



STAMP IT OUT

Putting A Foot Down Against Roadworker Abuse



Stamp it Out Strategy
2021/22



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Across the UK we have hundreds of thousands of people working every day out on our public highways and their vital service should never be underestimated. 'Stamp it Out' is a national campaign which aims to improve the lives of frontline workers and believes any worker suffering physical or psychological abuse when undertaking this dangerous work is totally unacceptable. Therefore we must Stamp It Out !

The campaign is focussed on increasing the profile and visibility of the seriousness of unacceptable behaviour towards those undertaking works on the public highway and continues to target the introduction of a number of initiatives, including: liaising with key stakeholders to raise awareness of the seriousness and scale of our concerns. As a result we will develop an IT solution that will enable all workers on the public highway and members of the public to record any cases of physical or verbal abuse received or witnessed.

Our vision is a United Kingdom where all those working on the public highway are treated with the respect deserved of those operating in such challenging and dangerous conditions every day.

A red rectangular sign with white text is mounted on a metal stand. The sign is positioned in front of a road barrier with a red and white striped arm. To the left of the sign is an orange and white traffic cone. A black bag is on the ground in front of the sign. The background shows a paved area and some people's legs.

**ROAD
CLOSED**

Introduction

Roadworker abuse is an abhorrent stigma upon UK society where, at the moment, it is considered socially acceptable to abuse those going about their daily works to maintain the public highway.

Our roadworkers carry out a vital role in ensuring that the UK economy continues to flow - even in these unprecedented times.

Yet sadly, year on year, we see an increase in cases of abuse, both verbal and physical.

That is only amongst those who report it, with many we put to work simply seeing it as 'part of the job'.

This should not be the case.

During the recent lockdowns, caused by the global Covid-19 pandemic, those who work on the public highway were considered to be key workers and encouraged to continue working so that vital infrastructure such as maintaining utilities and repairing street lighting could continue seamlessly. Surely this classification is something which should apply not only in a time of crisis.

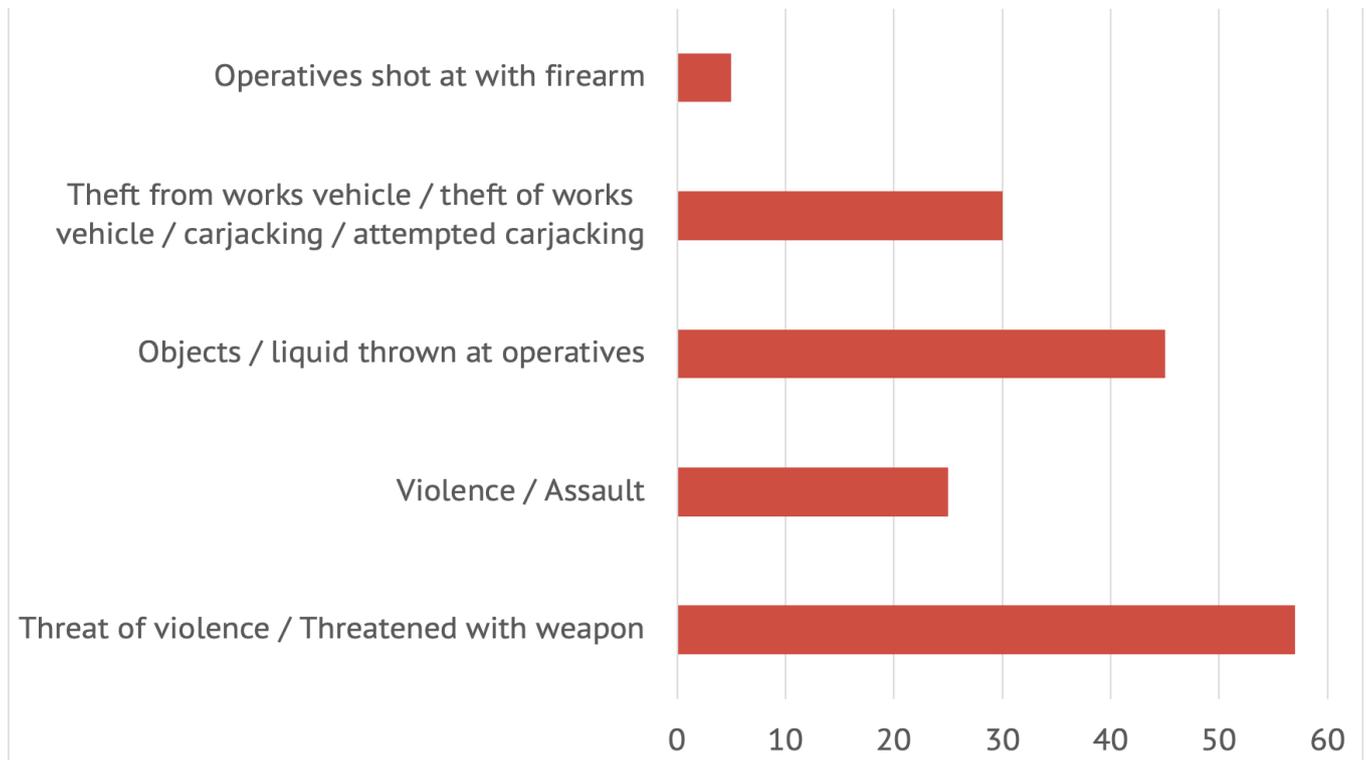
The current situation

In the last three months of 2020 alone, there were three incidences where loss of life could have so easily occurred due to the actions of members of the public towards our roadworkers.

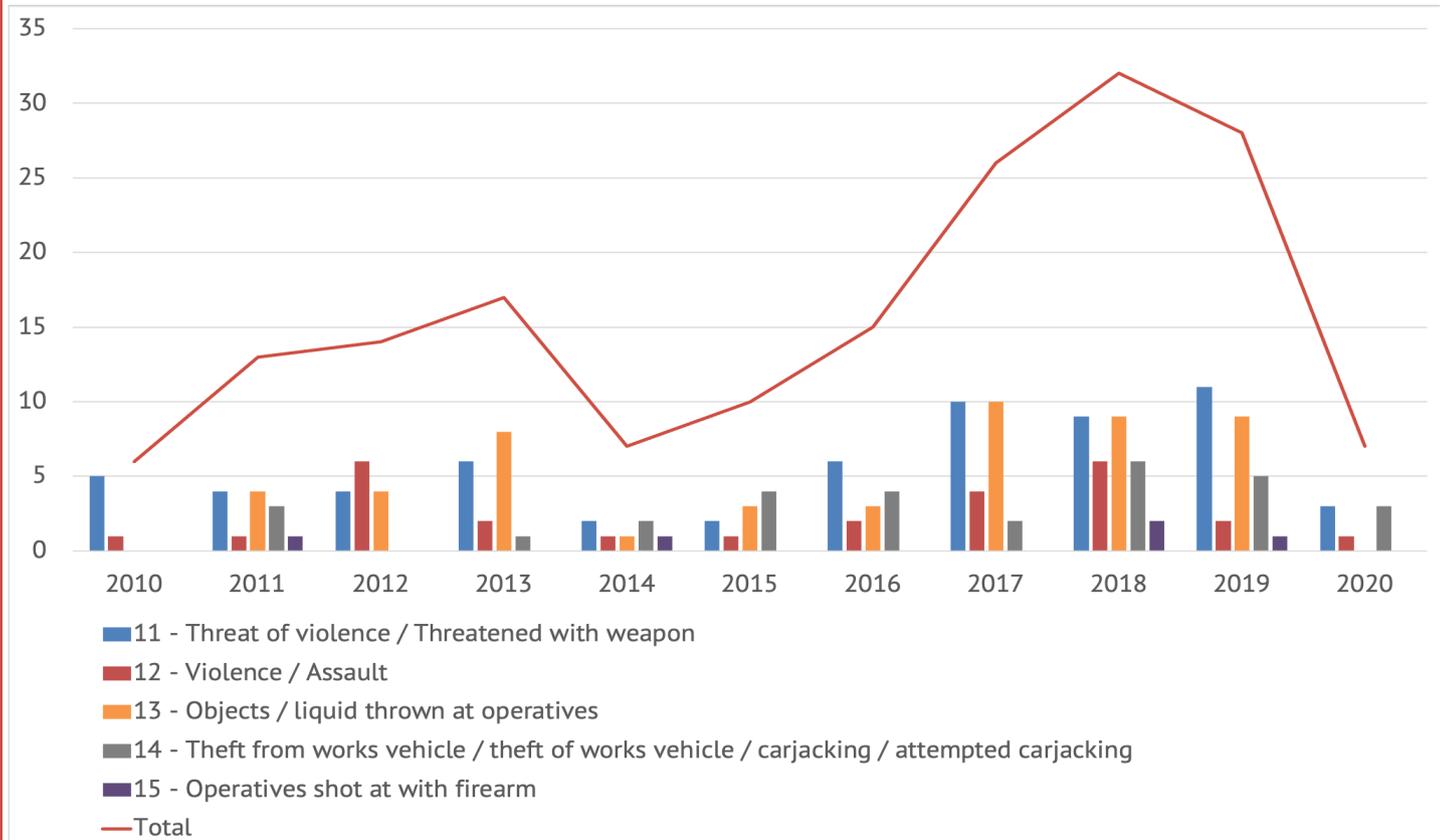
The first of these in Sheffield occurred when a Tarmac operative suffered injuries due to being violently attacked with a machete by a motorist who had entered roadworks. Just a matter of days later, Tilbury Douglas operatives carrying out works in the North East were bombarded with rock thrown from a tower block. The final of the three incidents tragically did result in permanent physical impairment when a Eurovia Ringway operative lost an eye.

Clearly, none of these actions are acceptable. The graphs across these two pages merely act as a snapshot of the levels of incidents which occur on our network but serve as an example of the degree of the challenges we face.

Data on roadworker abuse for 2019 from a small sample of six organisations...



Data of abuse on one project over a 10 year period on a single contract...



Our Vision

We couldn't put it more simply than stating that this abuse needs to end. Contractors and clients are calling on the industry join with us to support this campaign. We want to eradicate abuse of roadworkers by making such acts socially unacceptable.



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Our Aims

Stamp It Out is looking to achieve the following objectives...

1

- **Report:** Develop a simple, easy-to-use open API app that can be used as a reporting tool for road worker abuse, that connects with other systems currently being used in the industry and is a central depository for information that can be used to create a region-by-region and country-wide picture on road worker abuse. This will help inform decisions and shape discussions at a senior level as to how it can be eliminated.

2

- **Educate:** Through a free to access fully accredited conflict resolution training course we aim to equip those who work on the public highways with the tools to de-escalate potentially high-risk situations thus enabling them to avert potential flashpoints
- Through the use of Artificial Intelligence, develop a heat map of hotspot areas of high risk to the workforce.

3

- **Communicate:** Develop a robust communications strategy to change the public's perception of our road workers through a series of specifically targeted media campaigns.
- Break down stigmas around the reporting of abuse. Through physical evidencing that our people speak up collectively we take action.

4

- **Make Change:** To make it socially unacceptable to the public to abuse a roadworker.





Our Collective

Stamp it Out is highways and transportation industry led taskforce driving to eliminate abuse and incursions into closures on both the local and strategic network, led by Transport Scotland and the Department for Transport.

Our Strategic Partners



Department
for Transport



The four main aims of the task force are:

1. To create common standards that will design out the risk of incursions prior to the deployment of traffic management
2. The introduction of new technology and standardising existing technology for mitigating the risk of incursions and reporting of road worker abuse
3. Working with the police to change the penalties for incursions into traffic management where roadworkers lives are put at risk
4. Bringing the industry together to report and challenge roadworker abuse and to increase awareness and support for those suffering with poor mental health in the highway sector.



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The taskforce shall:

- Reduce incursions into traffic management by Identifying risk to employees, subcontractors and members of the public associated with the installation, removal and working within traffic management and to remove or reduce these risks, through improved installation, protection, communication, education and technology
- Increase the profile of roadworker abuse and increase awareness and support for those suffering with poor mental health in the highway sector.
- Review and measure the effectiveness of any improvements at regular intervals.
- Give due consideration to laws and regulations and guidance for the installation and removal of traffic management, as appropriate.
- Review and share incidents and data on incursions and roadworker abuse and incursions without prejudice.







Our taskforce is broken down into the following working groups...

- **High level PR & Lobbying:** Focusing on effecting changes as well as the reclassification of road workers to key worker status on a permanent basis.
- **Training:** This group will focus on developing a training criteria for industry around conflict resolution and situation de-escalation. A training course and series of tools will be developed to ensure the industry is self-sufficient.
- **Reporting:** This group will develop a reporting tool via use of an app to enable anonymous reporting of incidents across the strategic and local networks that can report into a central depository to allow real time data and historic trends that can easily be mapped.
- **Public awareness:** This group will develop a public-facing awareness campaign to help the general public understand in more detail the role of the highways and transport sector in the community and why it does the work it does. The campaign will also focus on other work to explain why it is socially unacceptable and hopefully as a result of the campaign,, to abuse road workers.



How do we plan to deliver?

Respect Our Roadworkers week

The culmination of a year's hard work in the background, Respect our Roadworkers week will be the public facing highlight of our campaign.

During Respect our Roadworkers week we will...

- Make it socially unacceptable to abuse a roadworker.
- Launch our media campaign around our #highwaysheroes with a series of radio adverts and extensive online marketing.
- Formally launch the **#stampitout** app to the sector, offering operatives across both the strategic and local authority networks the ability to report instances of abuse quickly, easily and for free.
- Host our two events - one to be based at Parliament in London, the other Scotland. The aim of these events is to broaden engagement at a high level thus creating an awareness of the programme and its progress to date.

Responding to delivering our aims

Make Change

- Make it socially unacceptable to abuse roadworkers.
- Raise awareness of the vital role of roadworkers in building and maintaining our infrastructure.
- Create an awareness that our roadworkers are people with families and therefore should be afforded the same level of respect as ones neighbour.

Educate

- We will develop and deliver two education campaigns, one industry facing, one public facing. The industry facing one will inform and inspire signatures for the petition as well as update the industry on campaign progress and of any resources available to them as a result of work of the taskforce. It will also encourage reporting of abuse via the new app. The public facing one will have two purposes. The first is educating the public about the roles and objectives of what the industry is trying to do on the strategic and local networks. Stamp It Out believes that a lot of the behaviour towards workers could be because the public don't understand why they see operatives on the network and what they are doing
- The second is around why it is socially unacceptable and eventually be acceptable to verbally or physically abuse road workers and the consequences of doing so.
- Inform and inspire the current and new generation of managers and directors to ensure our road workers are safe at work on the network
- Use the training task force to develop a series of tools to educate road workers and managers on how to deal with conflicts relate to abuse when they happen.

Report

- Via the education programme mentioned above, encourage road workers to report any abuse
- Use the technology working group to plan and deliver a easy-to-use app to help workers report abuse on a more regular basis. The app must be able to connect with other systems currently being used in the industry and is a central depository for information that can be used to create a region-by-region and country-wide picture on road worker abuse that will help inform decisions on how it can be eliminated. Find an industry system that is 'geared up' to help us deliver this. The working group will feed into the main task force for agreement
- Test and check the app with a series of industry trials
- Communicate the new reporting tool via a range of social media and trade articles as well as downloads available for companies to print off and distribute in offices and depots etc
- Download app data and produce and publish a white paper on the results. Make this available to the while sector.

Communicate

- The task force will deliver ongoing media coverage news, articles, interviews, opinion pieces and thought leadership in both the local and national press updating industry on the progress of the campaign
- Through its two events in its Respect the Roadworker week, it will inform industry of progress of the campaign and give a unique insight into what the future of protecting roadworkers looks like
- Offer industry a range of tools, insight material and resources to help them protect their workers and support the campaign.

Terms of Reference

There are 4 aims of this joint taskforce as follows

1. Creating common standards that designing out the risk of incursions prior to the deployment of traffic management.
2. The introduction of new technology and standardising existing technology for mitigating the risk of incursions and reporting of road worker abuse.
3. Working with the Police departments to change the penalties for incursions into traffic management where roadworkers lives are put at risk.
4. Bringing the industry together to report and challenge roadworker abuse and to increase awareness and support for those suffering with poor mental health in the highway sector.

Membership

The taskforce shall be appointed in the first instance and be at the discretion of the Safer Highways CEO and board members and its membership shall be as set out in the Membership Schedule. All members of the taskforce shall

- Be from a cross sector of member companies and have recent and relevant experience in the focus areas. The taskforce shall comprise of not less than six members.
- Other technical experts may attend if invited by the Chairman of the Committee.
- Appointments to the taskforce shall be for an initial 12 month period extendable by rolling six months on agreement.

The Safer Highways Board shall appoint the Chairman of the taskforce. In the absence of the Chairman of the Committee and/or appointed deputy, the remaining members present shall elect one of themselves to chair the meeting.

Secretary

The Secretary of the taskforce (in the first instance Safer Highways Business Director) will be Secretary of the Committee.

Quorum

The quorum necessary for meetings to go ahead shall be A minimum of 5 persons, however, in exceptional circumstances where a programme critical decision should need to be made then this will fall to the CEO, Programme Chair and Project Sponsor to agree an appropriate course of action.

Frequency of Meetings

Meetings shall be held not less than four times each year and at such other times as the Chairman of the taskforce shall deem necessary.

Notice of Meetings

Unless otherwise agreed, notice of each meeting confirming the venue, time and date together with an agenda of items to be discussed, shall be provided to each member of the taskforce, and any other person required to attend no fewer than seven working days (if practicable) prior to the date of the meeting. Supporting information shall be sent to members of the taskforce and to other attendees as appropriate, at the same time.

Due to the currently Covid 19 restrictions meetings will be held virtually.

Minutes of Meeting

The Secretary shall minute the proceedings and resolutions of all meetings of the taskforce, including recording the names of those present and in attendance.

Minutes of the taskforce meeting shall be circulated to the taskforce members other attendees and to all members of the Safer Highways board.

Duties

The taskforce shall:

Aim to reduce incursions into traffic management by -
Identifying risk to employees, subcontractors and members of the public associated with the installation, removal and working within traffic management and to remove or reduce these risks, through improved installation, protection, communication,

education and technology.

Increase the profile of roadworker abuse and increase awareness and support for those suffering with poor mental health in the highway sector.

Other

Review and measure the effectiveness of any improvements at regular intervals.

Give due consideration to laws and regulations and guidance for the installation and removal of traffic management, as appropriate.

Review and share incidents and data on incursions and roadworker abuse without prejudice.

Reporting Procedures

The Chairman of the taskforce shall report formally to the Board on progress after each meeting on all matters within the ToR.

The taskforce shall at least once a year, review its own performance, constitution, and terms of reference to ensure it is operating effectively and recommend any changes it considers necessary to the Safer Highways Board.

Authority

The Committee is authorised to:

Obtain independent legal or professional advice, funded by the Community interest funding streams which those on the taskforce agree to support and not the external funding streams which the campaign may, or may not be able to trigger on any matter it considers appropriate to its terms of reference, and such advisors may attend meetings as necessary;

Avail itself of training it considers appropriate to ensure members have a sufficient understanding of the sector in which it operates, and are kept up to date with relevant, regulatory and legal developments.





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