

**You can contact us in the following ways:**

**By telephone:**  
01905 XXXXXX

**By post:**  
Safe & Sustainable Transport, Worcestershire County Council, County Hall, Spetchley Road, Worcester WR5 2NP

**By email:**  
email@worcestershire.gov.uk

**Online:**  
www.worcestershire.gov.uk

This document can be made available in other languages (including British Sign Language) and alternative formats (large print, audio tape, computer disk and Braille) on request from <TEAM NAME> on telephone number <TELEPHONE NUMBER> or by emailing <EMAIL ADDRESS>

**School Crossing Patrol Service**



# HANDBOOK Patrol Instruction Guide

To the best of our knowledge all information was correct at the time of printing: November 2008.

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Find out more online:  
[www.worcestershire.gov.uk](http://www.worcestershire.gov.uk)



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NAME									
	start	finish	No. Hours	start	finish	No. Hours	TOTAL HOURS For day	NOTES	
<b>WEEK BEGINNING:</b>									
MON									
TUE									
WED									
THU									
FRI									
					Week Total				
<b>WEEK BEGINNING:</b>									
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<b>WEEK BEGINNING:</b>									
MON									
TUE									
WED									
THU									
FRI									
					Week Total				
<b>Notes To Office</b>						Overtime to Claim Yes/No			

Name  
Payroll Number

School Name  
Patrol Location

School Address

Duty Times – Monday to Friday – School Term Time Only

Morning \_\_\_\_\_ to \_\_\_\_\_

Afternoon \_\_\_\_\_ to \_\_\_\_\_

Contacts –

School Crossing Patrol Supervisor (North)  
Christine Bridgewater – 07785337015

School Crossing Patrol Supervisor (South)  
Barbara Bristow – 07904520371

School Crossing Patrol Technical Support Assistant  
Tina Green – 01905 766826  
Emergency Mobile Number - 07904391450

Policy & Performance Team Leader  
Stephen Wheatley – 01905 768324

School Crossing Patrol Service  
Sustainable Transport Unit,  
County Hall,  
Spetchley Road,  
Worcester  
WR5 2NP

## Accident / Incident Reporting Form

Name of SCP	
Patrol Location	
School Name	
Time of Accident / Incident	
Date of Accident / Incident	
Place of Accident / Incident	
Was SCP wearing uniform	
Was sign displayed correctly	
Were the lights working correctly	
Weather conditions	
Was visibility good	
Was the road surface dry	
Was the street lighting on or off	
Was the vehicle lights on or off	
Speed Limit	
Estimated speed of vehicle	
Registration No	
Car make model & colour	
Where the police informed	
Time & Officer	
At a light controlled or zebra crossing	
Was anyone injured	
Name of Injured Person	
Address of Injured Person	
Type of Injury	
Was medical attention provided	
Was anyone taken to hospital	
If SCP was injured was duty resumed	
Has accident been logged	
Dates of previous accident / incidents	
Any other drivers involved	Name
	Address
	Registration
Witness	Name
	Address
Detail of accident (Please attach a sketch or photo)	
Comment (SCP Supervisor)	

## Contents

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3. Uniform & Equipment
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5. Pedestrians
6. Traffic
7. Reporting Incidents
8. Code of Conduct

## APPENDIXES

- Accident / Incident Report Form
- Time Keeping Sheet

SCP Signature \_\_\_\_\_ Date \_\_\_\_\_

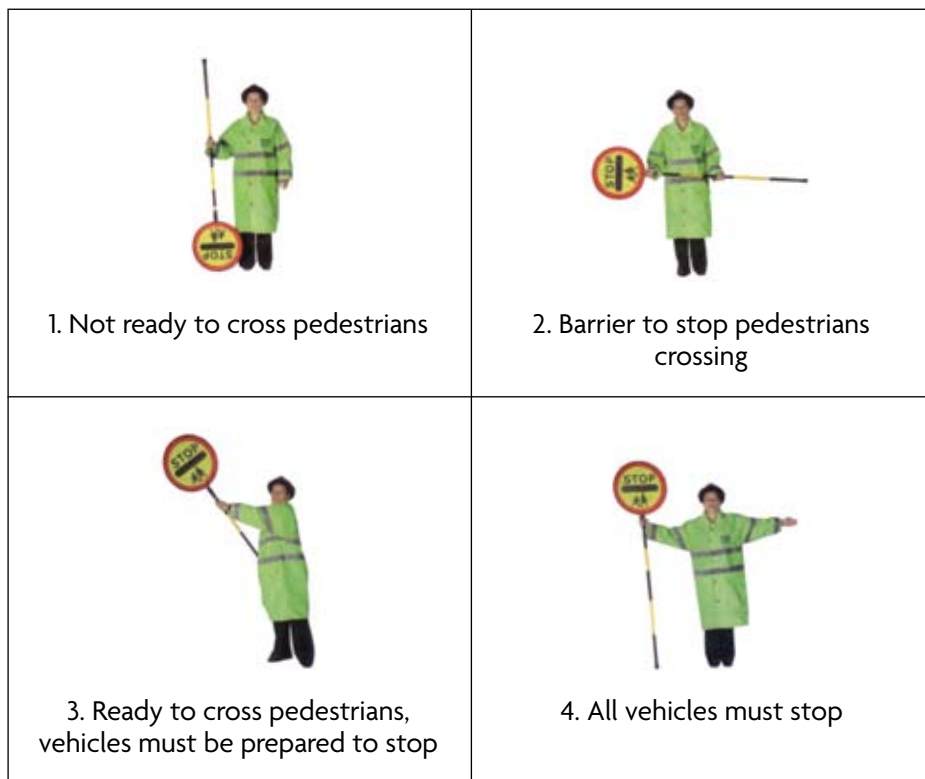
SCP Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

SCP Manager Signature \_\_\_\_\_ Date \_\_\_\_\_

Should you require a replacement of any items whether they have been damaged, lost or stolen, please contact your School Crossing Patrol Supervisor immediately.

The sign must always be used to stop traffic in the instructed manner. Before stepping into the road display the sign in a prominent UPRIGHT position, so it can clearly be seen by approaching road users. Continue to display the sign until all users have crossed the road.

Use the stop sign appropriately as indicated below –



If hazard-warning lights are in place at your site you will be given full instructions regarding their operation. Please report any faults to you supervisor, including column number if available. This applies to light controlled crossings or belisha beacons, at zebra crossings.

#### 4. Absence & Time Keeping

If for any reason you are unable to be at your patrol site at the appointed time you MUST advise the designated school & SCP Technical Support Assistant as soon as possible, this should not be conducted by text message.

Do not return to duty without notifying your supervisor. A return to work interview will be conducted, even if only one session is missed, in line with the Authority's people strategy. A doctor's note will be required for a period of 7 consecutive days of absence.

Your contracted hours are important and have been assessed as appropriate to the site, you may request amendments to these times which will be considered, please report these requests to your supervisor who will authorise if necessary.

As part of the new regulations you will be required to complete a timesheet and sign to confirm your attendance at work on a monthly basis.

It is important to arrive at the appointed time and not to leave until the end of your duty. Pedestrians crossing at these times will be at greater risk. You will be advised of your crossing point at your induction.

You are employed to work during school times and holiday is not normally permitted during term time. Please contact your supervisor if you require exceptional leave, (see conditions of service).

#### 5. Pedestrians

You MUST NOT administer anything other than verbal instruction to Pedestrians crossing under your supervision, other than in an emergency.

Ensure your instructions are clear and firm and report any difficulties with children to the Head Teacher of the associated school or SCP supervisor. Any other problems should be reported to your supervisor.

Make sure the pedestrians stand well back from the kerb until you instruct them to cross. If children present to cross on a scooter/bike, ask them to dismount before crossing.

## 6. Traffic

Your priority is the safety of pedestrians crossing the road however, do not hold up traffic unnecessarily as you will be operating during peak times.  
You will be given instruction regarding the designated crossing point.

Look for suitable gaps in the traffic, make your intentions clear by displaying the sign, allow adequate stopping distance if weather & road conditions are difficult. Be firm in your decision, eye contact is beneficial.

ONLY USE THE POLE AS INSTRUCTED – Do not use hand signals other than instructed.

Be alert for overtaking vehicles, especially bikes and buses. Ensure traffic is stopped in both directions before allowing pedestrians to enter the road.

When using your pole at a light controlled crossing, DO NOT attempt to stop traffic against the green light. If crossing a central refuge the crossing should be made in two stages and treated as a separate crossing, pedestrians should be halted in the middle and crossed again.

## 7. Reporting Incidents

If a vehicle fails to stop once you have taken your position in the road, note down as much information as possible and complete the report at the back of this handbook.

- a. Time & Date
- b. Make, Colour and Registration
- c. Driver description
- d. Name & address of any witnesses
- e. Telephone your supervisor

Avoid confrontations with drivers and report any such incidents to your supervisor.

In the event of an accident, take charge of the situation until the emergency services arrive, DO NOT neglect your responsibility for the safety of pedestrians waiting to cross the road.

Any changes will only be TEMPORARY until the safe operation of the original site can be restored.

We would recommend an induction with the school, possibly during assembly to introduce you to the pupils, this may involve some role-play and other activities with the children at the schools discretion. We would like to build relationships with the school and you may be able to store your equipment at the site.

The School Crossing Patrol Supervisor will visit you each term to review your performance and carry out a full risk assessment in line with the policy, please raise any concerns you have regarding your site.

If you would like a separate site review or informal retraining, your Supervisor will be happy to make the necessary arrangements.

You will have been issued with a staff hand book, please refer to this for further information regarding the Authorities policy's on Health & Safety, Code of Conduct, Smoking, Drug and Substance Use and Equality and Diversity Policy.

## 3. Uniform & Equipment

When on duty you must wear ALL items of the official uniform, (including chosen hat and protective footwear), this is to ensure maximum visibility to road users and personal safety. You will not be authorised to operate the site without the full uniform and equipment.

Personal Protective Clothing is provided to keep you warm and for you to be easily seen by drivers, it should be kept clean at all times. Please remember you are representing the Authority.

Whilst On Duty -

- Do not use an umbrella
- Do not use audio equipment, such as an ipod
- Do not use a mobile phone, unless in an emergency
- Do not smoke
- Do not eat/drink unless you have a medical requirement, agreed through your supervisor
- Do not deface the sign and keep it clean
- Do not bring pets or provide child-care
- Please refrain from engaging in chatting with pedestrians as this may distract you from your responsibilities

## 1. Authority to Stop Traffic

The School Crossing Patrol Act 1953 and School Crossing Patrol Order of 1954 established the role of School Crossing Patrol officers to help children cross the road on the way to and from school.

The law gives a SCP, appointed by the appropriate Authority and wearing an approved uniform, the power to stop traffic by displaying the prescribed sign.

Current regulations set in the transport Act 2000 also permit a SCP to operate “at any time the Authority think fit and may stop traffic to help anyone (child or adult) cross the road”.

You are only permitted to stop traffic with the STOP CHILDREN sign and whilst wearing an approved uniform. Do not attempt to stop traffic using hand signals. You may use the sign to assist everyone who presents themselves to cross the road this includes adults on their own.

You are responsible for the safety of pedestrians intending to cross as they arrive at the crossing point. Ensure they remain on the pavement until instructed to cross.

Watch for a suitable gap, display the sign and allow sufficient time for vehicles to stop safely. Position yourself in the center of the road with arms outstretched. Wait until vehicles stop before instructing pedestrians to cross in front of you.

Please remember that the responsibility of children crossing the road remains with the parent.

You are only able to operate at the designated site wearing the authorised uniform and displaying the prescribed sign.

## 2. Supervision & Training

The School Crossing Patrol Supervisor is responsible for all the training and instruction and will meet you at your designated crossing point on your first day of duty.

The designated crossing point must always be used, except when road works or other emergencies prevent the safety of operation. On such occasions consult the School Crossing Patrol Supervisor before any changes are made.

## Emergency Procedure –

- Ask someone to warn approaching traffic
- Ensure safety of casualty, do not move them unless necessary
- Administer First Aid if qualified
- Ensure someone has contacted the emergency services
- Obtain name & address of any witnesses
- Telephone your supervisor

## 8. Code of Conduct

### Do

- Take reasonable care of your uniform & equipment
- Always wear your full uniform
- Report any incident to your SCP Supervisor
- Report any absence from duty to Technical Support Assistant
- Display your sign clearly
- Allow sufficient time for vehicles to stop
- Establish good relationships with children, parents and school

### Don't

- Enter into any argument with the public
- Direct traffic with your hands
- Discipline children
- Make arrangements without contacting your SCP Supervisor
- Stop traffic without your uniform or STOP-CHILDREN sign
- Allow pedestrians to walk into the road until instructed
- Leave your site during duty time
- Restrict your visibility in any way
- Wear audio equipment or use a mobile phone
- Smoke whilst on duty
- Take medication which may affect your ability to under take your duties
- Eat or drink unless authorized by your supervisor

## Introduction

Welcome to the School Crossing Patrol Service, the position of School Crossing Patrol Officer is a very rewarding role and has the important responsibility for the safety of pedestrians crossing the road.

Because we all cross the road regularly it is easy to under estimate the dangers that exist.

This booklet provides all the required information to carry out your duties safely and effectively. It should be kept with you at all times when you are on duty and also advises you how and when to contact your supervisor.

Should you have ANY concerns, please do not hesitate to contact your School Crossing Patrol Supervisor, Technical Support Assistant or Team Leader.



School Crossing Patrol Timesheet	
<b>Name</b>	
<b>Pay No.</b>	
<b>School Name</b>	
<b>School Crossing Patrol Site</b>	
<b>Contracted Hours</b>	<b>per week</b>
<b>Duty Times</b>	
MON	
TUE	
WED	
THU	
FRI	
Have you worked your contracted hours (as described above) this month?    Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>PLEASE NOTE THAT YOU ARE EXPECTED TO WORK YOUR CONTRACTED HOURS. ANY VARIATION TO THESE HOURS WILL BE IN EXCEPTIONAL CIRCUMSTANCES ONLY AND MUST BE APPROVED BY TINA GREEN BEFOREHAND.</b>	
If you have worked either more than, or less than the hours stated above, please complete the timesheet overleaf with the hours you actually worked. Please also enter the reasons for any variations to your contracted hours.	
Please note that;	
<ul style="list-style-type: none"><li>• If you are off sick you must call Tina Green on 07904 391450 to report your absence as soon as possible, as well as making a note of this overleaf. Please refer to the Sickness Absence Reporting Procedure enclosed.</li></ul>	
I certify that I have worked my contracted hours / hours stated overleaf (please delete as appropriate).	
<b>School Crossing Patrol Signature</b> .....	
<b>Date</b> .....	
On completion, please return this form in the envelope provided to Tina Green by the 2nd of each month.	