

Our ref: 615723  
Your ref:

[REDACTED]  
TOS Procedures Team  
4 Broadway  
Broad Street  
Birmingham  
B15 1BL

[REDACTED]  
Email  
[REDACTED]

7th August 2009

Dear [REDACTED]

### Freedom of Information Request ( CRS 615723 ) – HAIL Reference 4668931

I am writing to confirm that we have now completed our search for the information which you requested on 19<sup>th</sup> July 2009.

The information you requested is contained in the attached documents:-

- *Fending Background* document
- *Vehicle Orientation – In Line, Fend In, Fend Off* Guidance
- *TO Training* document

In keeping with the spirit and effect of the Freedom of Information Act, all information is assumed to be releasable to the public unless exempt. We will, therefore, be simultaneously releasing to the public the information you requested, together with any related information that will provide a key to its wider context via our website:  
<http://www.highways.gov.uk/>

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<http://www.opsi.gov.uk/click-use/index.htm>.


If you are unhappy with the way we have handled your request, you may ask for an internal review. A leaflet detailing our internal review process is available. If you require a copy, please phone the Highways Agency Information Line on 08457 50 40 30; or e-mail [ha\\_info@highways.gsi.gov.uk](mailto:ha_info@highways.gsi.gov.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 the reference number above in any future communications.

Yours sincerely

  
Highways Agency  
TOS Procedures  
Network Operations Central

## Fending

### **Background information**

When the Traffic Officer Service was being developed, advice was sought from Police colleagues across the country to determine the best use of their operational practice and guidance. It became apparent that there was no consistent approach between forces.

As a result of the lack of consistency, the Highways Agency commissioned research work in relation to fending. The research concluded that there was no single solution that would apply in all situations.

Consequently, there are generally three options that can be adopted in the way in which Traffic Officer vehicles are positioned on the hard shoulder when attending incidents. These are:-

*Fend in* - this is when the front of the vehicle is positioned towards the verge.

*Fend off* - when the front of vehicle is positioned towards the carriageway.

*In line* - when the vehicle is positioned parallel to the carriageway.

However, it was recommended that whichever option is adopted, the front wheels of the Traffic Officer vehicle should be in the straight-ahead position (ie parallel to the vehicle).

When attending an incident, Traffic Officers are instructed to conduct a risk assessment to determine the most appropriate fending option to adopt in order to deal with the incident.

## Traffic Officer Manual Version 3.2

### Guidance: Vehicle Orientation - In Line, Fend in, Fend off - Applicable to Motorways and All Purpose Trunk Roads

This guidance is for the use of personnel involved in the Management of Traffic and applicable to:

1. Traffic Officers including those that supervise their activity.

There are three positions to place a TO Vehicle when stationary and dealing with an incident:- In Line, Fend In, and Fend Off.

TOs will need to position the vehicle in the most appropriate orientation to deal with the incident as indicated by a Dynamic risk assessment, taking into account the detailed advantages and disadvantages described below.

#### Vehicle parked in "Fend Off" position.

Advantages: -

- Fills the lane and therefore provides a line of defence.
- Approaching drivers tend to want to pass by driving around the front.
- Provides a forewarning that the vehicle is stationary.
- Visually the vehicle tends to get larger as approaching vehicles draw nearer.
- When parked on the Hard Shoulder the vehicle tends to encourage people away from it, appears as though it could be emerging from the Hard Shoulder and is more likely to arouse caution from an approaching motorist.
- Provides the TO with a better view of approaching traffic when looking to egress the vehicle
- Provides a better view of approaching traffic over the TO vehicles bonnet and enables TO to be better aware of approaching danger.

Disadvantages: -

- Rear lights aimed towards the Hard Shoulder.
- When parked on the Hard Shoulder approaching motorists may be inclined to react by slowing or changing lanes having wrongly assumed that the TO vehicle is emerging from the Hard Shoulder. Driver is exposed to a direct impact from an errant vehicle.
- When on the Hard Shoulder, if struck, the vehicle is more likely to be projected into live lanes; an errant vehicle having struck the ATO vehicle may then breach the safety zone.
- If there are narrow h/s, using the fend off may result in part of the TO Vehicle obstructing a live carriageway lane, or being so close to lane 1 as to cause danger.
- If there is significant road curvature to the left (eg. on intersection slip road) using the fend off may reduce the side visibility of the TO Vehicle to approaching drivers.
- If there are narrow h/s using the fend off may result in part of the TO vehicle obstructing a live carriageway lane or being so close to lane 1 as to cause danger.
- If there is significant road curvature to the left (e.g. on intersection slip road) using the fend off may reduce the side visibility of the TO vehicle to approaching drivers.

#### Vehicle parked in "Fend In" position.

Advantages: -

- Fills the lane and therefore provides a line of defence.
- Provides a forewarning that the vehicle is stationary.
- Driver not exposed to direct impact on exiting vehicle.
- When parked on the Hard Shoulder, if struck, it will minimise the likelihood of the vehicle being projected into the live carriageway.

Disadvantages: -

- Rear lights are aimed towards the central reservation.
- When "fend in" is used whilst parked on the Hard Shoulder, and a nearside barrier or wall is present, if the vehicle is struck it is more likely to collide with the barrier and then continue to travel along the Hard Shoulder alongside the barrier. At high speeds this could result in the TO vehicle breaching the 25m safety zone.
- Visually the vehicle tends to get smaller as approaching vehicles draw nearer.
- With the vehicle in the "fend in" position it tends to obstruct the TO view of approaching traffic when returning to the vehicle.
- Approaching drivers tend to want to pass by driving around the front.
- If there are narrow h/s, using the fend off may result in part of the TO Vehicle obstructing a live carriageway lane, or being so close to lane 1 as to cause danger.
- If there is significant road curvature to the right (eg. on intersection slip road) using the fend in may reduce the side visibility of the TO Vehicle to approaching drivers.

### **Vehicle parked "In line".**

Advantages: -

- Rear facing red lights and amber bar lights are most visible.
- Rear vehicle markings most visible.
- Driver of vehicle is not exposed to direct impact on exiting vehicle.

Disadvantages: -

- May appear to approaching drivers that that the vehicle is moving.
- Does not fill the lane, therefore offering only a limited line of defence.
- If the vehicle is struck it will travel forward and may strike TO in the 25m safety zone.

**Whatever position is adopted, in all cases the vehicle should be left with its front wheels steered straight ahead parallel to the vehicle, and in the case of an automatic gearbox, with the gear selector in park. The handbrake must be set and the four-wheel drive mode engaged. If it is necessary to leave the engine running "Run Lock" should be used.**

**The "fend" angle is when the vehicle is parked at a 10 degree angle to the direction of flow eg. in a 10 degree fend out position (subject to dynamic risk assessment)), ie the vehicle at a slight angle with the front of the vehicle pointing away from the verge with the front wheels in the straight ahead position ( parallel to the vehicle ). When the vehicle is parked adjacent to the central reserve, the front of the vehicle should point away from the central reserve at an angle of 10 degrees with the front wheels in the straight ahead position ( parallel to the vehicle ).**

## Traffic Officer Training

Upon entry into the Traffic Officer Service (TOS), each on-road Traffic Officer (TO) initially receives 5 weeks 'off the job' foundation training. The training is designed to offer theory input and practical application opportunities of topics, including: customer service; health and safety; legislation and HA procedures relating to working in the safety critical environment; driving; and practical mock-motorway Emergency Traffic Management. As the on-road TO role is of a safety critical nature, all modules within the foundation course are pass/fail.

Following successful completion of the foundation course, TOs embark on an 'on the job' live coaching process within their region. As part of this coaching process, TOs are assessed in 'live' environments to ensure task competence and safe systems of work are displayed.

Systems are in place, designed to maintain and develop individual competence in the TO role. These systems include: continual operational performance-management; continual professional development training for new or updated procedures; refresher training for topics such as first aid or operational scenarios; and joint TOS and emergency service operational exercises, etc.