

STOP



School  
Crossing  
Patrol

**Training  
Manual**

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## **Introduction**

### **Welcome to your very important post as a School Crossing Patrol (SCP)**

School Crossing Patrols were introduced in this country in the 1950s as a further means of reducing road accidents involving children.

In Devon, the County Council Environment Directorate is responsible for all matters concerning School Crossing Patrols.

Your sole duty as a School Crossing Patrol is to provide a safe crossing for children both on the way to and from their school. This will be at an approved site, at agreed times. Part of your duty is to stop the traffic as necessary.

As a representative of Devon County Council, you have an obligation to be well presented, and to ensure the safety of pupils and public at all times during your duty hours.

After your training period, please keep this manual within easy reach for reference at any time.

We hope the following pages will help and guide you in the supervision of children and we wish you every enjoyment in your new duties as a School Crossing Patrol.

## Personal Details

Name: \_\_\_\_\_

School: \_\_\_\_\_

Location: \_\_\_\_\_

## Your Duty Hours

### Monday to Friday

From:	AM	To:	From:	PM	To:
_____		_____	_____		_____

### Time allowed for warning lights

AM	PM
_____	_____

**Total hours/minutes per week including time allowed for warning lights**

\_\_\_\_\_

## Telephone Contacts

Incidents	]	
General Enquiries	]	
Absence from Work	]	Devon Catering And Cleaning Services
Pay Issues	]	<b>01392 - 382247</b>

E-mail: [andrew.eagles@devon.gov.uk](mailto:andrew.eagles@devon.gov.uk)

## School Crossing Patrols and the Law

- 1 You are only able to stop the traffic when certain conditions have been met, as authorised by the Secretary of State. They are:
  - a) You are wearing the full official uniform, which consists of a special coat and hat.
  - b) You are displaying the '**STOP**' sign correctly.
- 2 You operate during the allotted times for that crossing only, (see your duty hours on page 2 or the table below). Any request for a variation to these times should be referred to your School Crossing Patrol Manager, (SCPM).
- 3 That the crossing is operated to enable you to stop the traffic for any pedestrians and not just for those who are schoolchildren or accompanying a schoolchild. For example, a parent returning home with a child who is below school age, after leaving an older child at school, or an elderly or mobility impaired person who would find it easier to cross the road where there is a School Crossing Patrol on duty.
- 4 Drivers and riders required to stop and remain at rest when a School Crossing Patrol, wearing the approved full uniform, displays the prescribed sign. Failure to do so is an offence, which renders them liable to prosecution.
- 5 To stop the traffic when not wearing full uniform or without the School Crossing Patrol sign means you will not be acting in accordance with the statutory regulations.
- 6 Your insurance cover will be nullified if full uniform is not worn when on duty.

## Hours of Duty

- 7 Your hours of duty mean duty at the crossing point to which you have been appointed, (this will be your base for your main duties, and however, you may be required to give assistance on other points as necessary). These hours will be determined according to the requirements for each crossing point and may be adjusted as circumstances alter.
- 8 Under no circumstances must you change your hours of duty or point of crossing unless authorised by the SCPM.
- 9 You must be punctual in your time of arrival at the crossing point and remain in post for the full length of time indicated in your duty hours as shown on page 2 or the table below.
- 10 Children are often late for school and latecomers are more inclined to take chances than those children with plenty of time to spare. Bad time keeping is considered to be a serious offence for School Crossing Patrols, so do not leave your post early.

Your Hours of Duty			
Morning		Afternoon	
Start	Finish	Start	Finish

**POOR TIME KEEPING COULD PUT YOUNG LIVES AT RISK**

## Insurance

- 11 School Crossing Patrols are insured for any claims made against either themselves or the authority arising as a result of their negligence. Cover is up to £20,000,000 for any one incident. County Council employees are also covered for up to £50,000 for any assault which renders them with a disability.
- 12 Additional cover for patrols now includes a Personal Accident Policy for:
  - a) **Permanent disability:** Providing a lump sum of up to £50,000 (on a sliding scale based on the severity of injury and that, the disability is of a residual nature).
  - b) **Temporary disability:** A £20 weekly benefit is payable for up to two years for temporary disablement, (i.e. a broken leg would mean that you are unable to work, but you would over a period, recover completely).
- 13 Should any School Crossing Patrol wish to obtain additional insurance cover, this may be available in the insurance market, but is often dependent upon the age of the applicant.

## Code of Conduct

- 14 At all times when on duty you are required to be clean, neat, and tidy in your appearance. For each duty, you must be properly dressed in full official uniform and carry the school crossing patrol sign. You are responsible for cleaning and maintaining your uniform. Please remember that motorists and pedestrians will judge your efficiency and authority by your appearance and manner.
- 15 It must be clearly understood that your own children (if applicable), must not be present at your place of duty, unless they are on their way to or from their school.
- 16 Your personal behaviour is of the utmost importance and it is essential that you remain alert at all times during your period of duty. You must avoid any activities or distractions, e.g. talking to friends at your crossing point, which could divert your attention from the immediate task of escorting children safely across the road.
- 17 Do not smoke whilst in uniform and please remember that drinking alcohol before reporting for duty will impair your performance at your crossing point, and could lead to suspension and/or dismissal.

## Uniform

- 18 The following items of clothing **must be worn at all times when on duty:**

**Official coat, issue patrol hat, and badge.** You will be issued with a winter and summer coat (**no alterations to Uniform permitted**).
- 19 The full uniform must only be worn during duty hours or if requested for additional crossing duties as approved by the SCPM.
- 20 Failure to wear the approved full uniform whilst carrying out crossing duties is illegal and could render you personally responsible for any claims against you.

- 21 Other clothing may not be worn over the uniform, i.e. scarves over hats, etc., and uniform coats must be fastened during duty time.
- 22 When not in use the detachable hood should be removed. If attached and not in use it must **not** be allowed to cover or obscure the safety logo on the back of the coat.
- 23 Sensible footwear should be worn at all times when on duty.
- 24 It is recommended that in summer, male patrols avoid wearing shorts, but cotton slacks or other lightweight trousers are permitted.

## **Statements**

- 25 Remember that remarks or statements made on the spur of the moment, and sometimes at moments of stress, may later involve you and the County Council in serious legal problems. You must not give statements on your working conditions to anyone. No statements must be given to the press or media without prior consultation and authority from your SCPM.

## **School Crossing Patrol Sign**

- 26 The sign can only be used by a properly authorised/uniformed patrol, or another person specifically authorised by the School Crossing Patrol Manager.
- 27 Display the sign clearly to motorists before you step into the road and keep it clearly displayed and upright until you have finally returned to the pavement.
- 28 Whenever you are at rest between crossing the children, you should keep the face of the sign turned away from the line of the driver's vision, to indicate that you do not require drivers to stop at that time.
- 29 It is essential that you keep the face of the sign clean and unmarked.

## **Site Operation**

- 30 Arrive at your patrol site in plenty of time and start work punctually, particularly if you have to deal with warning lights.
- 31 Stand where you can see and be seen.  
Usually you should stand on the side of the road from where the pedestrians are crossing. By doing this you can ensure the pedestrians assemble and wait on the footway for your decision.
- 32 Whenever possible marshal the children into groups before operating a crossing.
- 33 Ensure that children remain on the footway well clear of the pavement edge, until instructed to cross. Do not let them block the footway.

## New Guidelines



1) Not ready to cross pedestrians



2) Barrier to stop pedestrians crossing



3) Ready to cross pedestrian, vehicles must be prepared to stop



4) All vehicles must stop

- 34 Keep the sign face down until you intend to stop traffic (picture 1).
- 35 Tell pedestrians to remain on the pavement (picture 2).
- 36 When intending to stop the traffic, raise your sign high, so that it is overly visible to drivers. Ensure that your actions are clear and positive (picture 3).
- 37 Assess the speed of the traffic, and be aware of weather condition, and give enough warning so that all vehicles can stop safely.
- 38 Walk into the centre of the road and show the sign clearly (picture 4). Extended your left arm to hold traffic behind you and keep the sign held upright in your right hand, with arm extended and the pole clearly displayed whilst standing in the centre of the road for all the traffic to see.
- 39 Wait until approaching traffic has shown that it is coming to a halt, and then instruct the children to cross.
- 40 Make sure the children cross the road in front of you in a steady line. They should cross near to you, preferably within arms length.
- 41 You must not have any physical contact with the children at the crossing point or any time during your duty.
- 42 Do not encourage the children to run to reach the crossing point, to catch up with others already crossing. Instruct them to halt if others are already across, and tell

them to wait until you cross the next group of children.

- 43 Never leave your position in the centre of the road until the last child has safely reached the pavement, and then return to the side of the road from which you are working. Before leaving the centre of the road, look all around to make sure that there are no children ready to dash into the road.
- 44 When the children and others are clear of the crossing and safely on the other side of the road, preferably return to your point on the footway and lower the sign face down (picture 1).  
Acknowledge drivers to thank them for stopping.  
Never hold up traffic for longer than is reasonably necessary (delayed driver's cause's frustration and may result in complaints).
- 45 You must never use your hand to direct traffic, only as in acknowledgement.
- 46 Use your discretion at all times, with the safety of the child the foremost objective.
- 47 Drivers of cars or other vehicles obstructing the crossing should be asked to move. If a driver or rider is obstructing the safe passage of children across the crossing, you have the right to ask them to move their vehicle. Advise your SCPM if you encounter persistent offenders, do not involve yourself in any way with a driver or rider. Try not to obstruct the pavement yourself.

## **Zebra Crossing**

- 48 These sites are to be operated as stated in the previous section headed **Procedures**, i.e. as a normal crossing. If possible, marshal the children away from the edge of the pavement to avoid drivers stopping unnecessarily.

## **Pelican/Puffin/Toucan Crossing**

- 49 If possible, marshal the children into suitable groups before pressing the button to stop the traffic. As soon as the traffic has stopped and the steady green man appears, allow the children to cross if it is safe to do so. Do not leave the pavement yourself. Stop them crossing as soon as the flashing green man appears. A sign is not used in these circumstances.

## **One-Way Street**

- 50 These sites are to be operated as stated in the previous section headed **Procedures**, i.e. as a normal crossing.

## **Central Refuge**

- 51 If there is a central refuge, each carriageway is to be treated as a separate crossing. You must always place yourself between the oncoming traffic and the children. Make sure the children wait on the central island while you repeat the procedure for the second carriageway. Do not take too large a group onto the island if this means they will spill out onto the carriageway.

## Patrol Warning Lights

- 52 Some crossings have flashing amber lights, which warn of an operating patrol. These lights may need to be manually switched on before you start each period of duty and switched off when you have finished each period of duty. Additional time is allowed for operating these lights and should not affect your allocated times for the actual crossing duties. Report any defective lights to your SCPM.

## Speeds and Distances

- 53 It is recommended you cross the children during intervals in the traffic flow, but if it is necessary to stop the traffic, then you should take great care.
- 54 **VEHICLES CANNOT STOP IMMEDIATELY.** Even an alert driver with the finest brakes, will need a distance to stop after the warning is given. This stopping distance will vary considerably with the speed and size of the vehicle; the load being carried; the road surface and the weather conditions. When stopping a vehicle, look directly at the driver, making eye contact and signal clearly to stop, by pointing at the vehicle.
- 55 These are the shortest possible stopping distances for an average family car length of 4 metres:

SPEED	STOPPING DISTANCES
30mph	23m/75ft or 6 car lengths*
40mph	36m/120ft or 9 car lengths

\*Most crossing points will be in this band.

- 56 Remember the stopping distances needed are much greater if the road surface is wet or slippery. If the vehicles are going downhill, the stopping distance is also increased, especially if the vehicle is heavily loaded.
- 57 Traffic must not be kept at a standstill for longer than is necessary for you to carry out your duties in a safe and effective way. It is far better to collect another group of children and make an extra crossing.
- 58 Also, remember that young children cannot judge the speed of vehicles, or how far away they are; therefore, great care should be taken.

## Incidents

- 59 If an incident occurs at your site where a vehicle fails to stop when you have clearly indicated for it to stop, you should:
- 60 Take an accurate note of the registration number, the colour, and make of the vehicle.
- 61 Note the direction in which the vehicle was travelling.
- 62 Take a brief description of the driver/rider, i.e., male/female/hair colour/facial hair/glasses etc., or any other distinguishing feature.

- 63 Note the date, place and time, and weather/road conditions.
- 64 Take details of any witnesses to the incident, with a view to reporting the matter to the police.
- 65 Do not become involved in arguments at the scene of the incident, and do not give statements to any other person, other than the police, concerning your duties. Please report any incidents directly to the police, asking for a Log/Reference Number. Police telephone number is 08452 - 777444.  
Under the terms of the Road Traffic Act, all incidents must now be reported by you, within 24 hours directly to the Local Police (Telephone number 08452 - 777444) and asking to be put through to your Local Police Station. Always remember to ask for a Log Number for reference purposes.  
Complete the Incident Report Form completing one copy for the Local Police and send the tear off copy to the office in the Pre-Paid envelope.

## Accidents

- 66 If an accident occurs on or near your crossing, your first priority is to the safety of the children. Should a patrol be involved in an accident whilst on duty, the details must be submitted to the police and then to the SCPM without delay. You will be required to complete an incident form, supplied by your SCPM.
- 67 If a personal injury accident occurs on your site, you should proceed as follows:
- 68 If a child/pedestrian is seriously hurt, **DO NOT MOVE THEM**. Cover them with something warm if possible and ask someone to telephone for an ambulance and the police. Do not place yourself or any other children in danger. Try to obtain assistance from an adult to warn approaching traffic of the hazard and to look after the casualty. This will allow you to continue your crossing duties and avert another accident.
- 69 Provide any information/statement if required to the police, but ensure that enquiries from any other person are directed to the SCPM. Do not leave your site unattended, a statement can be given at the completion of that duty period.
- 70 Telephone your SCPM as quickly as possible after the incident, giving full details.
- 71 If the child is slightly injured and able to continue with their journey, make sure that the child is safe and that the traffic can flow.
- 72 If an accident occurs away from your site, but nearby, summon help from another parent or a member of the public, but do not leave your site unattended.

## Sponsored Patrols

- 73 Patrols may be asked to wear uniforms advertising a sponsor. Please do not obscure the logo designs or reflective material with other clothing.

## Shared and Voluntary Patrols

- 74 Some patrols are shared by groups of people each taking turn for patrol duties. It is

important that each person knows the times and has access to both uniform and sign. The rules set out in the manual apply to voluntary patrols in exactly the same manner as for a paid patrol.

## Drivers

- 75 Drivers and riders are required to **stop when the sign is displayed. Failure to do so renders them liable to prosecution, (Road Traffic Regulations Act Section 28).**

## Child Pedestrians

- 76 Instructions to children must be given in a clear and firm manner. If a child's behaviour becomes too difficult to control, you must report the matter to the school concerned and your SCPM as quickly as possible at the completion of that duty period.

## Sick Leave and Sick Pay

If you are sick and unable to work, it is important to follow these rules, or you may lose the pay benefits you are entitled to.

- **First day:** the first day you are sick, please ring the school crossing patrol office, as early as possible (or get a relative or friend to telephone for you), giving your name, the site where you work also a brief description of your illness and how long you are likely to be absent.
  - **Third Day:** if you are still absent more than three days, you must again contact the office with further details of your absence.
  - **Eighth Day:** if you are absent for eight or more days (including Saturday and Sunday), you must provide a Doctors Certificate, to account for every day or sick leave.
  - **More than Two Weeks:** will contact you, and discuss procedures for returning you to the crossing with Well Being At Work Service.
  - **Returning to Work:** when you are well enough to return to work, you should contact the office. You may have to complete and sign a sickness absence self-certification form for any period up to the first seven days of absence through illness or injury, which is not covered by a medical certificate.
- 77 It is important that the above procedure is carried out immediately to prevent any danger at the crossing site. If you are unavailable for several days, arrangements will be made for children to take home an explanatory leaflet to parents.
- 78 Failure to notify your SCPM or the office is a serious matter and could result in tragic consequences. This procedure is reflected in your conditions of employment and failure to adhere to this could result in dismissal.
- 79 If you are still sick on the fourth day, you must again inform the office of the reason and the possible length of further absence. When fit to resume duties, please inform

the office of the day you intend to return.

- 80 If the absence was due to an injury sustained at work, an accident report form must be completed.
- 81 Giving false information as to your absence will be treated as gross misconduct and, if proved, could lead to dismissal.

### **Note**

Please note, you have a duty to inform the office immediately, if for any reason you are unable to cover your duty.

## **Holidays and School Terms**

- 82 Your Terms and Conditions of Employment require you to take your holidays during school holiday times. If an overriding problem occurs, where you need to take time off during school term time, you must apply in writing to the SCPM giving the reason and requesting that you be granted unpaid leave in exceptional circumstances. It is imperative that wherever possible, holidays are taken during the official school holiday dates.

## **Medical Clearance**

- 83 All SCP appointments are subject to a satisfactory pre-employment health screening from the County Occupational Health Physician.
- 84 Those aged 65 or over are required to undergo an annual occupational health unit (OH1) review to confirm their ability to carry out the duties of the post, with reasonable adjustments where necessary, in accordance with the Disability Discrimination Act.

## **Health And Safety At Work**

The County Council has a legal responsibility to look after your Health And Safety while you are at work, but you also have a personal responsibility for your safety and that of others.

### **Safety of Crossing Sites**

You are responsible for the safe and efficient operation of the school crossing patrol site. So it is imperative to operate the crossing strictly in accordance with the training provided and the instructions given in the operational rules. To ensure the safety of the site you must take into account any circumstances such as road works or where your line of sight is obstructed (for instance by parked vehicles, or overgrown trees or shrubbery). If you could resolve such problem, report the fact to your supervisor.

Occasionally it may be necessary to move the crossing point a few yards due to road-works (if this is the case, please let us know at the office, so that you are covered by insurance).

### **Safety of children and others using the crossing site**

You are responsible for the safety of everyone who is affected by your work while on duty

## **Safety of drivers and riders as well as pedestrians**

You have a responsibility to vehicle users who are also affected by your operation of the crossing site, this includes cyclists. It is imperative to be careful when you stop traffic, taking into account speed and available stopping distance (also remember, vehicles take longer to stop in wet conditions).

## **Relations with Children**

In a very small number of cases, well-intentioned action and comments can be misinterpreted; this may lead to allegation about conduct. Allegations are easy to make but can be difficult to defend.

Everyone working with children needs to think carefully about their conduct to avoid situations where allegations might be made.

If you experience bad behaviour in children, you should report the matter to the headteacher or the child's school and to the supervisor.

School crossing patrols should observe the following rules when working with children.

### **Acceptable Behaviour**

- Clear and from verbal instructions about safe use of the crossing.
- Minimum restraint to prevent a child crossing the road as a vehicle is approaching.

### **Unacceptable Behaviour**

- Inappropriate comments to children e.g. those of a sexual matter.
- Any form of physical persuasion of a child in any circumstances.
- Physical contact such as cuddling or holding hands.
- Giving of gifts, sweets, or similar handouts unless agreed by the School Crossing Patrol Manager.

**As a School Crossing Patrol, you have a unique position of authority to stop traffic, within set guidelines, equal only to Police Officers and Traffic Wardens stopping traffic.**

**You will be looked upon to perform in the manner expected of a person with this amount of authority.**

**You are also a representative for Devon Catering And Cleaning Services and as such, you should remember to treat the public with the utmost respect and consideration.**

## **Local Government Pension Scheme**

In general, the LGPS (Local Government Pension Scheme) is available to all employees between the ages of 16 to 75 years.

Please note that payments must be made before a member's 75<sup>th</sup> birthday to allow both payment of a pension and a lump sum. If payment is made after the age of 75, the Inland Revenue do not permit pension benefits in the form of a lump sum to be made.

## **State Retirement Pension**

People no longer have to pay NI (National Insurance) contributions after they reach state pensionable age (currently 65 years for men and 60 for women, increasing to 65 years for women between 2010 to 2020).

Please note that payroll will need to hold a certificate of age exemption (CA4140) in order to exempt an employee from NI contributions.

## **Guidance on Employment Beyond Age 65**

The County Council recognises the skills and experiences of all employees contributing to the delivery of its service and therefore encourages employees to express their interest in continuing their employment beyond age 65 and also by appointing new employees of age 65 and over.

It also recognises that employees, who have dedicated their working life to Devon County Council, may now wish to pursue other activities away from work as they had planned.

With effect from 11<sup>th</sup> October 2006, the Employment Equality (Age) Regulations bring new rights and responsibilities for employees and employers in relation to retirement and working beyond age 65.

The new rights under the legislation include the right to a planned retirement, with the employer having to give 6-12 months notice to the employee, to request working beyond the normal retirement age.

Devon County Council will retain the normal retirement age of 65, which requires the last day of service to be the day before an employee's 65<sup>th</sup> birthday.

The County Council current Age Diversity Policy includes the principles that:

- Devon County Council rejects the use of age as a deciding factor in employment decision making.
- Age stereotypes diminish choice for individuals and lead to ineffective use of people in the organisation.
- Age does not equate to physical or mental ability and is a poor judge of their performance.

The council applies these principles and addresses these issues through recruitment, selection, training, promotion, reward, retirement, redundancy, and other development. This confirms the organisational commitment to a positive approach to equal opportunities in the employment of employees, irrespective of their age.

**AREA OFFICE**

**SCHOOL CROSSING PATROL MANAGER  
DEVON CATERING AND CLEANING SERVICES  
FALCON ROAD  
SOWTON  
EXETER  
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