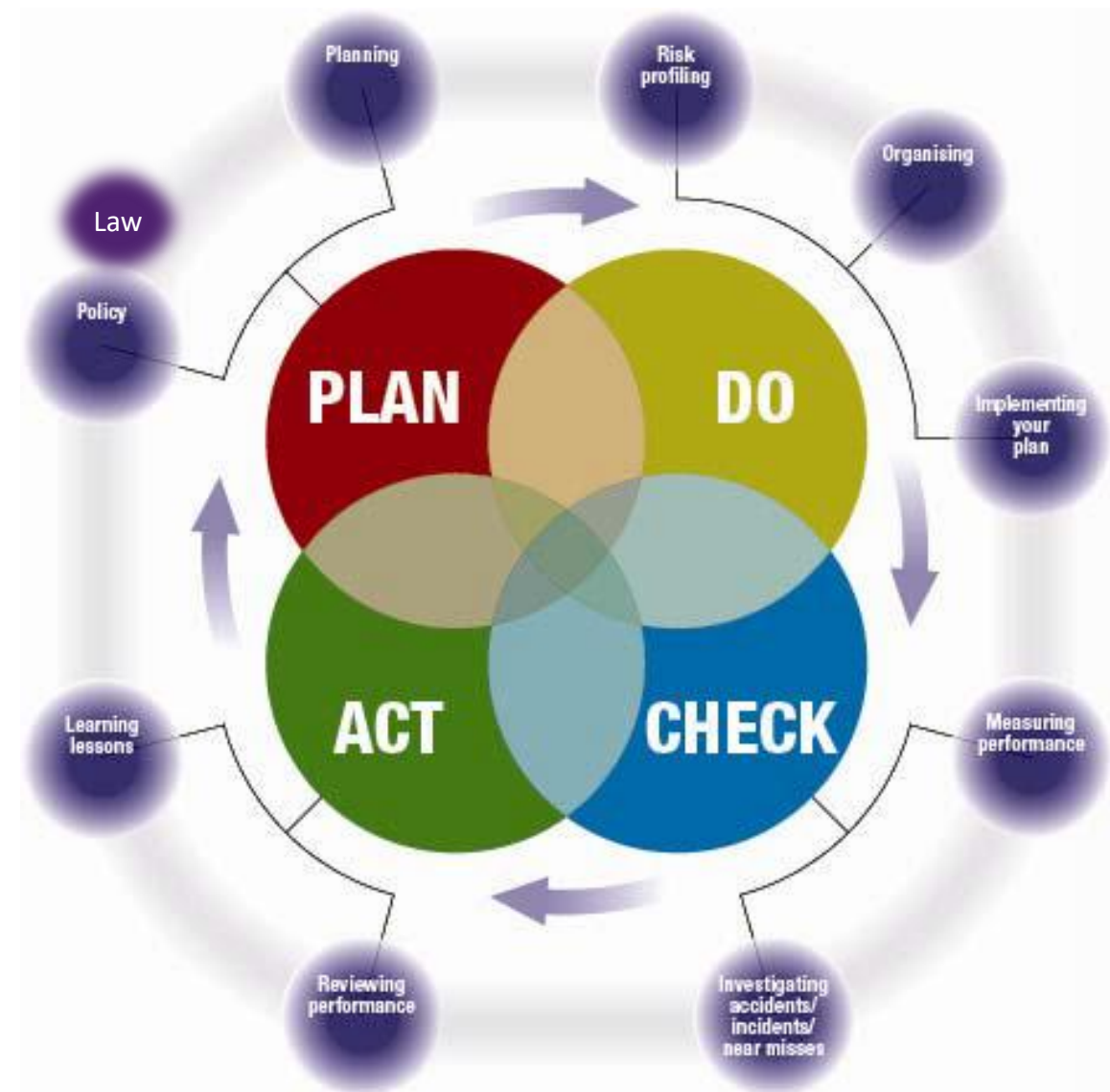


Course content & context

- **Focus on working on or near all roads (urban & rural).**
- **Health as well as Safety.**
- **Case studies: learn from incidents, prosecutions etc.**
- **‘Adequate’ precautions: traffic management, vehicles, PPE.**
- **Standards: Chapter 8, Red Book, Waste 24, GG115.**
- **Other sources of advice and guidance**
- **Legal duties: management, employees, contractors, volunteers**
- **Training & communications**
- **Risk assessments & method statements (RAMS) – generic v site specific (difficult locations).**

Course based on HSE's guidance:

*"Managing health and
safety"* - HSG 65 (rev)



Staff Who Work on or Near the Highway

- **Road Maintenance Gangs.**
- **Refuse Collectors.**
- **Road Sweepers.**
- **Grass Cutters.**
- **Tree Maintenance Gangs.**
- **Litter pickers.**

Interesting Facts



Over 50% of those in Public Facing roles admit they are abused on a weekly basis.



Over 70% of admit they are abused at least once a month.



Over 80% admit they do not report abuse because they feel nothing will be done.

The Reality of Roadworker Abuse

1

Definition

Verbal threats, physical assaults, and dangerous driving near work zones.

2

Frequency

Daily occurrence for many highway crews.

3

Impact

Causes severe psychological stress and physical injuries.

4

Root Causes

Driver frustration, delays, and lack of empathy.

Interesting Stats



The number of incursions into cordoned-off National Highways areas nearly trebled in 2024. Data obtained under the Freedom of Information Act shows there were 5,899 incursion incidents on the road agency's network in 2024, or around 492 every month. 31 Jan 2025



A campaign group in the West Midlands reported over 360 incidents of physical or verbal abuse in the past year, with 324 being verbal and 36 physical ([BBC](#)). Reports suggest that nearly two-thirds of road workers experience verbal abuse, and one in ten have faced physical abuse with one in four have experienced mental health issues as a result.

De-escalation Strategies

Stay	Stay calm: Do not match the driver's anger.
Keep	Keep distance: Maintain a physical barrier from aggressive individuals.
Avoid	Avoid arguments: Do not engage or reply to insults.
Disengage	Disengage safely: Walk away if a situation intensifies.

Documentation and Reporting



Record details: Note vehicle make, model, colour, and Registration.



Use technology: Activate body cams or dash cams immediately.



Gather witnesses: Note details from nearby coworkers or public.



File reports: Complete incident logs before the shift ends.

Preventative Worksite Setup



Clear signage: Give drivers early warning of delays.



Physical barriers: Use cones, barriers, and buffer zones.



Visibility: Wear compliant high-visibility clothing at all times.



Public awareness: Use dynamic message boards explaining the delays.

Post Incident Report

Immediate safety: Move the affected worker to a secure area.

Mental health: Provide access to counselling or peer support.

Management review: Analyse the incident to improve future safety.

Police involvement: Push for prosecution of violent offenders.

Stoke on Trent City Council 2021 #1



Two vehicles attacked on 21st of March 2021 at 11.15 am.

1st crew attack - 1 crew member punched, and the lorry damaged with a metal pole.

2nd crew attack – 4 people with tools including an axe and a modified pistol was discharged.





BREAKING NEWS

3 MEN JAILED FOR ATTACKING BIN WORKERS