- The TO holding the rolling road block was advised by the ISU crew that they would inform him when the rolling road block could be released, and the message was acknowledged.
- The TO with the ISU crew declared themselves at "state 2" (available/resuming patrol). The TO holding the rolling road block mistakenly took that message as indicating it was safe to release the rolling road block.
- Live traffic then approached the ISU operatives who were still removing the traffic management. They took evasive action by getting in their vehicle and leaving the scene before traffic reached them.



### Lessons Learnt

- Radio communication for releasing the rolling road block should be channelled through the ROC to confirm the scene is clear in line with agreed protocols.
- Messages relayed between the parties should be clear and concise. Instructions should be acknowledged, and clear understanding of the request confirmed.
- If there is any doubt about the meaning of a message given in a safety critical environment, no action should be taken to release traffic.
- All parties who use Airwave should be trained in appropriate use of the system. Opportunities for joint familiarisation training between Highways England and Service Providers should be considered.