



London Ambulance Service **NHS**
NHS Trust

Policy on Traffic Calming

DOCUMENT PROFILE and CONTROL.

Purpose of the document: To define the position of the Trust in the regards to traffic calming measures that have the potential to impact upon the delivery of patient care.

Sponsor Department: A&E Operations

Author/Reviewer: Staff Officer to Deputy Director of Operations. To be reviewed by March 2018.

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19/10/16	2.1	General Manager Central Operations	Minor amendments requested by PMAG
05/10/16	1.7	IG Manager	Document Profile and Control update
04/10/16	1.6	General Manager Central Operations	Added: Referenced traffic light phasing as a form of traffic calming
15/09/16	1.5	General Manager Central Operations	Minor Amendments
14/09/16	1.4	Staff Officer to Deputy Director of Operations	Job titles amended. Added: policy background, external communications, general issue lines, speed restrictions
21/07/16	1.3	Communications	Added information
4/5/10	1.2	Staff Officer to the Deputy Director of Operations	Redraft and restructure
29/01/10	1.1	Assistant Director of Operations West	Added: scope, responsibilities, implementation plan, reformatted
16/03/05	0.1	Chairman	First draft

***Version Control Note:** All documents in development are indicated by minor versions i.e. 0.1; 0.2 etc. The first version of a document to be approved for release is given major version 1.0. Upon review the first version of a revised document is given the designation 1.1, the second 1.2 etc. until the revised version is approved, whereupon it becomes version 2.0. The system continues in numerical order each time a document is reviewed and approved.

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Links to Related documents or references providing additional information		
Ref. No.	Title	Version

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1. Introduction

The LAS is concerned that, in pursuing the laudable objective of reducing death and injury on London's roads, local authorities may from time to time overlook the impact that traffic calming measures have on the delivery of patient care by the London Ambulance Service NHS Trust (LAS).

2. Scope

This policy defines the position of the Trust in relation to traffic calming measures that have the potential to impact upon patient care within the London area.

3. Objectives

1. To ensure any new traffic calming schemes are considered fully appreciating the wider implications upon the ambulance service and patient outcomes.
2. To encourage meaningful consultation with the LAS, engaging at the appropriate level, where new traffic calming schemes are felt to be needed or existing measures are under review.
3. That the LAS will, when appropriate, identify schemes that cause the service particular concern and will propose such reviews to the relevant authorities.

4. Responsibilities

- 4.1 **Stakeholder Engagement Managers (SEMs)** are responsible for seeking engagement at a local level with those authorities involved in planning, scoping and introducing traffic calming measures.
- 4.2 All **operational managers** within the Trust are responsible for engaging in traffic calming scheme consultations that take place, promoting periodic reviews of existing schemes and supporting research into this area.

5. Definitions

Traffic Calming Measures are defined within this document as: road humps, pads, chicanes, width restrictions, barriers, closure of minor roads, one way systems, traffic light phasing, cycle highways and pedestrian zones.

6. Policy background

- 6.1 According to data from Transport for London there were 25,193 traffic collisions in London in 2015 involving personal injury. Data shows that from these collisions there were 30,182 casualties. 136 people were fatally injured, 1956 seriously injured and 28,090 slightly injured.
- 6.2 The LAS receives over 1.8 million calls a year and attend over one million incidents per year. Of these around fifty per cent are Category A incidents,

where the patient presents with an immediately life-threatening condition. For these patients, there is a clear link between our response time and their chances of survival. A faster clinical response saves lives amongst the most seriously ill patients. Conversely, anything that slows down an ambulance response endangers lives.

- 6.3 Within London there have been an increasing number of changes to the design of traffic. The introduction of cycle superhighways has caused increased disruption in a number of areas, leading to road closures and other traffic calming measures. As a result the Service continues engage with local authorities regarding schemes that will impact on our ability to reach patients in a timely manner and to convey them.
- 6.4 Furthermore, some types of traffic calming measures, by virtue of their design, cause difficulties for ambulance crews in treating patients whilst *en route* to hospital. The same measures frequently cause additional discomfort and/or pain to patients whilst in transit.
- 6.5 Against this background, the LAS has adopted the following policy with regard to traffic calming.

7. Policy

- 7.1 The benefits of any new traffic calming measure (eg road humps, pads, chicanes, width restrictions, barriers, closure of minor roads, one way systems, traffic light phasing and pedestrian zones) by any highways authority in London should outweigh the wider effects of its introduction. This includes the effect on the surrounding road network as well as any negative impact on ambulance response times and clinical care.
- 7.2 The Trust encourages early and meaningful consultation by local authorities and TfL with the LAS at the appropriate level for each scheme where further traffic calming measures are felt to be needed. As most schemes are introduced by London's local authorities, this will typically be the relevant sector Stakeholder Engagement Manager, but schemes that have wider implications might need to be dealt with at area or Trust level. The LAS will engage in those consultations in a constructive spirit, e.g., by suggesting modifications that will reduce the impact on ambulance response times, wherever possible.
- 7.3 Existing schemes should be reviewed periodically to ensure that the benefits continue to outweigh the costs. The LAS will, when appropriate, identify schemes that cause the service particular concern and will propose such reviews to the relevant highways authority.

8. External communications

- 8.1 Traffic calming measures in London can often be highly charged politically so any media interest in the effect of traffic calming measures on the Service

should be referred to the media team. Do not respond to any media queries regarding schemes without consulting the media team first.

- 8.2 Where local councillors, local MPs, London Assembly members or other individuals or organisations with a high profile contact the Service or are involved in discussions regarding the issues, please contact the stakeholder engagement team in communications for advice.
- 8.3 Any response presented publically may be used as an official Service position on traffic calming measures. This includes comments made at public meetings or responses to emails. Please be mindful that any statements made about the impact on the Service may be used in the press, if you are attending any public meetings and are unsure of what can be said in relation to a specific traffic calming measure please contact your local stakeholder engagement manager or the stakeholder communications team.
- 8.4 There are some standard lines that staff can use when responding on traffic calming issues. These may vary depending on the specific circumstances, if unsure please contact your local stakeholder engagement manager, the stakeholder communications team or the media team who can advise.
- 8.5 Lines

General issue line

The LAS understands local authorities desire to improve the capitals roads and traffic flow, especially areas of high demand and peak time traffic. However, the LAS would always support direct and unhindered access 24/7 to all of London's roads to ensure we are able to provide the best care possibly to the population of London.

The London Ambulance Service is working with X [council/ area etc] on traffic changes in the area [insert detail on area]. We're engaging with the council to ensure that any changes take account of the needs of our ambulances crews and patients.

Speed restrictions

The London Ambulance Service is in principle unsurprisingly in favour of schemes which reduce the potential for accidents and also the severity of any injuries where they do occur.

However, the London Ambulance Service is a fully mobile organisation which is permanently on the road. Travelling at lower speeds across significant areas of the borough is likely to increase travelling time and any additional journey time can reduce operational availability or increase journey time for patients being conveyed to hospital. It would also be likely to impact on the time taken to travel across different areas under normal road conditions to provide emergency cover at optimum positions.

IMPLEMENTATION PLAN				
Intended Audience	For all LAS staff			
Dissemination	Available to all staff on the Pulse			
Communications	Revised Procedure to be announced in the RIB and a link provided to the document.			
Training	N/A			
Monitoring:				
Aspect to be monitored	Frequency of monitoring AND Tool used	Individual/ team responsible for carrying out monitoring AND Committee/ group where results are reported	Committee/ group responsible for monitoring outcomes/ recommendations	How learning will take place
Levels of local engagement and consultation	Quarterly review of ongoing works and consultation by sector	Stakeholder Engagement Managers Stakeholder Engagement Managers meeting.	Joint Communications and Stakeholder Engagement Manager Sessions	On an ad-hoc basis at a local level following engagement. Accurate data reviewed by Communications Department