

Incident investigation



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Construction
Logistics and
Community Safety



Driving for
Better Business



Incident investigations: Why are they so important to your operation?



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Unsafe Vehicle or Driver or Operation?



Vehicles don't crash on their own.... not yet!



THE Sun



Three people killed after van drives the wrong way along M606 - **14/06/2022**

yahoo!news



Driver survives being trapped for two hours after M56 crash - **04/10/2022**

ECHO



Van crushed in multi-vehicle crash on M62 - **12/10/2022**

LeicestershireLive



Driver seriously hurt after van crashes on M1- **03/03/2021**

LancsLive



M6 crash involving lorry and four cars closes motorway for hours - **16/01/2021**

Why you should investigate everything!



Incident 1

Who do you interview?



Driver



Vehicle



Driver Trainer



Transport Manager



Operation



Planner



Loader



Training Provider



Management Team

Nothing changes if Nothing Changes!



Driver



All the rest

Where to start your change

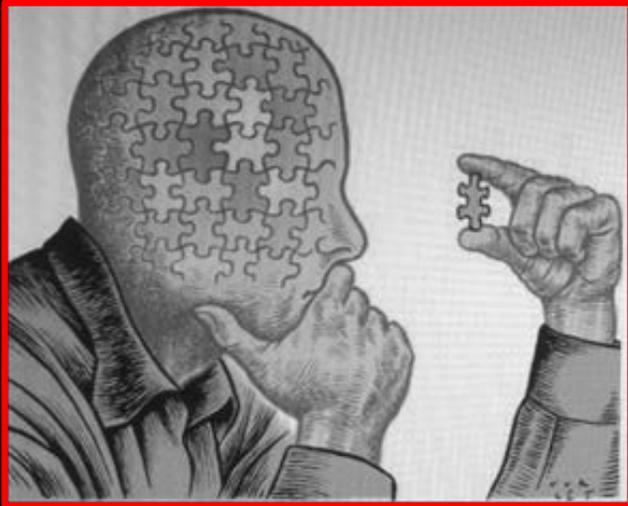


Implement and manage a robust

**‘Collision and Incident
Reporting and Investigation
Policy’**

What do they mean to you?

What do collision, incident and near-miss investigations mean to you?



Risk



Threat



Opportunity

Provide critical legal protection

Collisions/incidents you should investigate!



- ✓ Own vehicle damage/own property damage
- ✓ RTCs involving a third-party vehicle
- ✓ RTCs involving any third-party property damage
- ✓ Near misses involving a third party/employee
- ✓ Loading/load shift issues
- ✓ Load security and strapping
- ✓ Bridge strikes
- ✓ Vehicle rollover
- ✓ Vehicle/trailer roll-away
- ✓ Traffic violations – speeding, drink and drugs
- ✓ In service defects not reported by the driver
- ✓ Roadworthiness prohibition: PG9
- ✓ Vehicle theft
- ✓ Public complaints about driving



Regardless of:

- how serious or minor
- fault or non-fault
- injury or no injury
- claim or no claim

**Not an exhaustive list

Underpin and change company safety culture



Why do they need to be done?

Collision and near miss reporting and investigations are key processes that are vital parts of any fleet strategy

What do we learn from them?

They confirm good practice, identify areas of concern that need improvement, remedial actions to reduce future exposure and training requirements

What do they do?

They 'stress test' company policies and their ability to stand up scrutiny and interrogation

Every investigation is a 'Stress Test'



THE PAIN SCALE

1. Collision/Incident Reporting & Investigation Policy
2. Disaster Plan/Crisis Management Driving Policy
3. Authority to Drive
4. Driving Licence Checking Policy
5. Fitness to Drive Policy
6. Alcohol, Drugs and Substance Misuse Policy
7. Bridge Strike Policy
8. Counter Terrorism Policy
9. Coupling and uncoupling Policy
10. Data Management Policy
11. Driver Training Policy
12. Driving Abroad Policy
13. Driving Food and Drink Policy
14. Driving while Distracted Policy
15. Driver Safety Policy
16. Environmental Policy
17. Grey Fleet Policy



18. In-vehicle Technology Policy
19. Journey/Route Planning Policy
20. Loading/unloading Policy
21. Mental Health and Driving Policy
22. Mobile Phone Use Policy
23. Personal and Vehicle Security Policy
24. Restricted Vision Driving Policy
25. Safety Equipment Policy
26. Seatbelt and Restraints Policy
27. Secondary Employment Policy
28. Smoking and Driving Policy
29. Speeding Policy
30. Vehicle Breakdown Policy
31. Vehicle Passenger Policy
32. Vehicle Security Policy
33. Vulnerable Road Users Policy
34. Adverse Weather Driving Policy

One size does not fit all



Not all investigations require police style forensics

Post investigation procedures should be relevant to the severity of the collision or incident



Questions for the whole operation



Two questions to ask

1. 'Why do you think the collision/incident occurred?'
2. 'Is there anything you could have done that could have stopped it happening?'

In the event of a catastrophic/fatal collision, ask this additional question

- 'If you could go back to 10 seconds before the collision, what would you say to the person in the other vehicle, to explain why you were driving the way you were at that time.'

Top tips from your investigations



- ✓ Learn your lessons from your collision and incident investigations
- ✓ Keep reviewing your learnings as trends will change
- ✓ Develop targeted, evidence-based training specific to your operation
- ✓ Most importantly, make the training different, memorable and fun!!

Here are two 'funny' questions!!



When was the last time you asked your drivers to read the Highway Code?

A blue rectangular sign with a white border. At the top, there is a row of eight white circular icons representing different road users: a pedestrian and child, a bicycle, a motorcycle, a person on a horse, a car, a van, a bus, and a truck. Below the icons, the text "The Official Highway Code" is written in white and yellow. "The Official" is in white, and "Highway Code" is in a large, bold yellow font.

When was the last time you read the Highway Code?

The 'Handsfree Memory' game - come up and play



What can you remember about your journey?



1. How many people were stood at the first Bus Stop?

3

2. Who was stood outside of the shops?

Woman & pushchair

3. What were the pedestrians holding?

An umbrella

4. What colour car was pulling out of the nursery?

Pale blue

5. How were the cars parked illegally as the pale blue car pulled out?

On pavement & DYL

6. How many warning signs were after the pale blue car?

2

7. How many people were stood at the last Bus Stop?

1

8. What colour was the last car on the left?

Yellow

9. What was the colour, make and model of the car you followed?

Black, Kia Sportage

10. What was the question I asked you?

What was you're name?

Monitoring and safety improvement.



At fault' collisions/incidents - January 2020 to June 2024 = 2157

Own Depot

21%

F = 53% R = 47%

OWN = 89%

TPV = 11%

Delivery Location

39%

F = 45% R = 55%

OWN = 13%

TPV = 27%

TPP = 60%

Public Highway

40%

F = 84% R = 16%

OWN = 45%

TPV = 50%

TPP = 5%

F = Forward R = Reverse OWN = Own vehicle only TPV = Third Party vehicle TPP = Third Party Property

Monitoring and safety improvement.



Summary of 'at fault collisions/incidents'

Over $\frac{3}{4}$ happen with drivers who have 2 or more recorded collisions/incidents, and these are only $\frac{1}{4}$ of the driver workforce

Over $\frac{3}{4}$ happen at the speeds of under 10mph

Over $\frac{1}{2}$ happen when the vehicle is moving forwards

Over $\frac{1}{2}$ have an operational contributory cause and not just driver behaviour



past



now



future



Case studies - Change really works!



Operator 1

- 400 vehicles and 600 trailers
- ✗ Inconsistent approach across all depots
- ✗ Incident ratio with TP = **84 - 21% of fleet size**
- ✗ Fatal incidents = 4
- ✗ Incident ratio on site = **300 - 75% of fleet size**
- ✗ Called before **TC 2 times**
- 15 months support at £35,000
- ✓ **Consistency** across all sites
- ✓ Incident ratio with TP reduced to **28 = 7%**
- ✓ Incident ratio on site reduced to **132 = 33%**
- ✓ Fatalities = **0**
- ✓ **Praised** by TC for improvements
- ✓ Savings = **£720,000**

Operator 2

- 75 vehicles
- 3 depots
- ✗ Inconsistent approach across all depots
- ✗ Incident ratio with TP = **75 - 100% of fleet size**
- ✗ Incident ratio on site = **124 - 166% of fleet size**
- 12 months support at £20,000
- ✓ **Consistency** across all sites
- ✓ Incident ratio with TP reduced to **40 = 53%**
- ✓ Incident ratio on site reduced to **73 = 58%**
- ✓ Savings = **£350,000**



Not so funny and not so new offence!



Causing serious injury by careless or inconsiderate driving

Culpability

- A.**
- Standard of driving was just below threshold for dangerous driving and/or includes extreme example of a culpability B factor
- B.**
- Unsafe manoeuvre or positioning
 - Engaging in a brief but avoidable distraction
 - Driving at a speed that is inappropriate for the prevailing road or weather conditions
 - Driving impaired by consumption of alcohol and/or drugs
 - Driving vehicle which is unsafe or where driver's visibility or controls are obstructed
 - Driving impaired as a result of a known medical condition and/or in disregard of advice relating to the effects of medical condition or medication
 - Driving when deprived of adequate sleep or rest
 - The offender's culpability falls between the factors as described in culpability A and C
- C.**
- Standard of driving was just over threshold for careless driving
 - Momentary lapse of concentration

Sentencing

Triable either way

Maximum: 2 years' custody

Offence range:

Community order – 2 years' custody

Obligatory disqualification:

Minimum 12 months

(with discretionary power to order disqualification until an extended retest is passed)

Thank You

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