



School Crossing Patrol Service

Guidelines

Revised June 2010

Road Safety GB
The voice of road safety



School Crossing Patrol Service

PREFACE

A Working Group, comprising the following people, has produced these Guidelines, which replace the version published in February 2003:

Richard Hall	Road Safety GB	Josie Wride	Road Safety GB
Eileen Murphy	Road Safety GB	Jo Hodgson	Road Safety GB
Kevin Clinton	Royal Society for the Prevention of Accidents (RoSPA)		

The working group thanks everyone who contributed to the Guidelines' development.

The Guidelines comprise three sections:

- Guidelines for Managing the Service
- Criteria for Assessing School Crossing Patrol Sites
- Appendices: Sample Documents

These Guidelines have been compiled based on existing legislation, best practice, health and safety and case law.

Using the Guidelines

The School Crossing Patrol (SCP) service is a non-statutory function and these Guidelines are not intended to be prescriptive. They highlight issues that should be considered and outline advantages and disadvantages of adopting particular measures to allow Managers to make their own informed decisions suitable to their local circumstances and policies.

Authorities providing the service should decide how best to apply the Guidelines and the criteria for assessing SCP sites.

Managers should ensure their Authority's Health and Safety Adviser and Insurance Officer are familiar with these Guidelines.

The Guidelines are designed for use with the following supporting document:

- Guidance for Patrols on Light Controlled Crossings
- Training for Managers and Supervisors

Regulations

The Guidelines refer to various statutory Regulations. These were correct as at June 2010, but managers should check for amendments that may have been issued since this document was published.

Reproducing Extracts

Extracts from the Guidelines, including the sample documents provided in the appendices, may be freely copied without prior consent, provided the source is acknowledged. However, any extracts from this document may not be sold or included in any document for resale.

The advice given in these Guidelines is believed to be correct at the time of press. While every care has been taken to ensure accuracy within this document, Road Safety GB or its advisers accept no liability whatever for the information given.
Authorities should consider seeking elected Members' approval if they propose to deviate from these Guidelines.

CONTENTS

Preface	2
Contents	3
Part 1 – Guidelines for Managing the Service	5
1.0 <u>Introduction</u>	5
1.1 Legislation History	5
1.2 Current Legislation	5
1.3 Power To Stop Traffic	5
1.4 Children	5
1.5 Parental Responsibility	6
2.0 <u>Management</u>	7
2.1 Responsibility for the Service	7
2.2 Management System	7
2.3 Roles and Responsibilities	8
2.4 Staffing	8
2.5 Administrative Support	8
2.6 Pay Arrangements	9
2.7 Insurance and Indemnity	9
2.8 Uniform – Legal Requirements	10
2.9 Flashing Amber Hazard Warning Lights	11
2.10 Advance Warning Signs	12
2.11 School Crossing Patrol Sign	12
2.12 School Liaison	12
3.0 <u>Risk Assessment and Risk Management</u>	13
3.1 Regulations	13
3.2 Generic Risk Assessment	13
3.3 Site Risk Assessment	13
3.4 Use of Vehicles	14
3.5 Covering Vacant Sites	14
3.6 Accident and Incident Management	15
4.0 <u>School Crossing Patrol Sites</u>	17
4.1 Requests for a New Site	17
4.2 Approving New Sites	17
4.3 Reviewing Existing Sites	18
4.4 Disestablishing Sites	19
4.5 Sponsored School Crossing Patrols	20
4.6 Safer Routes to School	20
5.0 <u>Selection and Appointment</u>	21
5.1 General	21
5.2 Recruitment	21
5.3 Interviews	21
5.4 Vetting Applicants	22
5.5 Medical Fitness	22
5.6 Age Limits	23
5.7 References	24
5.8 Contracts and Statement of Particulars	24
6.0 <u>Operational Procedures</u>	25
6.1 General	25
6.2 Working at a Crossing Location	25
6.3 School Crossing Patrol Uniform and Sign	25

**SCP Guidelines
Revised JUNE 2010**

6.4	Working at Light Controlled Signal Crossings	27
6.5	Working at Zebra Crossings	28
6.6	Accidents and Incidents at a Crossing Location	28
6.7	Remedial Action	28
7.0	<u>Supervision</u>	29
7.1	General	29
7.2	Training of Supervisors	29
	Summary of Best Practice	31
	Part 2 – Criteria for Establishing School Crossing Patrol Sites	34
1.0	<u>Background</u>	34
1.1	The need for criteria	34
1.2	Development of the Criteria	34
2.0	<u>Guidelines for Traffic and Pedestrian Counts</u>	35
2.1	Introduction	35
2.2	The Criteria	35
2.3	Procedure Part One – Pedestrian and Vehicle Count	36
2.4	Procedure Part Two – Calculation of PV ² rating	36
2.5	Procedure Part Three – Comparison with Adopted Criteria Threshold Level	37
2.6	Procedure Part Four – Consideration of ‘Adjustment Factors’ and Selection of ‘Multiplier’	40
2.7	Adjustment Factors	40
2.8	Procedure Part Five – Re-Calculating the Rating Against the Adopted Criteria Threshold level	42
2.9	Procedure Part Six – Consideration of Additional Facilities	42
2.10	Table of 10% Compound Multipliers	43
	Part 3 – Appendices	44
1.	SCP Service Risk Assessments, Personal and Location	45
2.	SCP Job Description	51
3.	SCP Person Specification	52
4.	SCP Interview Sheet	53
5.	Post Requirements	55
6.	SCP Service Training Record	56
7.	Training and Retraining Check Sheet	57
8.	SCP Supervision Report Form	58
9.	Incidents and Accidents Protocol	60
10.	Incidents and Accidents Information Form	62
11.	Protective Clothing List	66
12.	Census and Reappraisal	67
13.	Department of Transport letter-SCPs at Pelicans (dated 23/1/92)	70
14.	Department of Transport letter-SCPs at Puffins (dated 5/4/94)	71
15.	Home Office Circular No.3/1989 (dated 16/12/88)	73
16.	Traffic Signs and SCPs	74
17.	SCP Approved Sign	76
18.	Personal Safety for SCPs.	81
19.	Supervisor Job Description	82
20.	Supervisor Person Specification	84
21.	Policy for operating in Windy Conditions	85
22.	Useful Contacts Addresses	87

Part 1 – Guidelines for Managing the Service

1.0 INTRODUCTION

1.1 Legislation History

School Crossing Patrols (referred to in this document as SCPs) were established by the School Crossing SCP Act 1953 and instituted on 1 July 1954 through the School Crossing SCP Order 1954.

The Road Traffic Regulation Act 1984 (Sections 26 – 28) gave ‘Appropriate Authorities’ (defined as county councils, metropolitan district councils, the Commissioner of the Metropolitan Police and the Common Council of the City of London) the power to appoint SCPs to help children cross the road on their way to or from school, or from one part of a school to another, between the hours of 8:00 am and 5:30 pm.

1.2 Current Legislation

Section 270 of the Transport Act 2000, which came into force on 30 January 2001, amended the 1984 Regulations to allow SCPs to operate “at such times as the Authority thinks fit”. Therefore, SCPs may now work outside the hours of 8.00 am to 5.30pm and can stop traffic to help anyone (child or adult) to cross the road. The same amendments were also introduced in Section 77 of the Transport (Scotland) Act 2001.

The amended Regulations define Appropriate Authorities:

- a) As respects places outside Greater London, shall be the council of the county, unitary authority or metropolitan district
- b) As respects places in the City of London, shall be the Common Council of the City
- c) As respects places in a London Borough, shall be the council of the Borough.
- d) In Scotland, the council constituted under Section 2 of the local Government etc (Scotland) Act 1994.

1.3 Power To Stop Traffic

The law gives an SCP, appointed by an appropriate Authority and wearing a uniform approved by the Secretary of State the power, by displaying a prescribed sign, to require drivers to stop. SCPs operating outside these conditions have no legal power to stop traffic.

1.4 Children

Although the law now allows SCPs to stop traffic to help anyone (child or adult) cross the road, SCP sites should be established using the Authority’s adopted Criteria based on the number of children walking to and from school at the site in question. It is up to each Authority to decide what age range of children is included in the count. Once established, SCPs may stop traffic to help anyone to cross the road. It is not recommended that SCP sites are established based on the number of adult pedestrians - in this case other pedestrian facilities should be considered.

1.5 Parental Responsibility*

Even where an SCP is provided, parents remain responsible for ensuring their children's safety, just as they do when a zebra crossing or pelican crossing is provided. Some parents may believe the Authority assumes responsibility for the safety of their children on their whole journey to and from school when it provides an SCP. This is a misconception that should be countered, perhaps by conducting local 'awareness-raising' campaigns to reinforce the message of parental responsibility every time a new SCP is appointed.

The issue of parental responsibility also needs to be understood clearly by Elected Members, and officially enshrined in policy statements, road safety plans and guidelines. The responsibility for ensuring the safety of children travelling to and from school is, and must remain, a parental one.

1. *A good description of case law on the duty of parents to ensure their children are able to travel to school safely can be found in Section 3 and Appendices 3 – 6 of Road Safety GB's (formally LARSOA) "Guidelines: Identification of Hazards and the Assessment of Risk of Walked Routes to School" (2002).*

Best Practice

The Authority's policies should make it clear that parents are responsible for ensuring their children are able to travel to school safely, whether or not the Authority is able to provide safer routes or safer crossing facilities.

Sites should be established, using the Authority's adopted criteria, based on the number of children walking to and from school and traffic flows at the site in question.

2. MANAGEMENT

2.1 Responsibility for the Service

SCPs are essentially a road crossing facility (one of the many traffic management options available to highway engineers, alongside facilities such as zebra and pelican crossings). Indeed, their establishment should be very much part of an Authority's overall provision of safe crossing facilities. Although many SCPs are associated with individual schools, their main role is one of road safety, not education. Not all SCPs are located near the school they serve as they help children on the route to school rather than working directly outside the entrance, this may mean they are assisting children attending different schools.

It is good practice for the department responsible for highways, traffic and engineering to manage the SCP service (in Scotland, this is usually the department with responsibility for roads). This allows for greater flexibility for co-ordination of Highways Services, for example, temporary road works or road closures when the SCP facility needs to be adjusted to assist traffic management.

It is recommended that one department takes overall responsibility for the day-to-day management of the service, rather than sharing it between different ones. However, close liaison between the Highways and Education Departments, schools and the Police, where appropriate, is important as each has a valuable role to play in the provision, maintenance and management of the service.

In Authorities where the SCP service has been privatised, it is essential to have Service Level Agreements in place to cover all aspects of the service.

Best Practice

The SCP service should be operated and managed by one department only, namely the department responsible for Highways, Traffic and Engineering.

2.2 Management System

An effective management system is essential. It should ensure that SCPs are recruited, trained and supervised properly, that adequate records are kept, potential SCP sites are risk assessed to ensure they are 'safe' for SCPs to operate, and assessed to ensure they are justified.

The Manager must consider the risks involved in running the service (risk assessment) and how they can be reduced or minimised (risk management). Risk assessments must be conducted by 'competent persons' (for example, the Service Manager, SCP Supervisor, a Road Safety Officer or Highway Engineer). They must be recorded, and reviewed yearly, to prove that reasonable care is being taken, and to enable the service to be monitored to ensure that standards, once set, are maintained, reviewed and improved.

Further guidance on risk assessments is in Part 1 Section 3 and Appendix 1.

2.3 Roles and Responsibilities

The Manager responsible for the day-to-day operation and management of the SCP Service must ensure there are adequate resources including Supervisors with which to provide an effective and safe service.

The role and responsibilities of providing the SCP Service include:

- Reports to Local Authority elected members and officers as appropriate
- Correspondence
- Managing Supervisors
- Recruitment procedures
- Interview and selection
- Arranging medical examinations
- Criminal Record Bureau and Disclosure Scotland checks
- Induction and training
- Stock control – uniform clothing and equipment
- Regular supervisory visits
- Annual appraisals
- Site assessments and site meetings
- Risk assessment and management (including keeping appropriate records)
- Arranging stand-by cover
- Sickness reports and payroll enquiries
- Disciplinary issues

It is often not possible to defer these tasks, as the service would stop working satisfactorily and safely.

2.4 Staffing

There must be enough staff to cope with all eventualities. Ideally, specifically trained staff should be appointed whose only (or main) task is operating and managing the SCP service. However, some Authorities have officers with dual roles who also act as SCP Supervisors, and this can be considered when calculating the number of Supervisors needed.

The ratio of Supervisors to SCPs should be around 1 full-time supervisor to 40 patrols, depending on the geographic area over which SCPs are spread. This ratio will enable regular supervisory visits to be conducted. Thus, an Authority with 160 approved SCPs should have four Supervisors or full-time equivalents.

Best Practice

Authorities should ensure that satisfactory staffing levels to provide and supervise a safe and efficient SCP service are maintained.

A ratio of one Supervisor for every 40 SCPs is recommended, depending on the geographical area the Supervisor covers.

2.5 Administrative Support

In addition, effective clerical and administrative support is essential. Prompt and appropriate action in response to problems is vital where the safety of children is concerned.

One full-time post should be able to manage the records, pay variations, sickness reports and queries for between 120 and 150 SCPs.

Best Practice

Efficient and effective administrative and clerical support should be available to ensure a quick and appropriate response to all problems that may arise.

2.6 Pay Arrangements

SCPs are normally paid monthly for the hours that they have worked. In addition, some Authorities pay mobile or stand-by SCPs a retainer or a set fee. All SCPs, whether regular or stand-by, are entitled to holiday pay.

Additional Payments

The Authority may choose to make additional allowances for:

- Operating flashing amber warning lights
- Travelling
- Lunch (for SCPs who work at lunchtime)

2.7 Insurance and Indemnity

General

Authorities will have public liability insurance that provides indemnity for the SCPs and organising officers or managers against legal liabilities from third-party claims arising from their lawful activities. Managers must check and ensure the Insurance Policy covers all the activities conducted by SCPs. The manager should contact the Authority's Insurance Officer and provide a full description of the service and the activities it involves.

The manager should get written confirmation that the service is covered by the policy.

Managers should confirm whether the Indemnity policy applies to all employees regardless of age. There may be conditions on the insurance provision, for example Authorities may be required to provide a list yearly of all SCPs over the age of 65 years or sometimes insurance cover may not be provided for patrols over the age of 75.

Most policies include an excess (the amount of a claim which the insured organisation pays) which may be as small as a few hundred pounds or as large as half a million pounds. Therefore, an Authority would not normally be able to recover the full cost of a claim from its insurance.

It is essential that SCP staff who use their vehicles during their duties have appropriate insurance cover, which allows the use of their vehicles for work purposes. See Part 1 Section 3.4 for details about the safety of staff who drive for work.

Personal Accident Insurance

Personal accident insurance can be provided for SCPs and children as an option. A fee to cover the cost of the premium may be charged to the SCP. All SCPs should be advised about personal accident insurance. If provided, managers should confirm that it applies to all employees, regardless of age.

Best Practice

Managers should get written confirmation that their insurance or indemnity policy applies to the SCP Service under the conditions that it is conducted.

Managers should confirm whether the Indemnity policy applies to all employees regardless of age

SCPs should be advised about the option of personal accident insurance, if available.

Managers should confirm that SCP staff who use their vehicles for work purposes have appropriate motor insurance cover.

2.8 Uniform – Legal Requirements

The Secretary of State, exercising the powers conferred on him by section 28(1) of the Road Traffic Regulation Act 1984, has approved the uniform to be worn by an SCP and the 'Home Office Circular No. 3/1989 SCPs Uniform' is given at Appendix 15.

In addition, the Health and Safety at Work etc Act 1974 requires that anyone working on or by the road (including SCPs) must wear a high visibility garment that complies with the requirements of the relevant British Standard, currently BS EN 471: 2003 class 3. Circular 3/1989 also requires patrols to wear "a peaked cap, beret or yellow turban". Therefore, when considering buying SCP uniforms, Authorities must comply with the Home Office Circular 3/1989 and the Health & Safety at Work Act on Personal Protective Equipment Regulations 1992: (PPE) e.g. BS EN 471 2003 class 3.

Circular 3/1989 refers to a coat and is modelled on a dustcoat, which is a knee-length garment. British Standard 6629 refers to the visibility of the garment and the current standard is EN471 class 3. Therefore, SCP uniform must comply with both Home Office Circular and EN471 class 3, and must be full-length (that is, a knee-length coat not a jacket). A shorter coat will affect the visibility of the uniform, particularly when measured from the horizontal eye point of a driver, taken as being 1.05m from the road surface. Tests have shown that Saturn Yellow continues to be the most effective fluorescent colour.

An SCP should be supplied with a good quality waterproof coat capable of being easily cleaned, of good design and comfortable to wear. Buying the cheapest available coat may prove to be a false economy, as it is likely to need replacing sooner than a good quality garment. It is recommended that an extra lightweight coat be supplied for summer use but it must still comply with Circular 3/1989 and EN471 Class 3 as discussed above.

Some Authorities supply other articles of clothing and the following may be considered desirable in view of the PPE Regulations.

- boots and leggings
- gloves
- thermal body warmers.

PLEASE NOTE: The Home Office Circular will be updated during 2010/11. These Guidelines will be updated to reflect this as soon as it is published. Please consider this change when ordering stock.

Best Practice

SCPs must be provided with, and wear while working, high visibility garments complying with both the Home Office Circular 3/1989 and EN 471.

Supervisory staff must ensure that SCPs always wear their full uniform, including a peaked cap, beret or yellow turban according to circular 3/1989, when on duty and that the coat is fastened.

Supervisory staff must ensure that SCPs fully understand that, to comply with the law, they must wear their full uniform of coat and hat and use the approved sign.

2.9 Flashing Amber Hazard Warning Lights

Under the Statutory Instruments 2002 No.3113 'The Traffic Signs Regulations and General Directions 2002', flashing amber hazard warning lights 4004 may be installed in addition to warning sign "Children going to or from School or playground ahead" (diagram 545) with a supplementary "School" or "Patrol" plate (diagram 547.1), at difficult sites when:

- a) the 85th percentile speed of cars is greater than 35 mph
- b) the forward visibility of the SCP is less than 100 metres, or exceptionally on any road where difficulties arise because of the lack of suitable gaps in the traffic flow having regard to the width of the carriageway
- c) in any situation where conditions make the SCP operation particularly difficult.

An SCP or other authorised person may switch on flashing amber warning lights at any time when children are travelling to and from school, whether or not they are being supervised. If provided, warning lights must be switched on at the start of each SCP duty period and switched off at the end.

Hazard Warning Lights Remote Control Units

Where the lights need to be switched on and off manually payment should be made to SCPs for the time this takes.

If the hazard warning light unit is subsequently changed, so the lights come on automatically, any reduction in hours will need to be negotiated with the SCPs concerned.

Some systems are switched on and off using a remote control. However, different suppliers use different frequencies and remote controls bought from one supplier may not work with another.

Care should be taken with automated lights so the timings programmed into the unit are in line with the SCPs duty time, and take account of school holidays as well as changes between BST and GMT.

2.10 Advance Warning Signs

Advance warning signs, comprising the standard triangular “Children going to or from School or playground ahead” sign (diagram 545) with a supplementary “Patrol” plate (diagram 547.1) should be erected on the approaches to the crossing Site. See Appendix 16.

Best Practice

Advance warning signs and flashing amber warning lights (if applicable) should be installed at SCP sites.

2.11 School Crossing Patrol Sign

SCPs may only legally stop traffic if they are exhibiting the 'approved' SCP sign, specified in the SCP Sign (England and Wales) Regulations 2006 (Appendix 17), which came into force on 4 September 2006, and SCP Sign (Scotland) Regulations 2002.

There are several kinds of material used in making the signs. It is important the sign should not be too heavy and be capable of withstanding wear and tear.

Other relevant signs, which are specified in the Traffic Signs Regulations and General Directions 2002, are illustrated in Appendix 16.

Best Practice

SCPs must be made aware they have no legal authority to stop traffic without their sign. Guidance should be given for those occasions when a sign is not available.

2.12 School Liaison

It is important the Manager and Supervisor maintain good liaison with head teachers to ensure that they are aware of the operating procedures, particularly about planned or unplanned absences.

Best Practice

Good liaison arrangements with schools, the local community and other relevant Authority departments are essential.

3.0 RISK ASSESSMENT AND RISK MANAGEMENT

3.1 Regulations

Risk assessments are an essential and legal requirement under the Health & Safety At Work etc. Act (1974) and the Management of Health and Safety at Work Regulations 1999.

Each Authority will already have risk assessment policies and procedures. Therefore, the Service Manager should consult the Authority's Health and Safety Adviser and comply with any policies and procedures that have been adopted.

Risk assessments must be conducted by an appropriate and competent, trained person (for example, the Service Manager, SCP Supervisor, a Road Safety Officer, or Highway Engineer). They should be regarded as a means of identifying ways of providing the Service safely, and not as a means of finding reasons for disestablishing SCPs generally or particular SCP sites.

Risk assessments should be as straightforward as possible, written records must be kept.

A generic risk assessment must be in place for the service as a whole.

3.2 Generic Risk Assessment

A generic risk assessment must be conducted and recorded and must be reviewed yearly. This should address the process of recruiting, training and supervising SCPs, the duties SCPs will undertake, incident management, accident and emergency systems and general administration matters.

3.3 Site Specific Risk Assessment Monitoring

Individual SCP locations and SCPs must also have site-specific risk assessments, which must be carried out yearly and if the road situation changes. Individual SCP sites and SCPs must also be risk assessed by an appropriate and competent trained person. The risk assessment must be carried out when the SCP is on duty and assessed as part of this process. SCPs must also tell their Supervisor if they have any concerns about their fitness to carry out their duties.

There are many issues that must be considered as listed in Appendix 1.

A risk may be assessed as higher at some sites than others, and therefore, it may not be appropriate for the same risk control measures to be adopted everywhere.

SCPs should be asked to alert their Supervisor if any changes at the site affect its safety, and Supervisors should record any problems noted during supervisory visits. Simple guidance should be provided to SCPs on possible issues that may make a site temporarily unsuitable (road works, for example).

If there is a major obstruction at the site, such as road works, an alternative site from which the SCP should operate must be identified. If the operation of the SCP needs to be suspended temporarily (during the obstruction) alternative arrangements must be made for the children's safety.

The Health and Safety Executive publishes "A Guide to Risk Assessment Requirements" and "Five Steps to Risk Assessment" which are available free from www.hse.gov.uk

3.4 Use of Vehicles

The Authority must conduct suitable risk assessments for mobile SCPs, Supervisors and anyone else who drives (or rides) during their duties (excluding commuting). They must also put in place all 'reasonably practicable' measures to ensure that these work-related journeys are safe, staff are fit and competent to drive safely, are legally entitled to drive the vehicle they are using and the vehicles used are fit-for-purpose and in a safe condition.

Employers owe the same duty of care under health and safety law to staff who drive their own vehicles for work (excluding commuting) as they do to employees who drive company vehicles.

Further advice on managing at-work road safety is available in the HSE Guidelines, 'Driving at Work', and from Road Safety GB, RoSPA, and the Road Safety Officer of the Local Authority.

Best Practice

A risk assessment should be conducted and recorded regularly, following the policy of the Authority. A generic risk assessment for the Service should be conducted and reviewed yearly. Specific risk assessments for each SCP site should also be conducted and reviewed yearly.

The Authority must also carry out risk assessments for mobile SCPs and Supervisors or anyone else who drives during their duties.

3.5 Covering Vacant Sites

An important aspect of risk management is the procedure for responding to sudden absences at sites where an SCP normally works. It is essential that swift action is taken as failure to provide an SCP at a crossing used regularly by children may expose them to unexpected and unnecessary risk.

Managers should ensure there is a clearly defined, written procedure for responding to absences. SCPs must be aware of the importance of giving as much notice as possible to the Supervisor or Manager that they will not be present at their site.

To provide cover when needed, Authorities should recruit several stand-by or mobile SCPs who can provide emergency cover at sites that fall vacant. Mobile and standby SCPs should be trained at various sites. Cover should be provided for at least long enough to enable the school to tell all its parents that the site will not have an SCP and, therefore, that parents should consider alternative arrangements to ensure the safety of their children.

It is possible there may not be enough SCPs to cover all vacant sites, therefore Authorities should prioritise their sites so they can decide which one receives emergency cover first. SCPs must be trained at the locations they could be expected to cover.

However, sites sometimes become vacant at short notice and it may not always be possible to secure a replacement in time. Therefore, it is important to have a procedure for telling the head teacher(s) of the school(s) concerned the SCP will be unavailable, so the school may notify parents as soon as possible.

SCP Guidelines
Revised JUNE 2010

Methods for telling parents that an SCP site will not be working normally include:

- Telephone, fax or e-mail to the head teacher
- Message on the local radio station or in the local press
- A standard letter prepared by the manager and kept by schools to photocopy and issue to parents.

The notification procedure should be recorded and all SCP staff, Supervisors and head teachers should be aware of what actions are necessary.

Teachers, administrative and ancillary staff, such as cleaners or canteen staff, are not permitted or authorised to conduct any form of SCP duty, unless they have been appointed to the SCP service and are properly trained and there is no conflict with their normal school duties.

Best Practice

An efficient system for telling schools when a site is unexpectedly vacant should be in place, and all relevant staff should be aware of the necessary procedures. Where possible a standby SCP should be provided for at least the time it takes to alert all schools and parents who are affected.

3.6 Accident and Incident Management

Managers must ensure there is a clearly defined written procedure, which all SCPs are aware of, and adhere to. This must be followed if there is an accident or incident. A copy of the procedure should be provided to each SCP and comprise part of their training.

Accidents

If an accident happens, the SCP's priority should be to ensure the safety of themselves and any children present. They must not move injured people. If necessary and possible, the SCP should continue their work and delegate someone to call the emergency services and provide them with information about the situation. Accident and incident procedures must form part of the SCP's training.

If the emergency services are called, the SCP must stay at the scene until the emergency services have taken all the details. If possible, the names and addresses of all independent witnesses should be obtained at the scene.

SCPs must make written notes and tell their Supervisor of any accidents or incidents at their site or witnessed by them during their duty time.

If there is any injury, the accident should be reported to the Police as soon as possible.

If there is an accident or incident involving the children while an SCP is working, the head teacher, or other person with overall responsibility for the children, must be told immediately or as soon as possible.

SCP Guidelines
Revised JUNE 2010

Harassment

Training of SCPs and their method of operation should be designed to minimise the chances of violent incidents, abuse and harassment. However, such incidents may occur, and procedures are needed for responding to and reporting them.

SCPs should never become involved in any argument with drivers or other road users. They should, if possible, note the registration number of the vehicle(s) of drivers involved. If possible, the SCP should record the contact details of any witnesses.

Failure to Stop

It is an offence for motorists to fail to stop when ordered to do so by an SCP – such incidents should be treated seriously. To minimise the danger to themselves and the children, SCPs should use their sign from the pavement to tell drivers that they must stop, but not step into the road until they are sure that approaching vehicles have stopped.

If possible, the SCP should record the registration details of a vehicle that fails to stop and try to record brief details of the driver, for example their gender, ethnicity and approximate age. The SCP should report the incident to the Supervisor, and it should be reported to the Police at the earliest opportunity.

SCPs should never argue with drivers or other road users.

Guidance about when to report a Failure to Stop incident can be found in Appendix 9.

Training

The SCPs' training should include accident and incident procedures, as well as the importance of working in ways that minimise the risk of an accident or incident occurring.

Personal Safety Training

Advice can be found in Appendix 18.

Reporting Accidents and Incidents

All procedures in reporting the accident or incident must be strictly followed.

Whatever the nature of the incident, the Manager must also be told, a note made in the site file and a record made in the relevant register. If appropriate, the Police should be told.

A sample form for reporting accidents or incidents is provided in Appendix 10.

Separate Guidance for the use of Camera Technology at SCP locations is available on the Road Safety GB website, SCP section.

Best Practice

Clear accident and incident procedures should be in place and should be included in the SCPs' training. The procedures should cover accidents and incidents such as harassment, and drivers who fail to stop. All such incidents should be reported to the SCP Supervisor, and the Authority should keep records.

4.0 SCHOOL CROSSING PATROL SITES

4.1 Requests for New Sites

Requests for new SCP sites come from various sources: schools, education offices, Elected Members, local communities, members of the public and local organisations. Often, several of these individuals and bodies make requests for the same SCP site.

All requests and associated correspondence should be passed to the manager responsible for assessing new sites. Investigating a request for a new school crossing site should be carried out as quickly as possible and measured against the Authority's adopted criteria.

Appraisal of a potential site should be carried out objectively and so be capable of withstanding challenge or criticism.

Decisions reached using the criteria are more easily defended and upheld if the relevant committee or cabinet member in the Authority has agreed the criteria themselves, adopted it as official policy, and recorded it in a written statement. This will also help Managers resist public and political pressure to provide an SCP at sites where the criteria are not met, and to disestablish sites that no longer meet the criteria.

Once the decision to reject or approve an application for a new SCP site has been made, responses should be sent to the originators of the request telling them of the outcome. When turning down an application, the reasons for the decision should be clearly explained. The Manager may also wish to consider advising the local Elected Member(s) and head teachers.

Best Practice

Applications for providing an SCP should be assessed, according to the criteria within the National Guidelines or the Local Authority's adopted criteria, if different, as quickly as possible.

4.2 Approving New Sites

Sites should be approved only if they meet the criteria (see Section 2), but must not be established until a suitable person can be recruited and trained to fill the post. There is no point in establishing a site that cannot be staffed.

The department responsible for traffic engineering must be consulted to see whether there are any proposed changes to the road itself, including introducing other pedestrian crossings.

Any measures identified by the risk assessment, for example, warning signs or flashing lights, must be completed, where practicable, before the site becomes operational.

It is recommended that SCP sites are not established on roads with speed limits greater than 40 mph.

SCP Guidelines
Revised JUNE 2010

Before approving new SCP sites on roads that are part of the Transport for London Road Network (TLRN), a London Borough or the Common Council of the City of London must consult Transport for London (TfL) and take account of any representations made.

Liaison with the head teachers of the schools which will be served by the new crossing should take place to ensure everyone is aware of when the SCP will begin working, the hours of operation and any other relevant information.

Managers must consult with other services or departments within the Local Authority (for example: Education Department, person responsible for the Authority's Safer Routes to School Policy), to ensure all information about implementing a new site has been considered.

The procedure for approving new sites may vary between Authorities according to whether responsibility has been delegated to chief officers or kept as a committee or cabinet member function.

It is recommended that managers seek approval from the responsible body for the power to approve new sites to be delegated to them. This provides a more efficient and professional service.

Where this power is kept as a committee or cabinet member decision, recommendations for both approvals and rejections will need to be placed before the relevant committee or cabinet member. In this case, while the powers of elected members must at no time be abrogated, it is strongly recommended that arrangements be put in place to allow the temporary introduction of a new SCP without delay where an emergency has arisen.

It may well be desirable for the chairperson's authority to be invoked and extended to introducing all newly approved SCP applications to save time once the need has been recognised.

Best Practice

The power to approve new SCP sites should be delegated to the Manager of the SCP service.

New sites should only be approved if they meet the Authority's adopted criteria. Consultation should take place to check whether any changes to the highway are planned.

Any necessary measures, such as warning signs, must be installed before the site becomes operational.

4.3 Reviewing Existing Sites

Managers should introduce a system of regular reviews of all existing SCP sites. It is recommended that sites are reviewed when circumstances change (for example, school closure, road or traffic changes, retirement). Introducing a Safer Routes to School project or a traffic management scheme should also prompt a review. In addition, Authorities should review their sites regularly: at least once every two years.

SCP Guidelines
Revised JUNE 2010

A review may suggest that an SCP site should be replaced by other measures, such as a light-controlled crossing, particularly where the Authority has previously chosen to authorise a Patrol site on a road with a speed limit of over 40 mph.

Managers should review the sites against the Authority's adopted criteria and conduct a fresh risk assessment.

Best Practice

SCP sites should be reviewed when circumstances change (for example, a school closure, SCP retirement, resignation or a new local traffic scheme). Sites should be reviewed against the Authority's adopted criteria.

4.4 Disestablishing Sites

A review may reveal that a site no longer meets the Authority's criteria or that it has been vacant for a long period and it has proved impossible to find someone to work as an SCP at the site. In this case, the Authority may decide to disestablish the site.

Sometimes, a site may be disestablished because it is being replaced by a zebra or light controlled crossing or other engineering measures, or by changes related to a Safer Routes to School project.

Experience has shown that in some Authorities, when a new light controlled facility is provided at a location where an SCP is working, the SCP remains for a period of time to ensure that children and parents are using the facility correctly and issues publicity material. Then the SCP can be moved to another location where no other facility is available. However, there may be exceptional circumstances whereby the SCP is required to remain.

A decision to disestablish an SCP site may generate concern and criticism from the school, parents, elected members or the local media. Therefore, it is important that managers are able to clearly explain the objective basis on which the decision has been taken.

If a decision is taken to disestablish a site and the SCP working on the site is approaching retirement, it would be prudent to delay the disestablishment until the SCP has retired.

If an SCP is working at the site, managers should consider whether it is possible to relocate the SCP to a different site.

Best Practice

SCP sites should only be disestablished following a review, and the reasons should be clearly explained. Where possible, SCPs should be reallocated to another site.

4.5 Sponsored School Crossing Patrols

As stated in Part 1 Sections 1.1 and 1.2, an SCP can only be appointed by the appropriate local Authority. Any SCP sponsored by another organisation (for example, a Parish Council) must be trained, paid and managed by the SCP service of the appropriate Authority. The appropriate Authority may recharge the other organisation to recover its costs. (see also Part 1 Section 2.1)

4.6 Safer Routes to School

Where the site does not meet the criteria, other funding may be sought to keep or appoint SCPs to encourage pupils and parents to walk to school, particularly where schools have introduced a school travel plan and identified a need. As stated in Part 1 Section 4.5 even in this case, SCPs must be trained and managed by the SCP service of the appropriate Authority.

5.0 SELECTION AND APPOINTMENT

5.1 General

Section 26 (3) of the Road Traffic Act 1984, as amended by the Transport Act 2000 and the Transport (Scotland) Act 2001, states that Authorities have a “duty to satisfy themselves of the adequate qualifications of persons appointed to patrol, and to provide requisite training of persons to be appointed”.

Therefore, the process of recruiting, training and supervising SCPs must be carefully considered. Managers should consult their human resources or personnel department and follow the Authority’s recruitment and equal opportunities policies and procedures.

5.2 Recruitment

Recruitment is a major problem facing many SCP services and there are many localities where the service is seriously understaffed. However, even when there is a recruitment shortage, it is important the suitability of potential SCPs is carefully assessed.

Recruits may be sought from various sources:

- Word of mouth, letter or leaflets distributed in the school or local community
- Job centres
- Authorities’ newsletter
- Adverts in the local press
- Local shops and libraries
- Authority website

Where an Authority uses a recruitment agency the appointment, training and management of SCPs should remain with the SCP service.

The recruitment process should be as simple as possible so potential SCPs are not deterred and to ensure that resources are used cost-effectively. However, minimum documentation is necessary which should, at least, include a basic application form, job description and person specification, medical questionnaire, Criminal Records Bureau check and references. (See Appendices 2, 3 and 4)

Please ensure you consult with your HR advisors regarding legislation surrounding Safeguarding Children.

Best Practice

An appropriate recruitment process to assess the suitability of potential SCPs must be in place. Managers should consult their human resources or personnel department and follow the Authority’s recruitment and equal opportunities policies and procedures.

5.3 Interviews

Interviews should follow the Authority’s recruitment policies (which may include issues such as managing diversity, safeguarding children, equal opportunities and racial awareness). Suitable and convenient place for interviews include the Council’s offices, a local school or community centre. Interviews should not be conducted in applicants’ homes, as this could raise concerns about discrimination against candidates based on their surroundings, and other serious allegations against the interviewer.

SCP Guidelines
Revised JUNE 2010

Interviews should have at least two interviewers, and a “standard” interview procedure should be in operation that includes an interview checklist and a person specification. Interview records must be kept, including copies of interview checklists, other relevant notes and the result of the interview. Unsuccessful applicants have the right to ask why they were unsuccessful.

An example interview checklist is provided in Appendix 4.

Best Practice

Interviews should be conducted according to a formal interview procedure, including the use of an interview checklist. Interviews should have at least two interviewers, and interview records must be kept.

5.4 Vetting Applicants

Applicants for SCP posts must be vetted. Managers should find out and follow their Authorities’ policies and procedures about vetting applicants by the Criminal Records Bureau (CRB) or Disclosure Scotland.

Authorities are able to use these services to help find out whether successful candidates have a background that might make them unsuitable to be an SCP. The Authority will have a supply of application forms. The person to whom the Disclosure relates must always consent to the check being carried out.

SCP posts need an Enhanced CRB Disclosure, for which the application form must be signed by both the individual applicant and a Registered Body (the Authority) who is entitled to ask exempted questions under the Rehabilitation of Offenders Act 1974. This procedure should ideally be carried out every three years.

Registered organisations must have written policies on recruiting ex-offenders to ensure that all disclosure information is used fairly and sensibly to avoid unfair discrimination.

Further details about the CRB are available on the CRB Information Line (0870 90 90 811) or www.crb.gov.uk and www.disclosure.gov.uk. Disclosure Scotland can be contacted on 0870 60 96 006 and www.disclosurescotland.co.uk.

Current legislation must be followed at all times, such as that surrounding Vetting and Barring and Immigration and Asylum.

Best Practice

Applicants must be subject to an Enhanced CRB or Disclosure Scotland check before appointment and these must be carried out every three years.

5.5 Medical Fitness

Managers must adhere to their Authority’s Occupational Health policies and procedures. SCPs must be medically fit to carry out their duties. All SCPs must undertake a medical assessment before starting work. A medical examination

SCP Guidelines
Revised JUNE 2010

may also be required (see Appendix 5). The Occupational Health Adviser must know and understand the physical needs of the post.

SCPs must report any changes in their fitness to carry out their duties to their Supervisor or Manager. It must be made clear to applicants at the time of appointment that an SCP may be called in for medical review at any time. It is recommended that Occupational Health assessments are carried out at the road side, ideally at the patrols' own location. This procedure must be included in their appointment letter.

SCPs must also tell their Supervisor if they have any concerns about their fitness to carry out their duties during the annual Site Specific Risk Assessment Monitoring procedure.

Best Practice

Managers should establish a process to assess the medical fitness of SCPs.

SCPs must pass a pre-employment medical examination before starting work. It must be made clear to SCPs on appointment that they may be called in for medical review at any time and that this procedure must be included in their appointment letter. It is recommended that Occupational Health assessments are carried out at the road side, ideally at the patrols' own location.

SCPs must also tell their Supervisor if they have any concerns about their fitness to carry out their duties during the annual site-specific risk assessment monitoring procedure.

5.6 Age Limits

To comply with the European Employment Directive, the UK introduced changes to laws governing employment and ages in October 2006. In essence, it is now unlawful to discriminate against someone because of their age.

Managers should consult their human resources department to ensure they comply with the Authority's policy. Managers should also check whether the Authority's insurance policy imposes any limits. See Part 1 Section 2.7.

Minimum Age

The Management of Health and Safety At Work Regulations 1999 require that employers assess risks to young people (defined as someone above compulsory school age but under 18 years old) before they start work.

Employers must ensure that young people are protected from risks:

“which are a consequence of their lack of experience, or absence of awareness of existing or potential risks or the fact that young persons have not yet fully matured”. The risk assessment must take “particular account” of “the inexperience, lack of awareness of risks and immaturity of young persons”.

Therefore, Authorities that employ people under the age of 18 years as SCPs must ensure that their risk assessment specifically considers whether they are able to conduct the duties of an SCP safely, and whether extra training and supervision is needed.

SCP Guidelines
Revised JUNE 2010

It is recommended that managers who employ SCPs under the age of 18 years get a copy of “Young People at Work: A Guide for Employers” (HSG 165) which can be bought from the HSE.

Retirement Age

Everybody has to retire at some point and a person’s health, fitness and ability to perform the duties of an SCP does decline gradually with increasing age (although not at a predictable or uniform rate).

To comply with the European Employment Directive, the Government has set a default retirement age of 65, but has also created a right for employees to ask to work beyond that age. Employers have a duty to consider such requests but are not bound to accept them.

The default age will not be a statutory compulsory retirement age; employers are free to continue to employ people for as long as they are competent and capable. The right to ask to continue working beyond 65 years is intended to help provide more choice and flexibility for those who wish to stay in work beyond normal retirement age. See Part 1 Section 2.7 about insurance for SCPs.

Best Practice

Managers must ensure that their policies on age limits for SCPs comply with the European Employment Directive and must be guided by their own Local Authority policy on this issue.

Where SCPs under the age of 18 years are employed, managers should ensure they follow the HSE Guidance on employing young people.

5.7 References

References must be obtained and kept for each successful applicant according to the Authority’s policy. Applicants must only be appointed subject to the receipt of satisfactory references.

Best Practice

SCPs must only be appointed subject to CRB check, two satisfactory references and medical clearance.

5.8 Contracts and Statement of Particulars

SCPs must be given an appointment letter or Statement of Particulars that should be for the service and not for the location at which they work. This will allow an SCP to be moved to a different site if necessary. They should also be issued with a Code of Practice setting out the Authorities’ policies and practice for the service.

6.0 OPERATIONAL PROCEDURES

6.1 General

All SCPs must be trained. Section 26 of the Road Traffic Regulation Act 1984, as amended by the Transport Act 2000 and the Transport (Scotland) Act 2001, places a duty on the Authority “to provide requisite training” for its SCPs.

It is essential to have a well-planned and executed training programme for SCPs. The behaviour of SCPs at their sites, the manner of stopping traffic and marshalling pedestrians safely across the road is the essence of the SCP service. It is recommended Local Authorities provide SCPs with a handbook explaining the detail of the service and that SCPs sign a receipt. It is also recommended that an annual training seminar for SCPs is held to discuss general issues and raise items of common concern and interest.

The following sections give general guidance on some training issues that often arise. More comprehensive advice is given in the SCP training DVD and accompanying leaflet “Welcoming to the SCP Service”, available from Road Safety GB.

6.2 Working at a Crossing Location

It is important to ensure that SCPs are decisive when indicating they wish to stop a vehicle and they should be trained to make eye contact with a driver. SCPs should use their sign from the pavement to tell drivers they must stop, but not step into the road until they are sure that approaching vehicles have stopped.

Whenever possible, SCPs should avoid stopping large vehicles for example buses and lorries, as they can take much longer to stop. SCPs should be aware of, and look for, motorcyclists or cyclists, which may approach the crossing point on the inside or outside of a lane of traffic that has stopped.

6.3 School Crossing Patrol Uniform and Sign

The uniform provided must be worn whenever an SCP is on duty and at no other time for any other purpose. The ‘authorised sign’ provided must be carried and displayed whenever an SCP crosses people over the road even when working with light controlled facilities

It is important to stress that an SCP is only legally entitled to stop traffic when the correct uniform is worn and approved sign is displayed. Supervisors must direct their SCPs that uniforms must be fastened to give maximum warning of their presence in the carriageway. (See also Part 1 Section 2.8)

There have been several Court cases where the way the sign has been displayed by an SCP has been challenged. The guidance has, therefore, been developed based on case law.

The SCP must hold the sign so it is displayed full-face to motorists. The SCP should stretch the other arm straight out to the side as a further indication to traffic to stop. The SCP must always display the sign so motorists can read the word ‘STOP’ and see the child symbol clearly.

SCPs must keep the sign upright until they return to the pavement, and then stand away from the kerb edge, so motorists are not confused. Fig 1 shows an SCP gathering pedestrians with the sign held parallel to the kerb, this also helps to keep pedestrians under control before the crossing manoeuvre begins.

SCP Guidelines
Revised JUNE 2010

SCPs must not use hand or arm signals to control traffic. In extreme weather (such as high winds) and if the SCP has difficulty holding the sign, then it is recommended the SCP crosses with the pedestrians but does not signal to drivers to stop, see Appendix 21 for a policy on operating in Windy Conditions.

School Crossing Patrols



Figure 1. School Crossing Patrols using the pole to control pedestrians and give instruction to traffic as depicted in the Highway Code 2007, copyright Select All and HMSO

Case law:

Hoy v Smith (1964)

The sign must be displayed so traffic can read the words 'Stop Children', but it need not be precisely at right angles to the kerb.

Franklin v Langdown (1971)

There is a duty not to pass the crossing place while the sign is displayed, whether children are crossing or not.

Wall v Walwyn (1973)

Once a sign is properly displayed by an SCP, a driver must stop and cannot continue until the sign is removed.

Best Practice

Only SCPs who have been trained and judged to be competent should be allowed to work. Retraining sessions should be conducted regularly.

6.4 Working at Light Controlled Signal Crossings (puffins, pelicans, traffic light junctions, toucans etc.)

SCPs and light-controlled crossings fulfil the same purpose (they stop traffic so pedestrians may cross the road safely) and, therefore, having both in place at the same site is a duplication of resources and may be confusing for drivers.

SCPs should not be located on light-controlled crossings unless there are exceptional circumstances such as poor driver behaviour (for example red light running), large groups of children crossing or concern about the children's age and ability to use the facility correctly. Local road safety enforcement, education or pedestrian training at the school in question may help to address these concerns.

Some Authorities have SCPs who work on light-controlled crossings. In many cases, the SCP predated the crossing and was kept when the light-controlled crossing was installed. See supporting document "Guidance for patrols who work on Light Controlled Crossings" for further information.

Where an Authority introduces a new light-controlled crossing at an SCP site, it may be helpful for the SCP to remain at their post for a while to ensure that children and parents use the facility correctly. The SCP may also give out publicity material. Once everyone understands how the new light-controlled crossing works, the SCP may be relocated to a different site.

When SCPs work on light-controlled crossings, they must step off the kerb and take their position in the road while the red light is showing for traffic, so they do not confuse drivers. SCPs must use the lights to stop traffic, **and must also display their sign.**

Further Guidance for patrols that work on light controlled crossings can be found on the Road Safety GB website, SCP section.

Best Practice

It is not necessary for SCPs to work on pelican, puffin or toucan crossings (unless there are exceptional circumstances), as they are, by definition, safer crossing facilities. However, where they do work on such crossings, SCPs should be specifically trained how to do so. They must use the crossing's lights to stop traffic and display their SCP sign as normal.

Puffin Crossings

It is important to ensure that SCPs working with this type of crossing understand how they operate. The detectors sense pedestrians who are crossing or waiting to cross. Therefore, SCPs need to position themselves accordingly, because if they do not stand in the correct zone after they have pressed the button, the facility will not come into operation. The detectors also automatically extend the red traffic signal to give pedestrians time to finish crossing, however, there is a time limit and managers should discuss the time setting of the facility with the Authority's traffic engineers.

Working on Pedestrian Islands (Central Refuges)

At some places where wide roads are divided by central refuges or dual carriageways by central reservations, crossing procedures can only be carried out in two stages and pedestrians must wait in the centre until the SCP has stopped the traffic on the other half of the road. However, sometimes the central refuge or reservation is not large enough to contain a group of pedestrians, in which case, the crossing procedure will need to be completed in one action. In some locations two SCPs are needed and they will have to work together to control this situation. Supervisors should judge the number of SCPs needed based on the capacity of the refuge and the volume of pedestrians and traffic.

On roads where there is a speed limit of over 40mph, providing an SCP is considered to be inappropriate, and providing a light-controlled facility is recommended instead.

6.5 Working at Zebra Crossings

SCPs who work on zebra crossings should follow their normal working procedure, using the sign to stop drivers.

Best Practice

SCPs who work on zebra crossings should work normally.

6.6 Accidents or Incidents at a Crossing Location

Training should include an agreed course of action and protocol with the Police about incidents at SCP locations within their Local Authority area. Appendix 9 shows an example of a protocol.

SCPs should be given a supply of incident cards or a notebook to note down the name of witnesses and the details of any vehicles when an incident occurs.

Training should also be provided to help SCPs respond to possible violence and aggression. See Appendix 18.

Best Practice

SCPs should be aware of the agreed protocol for reporting accidents or incidents at their site.

6.7 Remedial Action

If supervision reveals problems with the standard of work, the Authority must take appropriate action to correct all such problems. This may include discussions with the SCP or retraining. An example supervision checklist is provided in Appendix 8.

7.0 SUPERVISION

7.1 General

Supervision is a vital part of an effective, efficient and professional Service. It enables an Authority to ensure that standards of operation are maintained, and provides an essential human point of contact between SCPs and their employers.

Authorities should supervise their SCPs regularly, and at intervals of not less than twice a term. Supervision should be conducted by staff employed as SCP Supervisors or by Road Safety Officers.

Initial careful supervision after appointment should be conducted, followed by further, regular supervision. Robust supervision is recommended, but managers should be aware of the Regulation of Investigatory Powers Act 2000, which limits the use of covert observation. SCP managers are advised to liaise with their Authority's human resources or personnel departments for guidance. If used, SCPs must be advised that covert supervision may be conducted from time to time, although the exact times and dates should not be announced. Incidental supervision may also be used, although it is never enough as the main, or sole, supervisory activity.

Supervisory visits must include a discussion with the SCP and must be recorded and the records should be accessible to the Service Manager. They will be more useful if they contain (positive or negative) written comments. Negative comments must be followed by explanatory notes and remedial action. All information recorded and held must comply with the requirements of the Data Protection Act.

Supervisors must have the use of a car and a telephone and answer-phone service for which appropriate allowances must be paid. Supervisors and mobile SCPs should have access to mobile phones for personal safety and security reasons. Authorities may have their own policies on this.

Ideally, Supervisors should live in the general area where the SCPs for which they are responsible are deployed. In rural districts (or areas where significant distances must be travelled) the workload should be adjusted so each supervisor has the opportunity of visiting each SCP site not fewer than twice during each school term.

Supervisors should preferably take their annual leave during the school holidays, be available from 07.30 each school day and on stand-by should the need arise.

Supervisors must ensure that any young people (under 18) employed as SCPs are protected from risks that are a result of their lack of experience. Please see section 5.6 for further information on 'The Management of Health & Safety At Work etc. Regulations 1999'.

7.2 Training of Supervisors

Wherever possible, regions should hold regular meetings for SCP Supervisors or Managers to develop a network of contacts and allow an exchange of information, ideas and support between Authorities. The groups may also want to consider working together to develop publicity campaigns and other schemes where there may be financial benefits to buying in larger quantities. Regional meetings can also be used as training and personal development forums for

SCP Guidelines
Revised JUNE 2010

Supervisors and Managers where relevant topics appropriate to the service can be discussed. (See Appendices 19 and 20 for sample SCP Supervisor job description and job specification and supporting document “Training for Managers and Supervisors” available on the Road Safety GB website, SCP section, for further information)

Best Practice

All SCPs should be supervised regularly and monitored at least twice a term, and written records kept.

SUMMARY OF BEST PRACTICE

Parental Responsibility

The Authority's policies should make it clear that parents are responsible for ensuring their children are able to travel to school safely, whether or not the Authority is able to provide safer routes or safer crossing facilities. Sites should be established, using the Authority's adopted criteria, based on the number of children walking to and from school and traffic flows at the site in question.

Responsibility for the Service

The SCP Service should be operated and managed by one department only, namely the department responsible for Highways, Traffic and Engineering.

Staffing

Authorities should ensure that satisfactory staffing levels to provide and supervise a safe and efficient SCP service are maintained.

A ratio of one Supervisor for every 40 SCPs is recommended, depending on the geographical area the Supervisor covers.

Administrative and Clerical Support

Efficient and effective administrative and clerical support should be available to ensure a quick and appropriate response to all problems that may arise.

Insurance and Indemnity

Managers should get written confirmation that their insurance or indemnity policy applies to the SCP service under the conditions that it is conducted.

Managers should confirm whether the Indemnity policy applies to all employees regardless of age.

SCPs should be advised about the option of personal accident insurance, if available.

Managers should confirm that SCP staff who use their vehicles for work purposes have appropriate motor insurance cover.

Uniform

SCPs must be provided with, and wear while working, high visibility garments complying with both the Home Office Circular 3/1989 and EN 471.

Supervisory staff must ensure that SCPs always wear their full uniform, including a peaked cap, beret or yellow turban according to circular 3/1989, when on duty and that the coat is fastened.

Supervisory staff must ensure that SCPs fully understand that, to comply with the law, they must wear their full uniform of coat and hat and use the approved sign.

Advanced Warning Signs

Advanced Warning Signs and Flashing Amber Warning Lights (if applicable) should be installed at SCP sites.

School Crossing Patrol Sign

SCPs must be made aware they have no legal authority to stop traffic without their sign. Guidance should be given for those occasions when a sign is not available.

School Liaison

Good liaison arrangements with schools, the local community and other relevant Authority departments are essential.

Risk Assessment and Risk Management

A risk assessment should be conducted and recorded regularly, following the policy of the Authority. A generic risk assessment for the Service should be conducted and reviewed yearly. Specific risk assessments for each SCP site should also be conducted and reviewed yearly.

The Authority must also carry out risk assessments for mobile SCPs and Supervisors or anyone else who drives during their duties.

Vacant Sites

An efficient system for telling schools when a site is unexpectedly vacant should be in place, and all relevant staff should be aware of the necessary procedures. Where possible, a standby SCP should be provided for at least the time it takes to alert all schools and parents who are affected.

Accident and Incident Management

Clear accident and incident procedures should be in place and should be included in the SCPs' training. The procedures should cover accidents and incidents such as harassment, and drivers who fail to stop. All such incidents should be reported to the SCP Supervisor, and the Authority should keep records.

Application for an SCP Site

Applications for providing an SCP should be assessed, according to the criteria in the National Guidelines or the Local Authority's adopted criteria, if different, as quickly as possible.

Approving New Sites

The power to approve new SCP sites should be delegated to the Manager of the SCP Service.

New sites should only be approved if they meet the Authority's adopted criteria. Consultation should take place to check whether any changes to the highway are planned.

Any necessary measures, such as warning signs, must be installed before the site becomes operational.

Reviewing Existing Sites

SCP sites should be reviewed when circumstances change (for example, a school closure, SCP retirement or a new local traffic scheme). Sites should be reviewed against the Authority's adopted criteria.

Disestablishing SCP Sites

SCP sites should only be disestablished following a review, and the reasons should be clearly explained. Where possible, SCPs should be reallocated to another site.

Recruitment

An appropriate recruitment process to assess the suitability of potential SCPs must be in place. Managers should consult their Human Resources or Personnel Department and follow the Authority's recruitment and equal opportunities policies and procedures.

Interviews

Interviews should be conducted according to a formal interview procedure, including the use of an interview checklist. Interviews should have at least two interviewers, and interview records must be kept.

Vetting

Applicants must be subject to an Enhanced CRB or Disclosure Scotland check before appointment and these must be carried out every three years.

Medical Fitness

Managers should establish a process to assess the medical fitness of SCPs. SCPs must pass a pre-employment medical examination before starting work. It must be clear to SCPs on appointment that they may be called in for medical review at any time and that this procedure must be included in their appointment letter. It is recommended that Occupational Health assessments are carried out at the road side, ideally at the patrols' own location. SCPs must also tell their Supervisor if they have any concerns about their fitness to carry out their duties during the annual site-specific risk assessment monitoring procedure.

Age Limits

Managers should ensure that their policies on age limits for SCPs comply with the European Employment Directive and must be guided by their own Local Authority policy on this issue. Where SCPs under the age of 18 years are employed, managers should ensure they follow the HSE Guidance on employing young people.

References

SCPs should only be appointed subject to CRB check, two satisfactory references and medical clearance.

Training

Only SCPs who have been trained and judged to be competent should be allowed to work. Retraining sessions should be conducted regularly.

SCPs Working on Light-Controlled Crossings

It is not necessary for SCPs to work on pelican, puffin or toucan crossings (unless there are exceptional circumstances), as they are by definition, safer crossing facilities. However, where they do work on such crossings, SCPs should be specifically trained how to do so. They must use the crossing's lights to stop traffic and display their SCP sign as normal.

SCPs Working on Zebra Crossings

SCPs who work on Zebra Crossing should work normally.

Accidents and Incidents

SCPs should be aware of the agreed protocol for reporting accidents or incidents at their site.

Supervision

All SCPs should be supervised regularly and monitored at least twice a term, and written records kept.

Part 2 – Criteria For Establishing School Crossing Patrol Sites

1.0 BACKGROUND

1.1 The Need for Criteria

When the SCP service was first set up few guidelines were available to those who were responsible for its operation and management. Nor was advice provided by any of the Government departments. Most decisions were based on one (or more) person's views of the safety or danger of sites.

No matter how skilled the Manager, the situation had the potential for unsound decisions to be made and was unprofessional. Sites that were justified might well be refused an SCP, whereas sites that did not justify one could well have SCPs approved.

These criteria are not meant to be prescriptive, and managers should make their own informed decisions appropriate to their local circumstances and policies.

1.2 Development of the Criteria

Criteria were developed which incorporated elements from the existing proven and widely adopted criteria for assessing potential zebra and pelican crossing sites. The SCP criteria used the PV^2 formula as its basis (P = Number of Pedestrians, V = Number of Vehicles)

The relationship PV^2 provided a measure of both the potential conflict and the delays experienced by pedestrians. It also accounted for the need to help small numbers of pedestrians to cross roads safely when traffic flows were heavy and the delays long; and conversely, large numbers of pedestrians when traffic was lighter and the delays shorter.

The criteria also incorporated factors to reflect the special conditions at sites during school opening and closing times when the numbers of child pedestrians were concentrated over a fairly short period of time. Environmental differences between sites and the varying levels of traffic awareness between children in rural areas and those in large urban areas also needed to be considered.

A series of 'Adjustment' factors was produced based on examples of known site conditions (other than the basic vehicle and pedestrian flows). The criteria were tried out at a series of 80 existing sites, and have been used (often with local amendments) by most Authorities for many years.

2.0 GUIDELINES FOR TRAFFIC AND PEDESTRIAN COUNTS

2.1 INTRODUCTION

2.1.1 Flows of child pedestrians (P) crossing the road on their way to and from school are generally concentrated into short periods of time. The heaviest pedestrian and vehicle flows usually occur during morning journeys between 08.15 and 09.15. Because of this, site surveys should generally be conducted during this period, unless it is proven that the afternoon period is busier, in which case counts should be carried out during that period.

2.1.2 Surveys must be site specific, taking into account the start and finish times and relevant activities of the school(s) served by the SCP. Data should be recorded in 5-minute consecutive periods. This procedure is described in detail on page 35.

2.2 THE CRITERIA

The procedure for determining whether an SCP site is justified comprises six parts:

1. Count of pedestrians and vehicles.
2. Calculation of PV² Rating.
3. Comparison with adopted criteria threshold level.
4. Consideration of 'Adjustment Factors' and selection of 'Multipliers' (where appropriate).
5. Recalculation and recheck against the adopted criteria threshold level.
6. Consideration of additional facilities (e.g. zebra and light-controlled crossings – where heavy traffic flows or speeding exist).

Often it will be unnecessary to continue beyond Part 3 of the procedure, as there will often be a clear indication about whether an SCP Site can be justified. Use the graph provided at page 37 to carry out an initial check about the viability of the SCP Site:

- a. Sites that fall within area "A" justify a SCP site without any further investigation.
- b. Sites falling within area "B" need further investigation.
- c. Sites that fall within area "C" will not usually warrant further investigation unless there are exceptional circumstances attached to the Site.
- d. Sites that fall within area "P" need special consideration because traffic flows are so heavy they create major difficulties for an SCP to work safely. Within this area additional facilities (such as pedestrian crossings) may be justified.

2.3 PROCEDURE – PART ONE

Pedestrian and Vehicle Count

- 2.3.1 Sites having fewer than 15 children (P) crossing the road in the busiest 30-minute period should not be considered for establishing an SCP. It is important to check the policy of your own organisation. Based on specific circumstances, Authorities may choose to set a lower minimum number of children.
- 2.3.2 A classified count should be taken at the Site to identify the busiest 30-minute period, recording child pedestrians (P) and vehicles (light vehicles, large goods vehicles and PCUs and cycles).
- 2.3.3 It is recommended the traffic counts be recorded as 'passenger car' equivalent values (PCUs), by using the following multiplication factors:

Passenger Car Units (PCUs) for Recording Purposes	
3 Pedal Cycles	= 1 PCU
2 Motorcycles	= 1 PCU
1 Car	= 1 PCU
1 Light Goods Vehicle (up to 3.5 tonnes gross weight)	= 1 PCU
1 Bus/Coach	= 2 PCUs
1 Medium Goods Vehicle (over 3.5 tonnes gross weight)	= 2 PCUs
1 Large Goods Vehicle (over 7.5 tonnes gross weight/multi axle lorries)	= 3 PCUs
1 Bendi-bus	= 3 PCUs

If an automatic vehicle counter is used that does not provide vehicle classification data, then some observation of the traffic flow and composition will be needed.

- 2.3.4 The count should include child pedestrians who attend an educational establishment and who cross the road at the time of the heaviest traffic flow (normally during the morning peak). Record the numbers of children (P) who cross the road at (for existing staffed sites) or within 50 metres of the site (for unstaffed or new sites).

2.4 PROCEDURE PART TWO: CALCULATION OF PV² RATING

PLEASE NOTE – all values used in the calculation must be taken from the same 30-minute (6x5 minutes) busiest period.

- 2.4.1 Having collected all the necessary data from the site, the calculation PV² must be completed. Below is a checklist of the main points to be considered:
- Identify the busiest consecutive 30-minute period (note that vehicles form the most significant part of the equation).

**SCP Guidelines
Revised JUNE 2010**

- e) Calculate the total of child pedestrians (P) and multiply it with the square of the total number of PCU equivalents (V^2) from the same consecutive 30-minute period to provide the product PV^2 .

2.5 PROCEDURE – PART THREE

Comparison with Adopted Criteria Threshold Level

- 2.5.1 If a PV^2 of greater than 4 million is achieved, an SCP location can be justified. The graph shown on page 37 shows whether a site immediately justifies a SCP or if it needs further investigation or measures other than a SCP.

Example (i):

200 children (P) and 250 vehicle equivalents (V) in the same consecutive 30-minute period, multiplied together in the form PV^2 produces point 'X' on the graph. The point is within area 'A', exceeding the required threshold value of 4×10^6 and justifying the establishment of an SCP site. There is no need for further site assessment, or mathematical calculations.

RESULT

Site can be justified.

Example (ii):

300 children (P) and 100 vehicle equivalents (V) in the same consecutive 30-minute period, multiplied together in the form PV^2 produces point 'Y' on the graph. This is within area 'B' [between lines (1) and (2)], not achieving the threshold level and not justifying the establishment of an SCP site at this stage. Reference should be made to Part 4 of the criteria in order to re-assess whether the site can be justified.

RESULT

Site NOT immediately justified – further investigation needed using Adjustment factors.

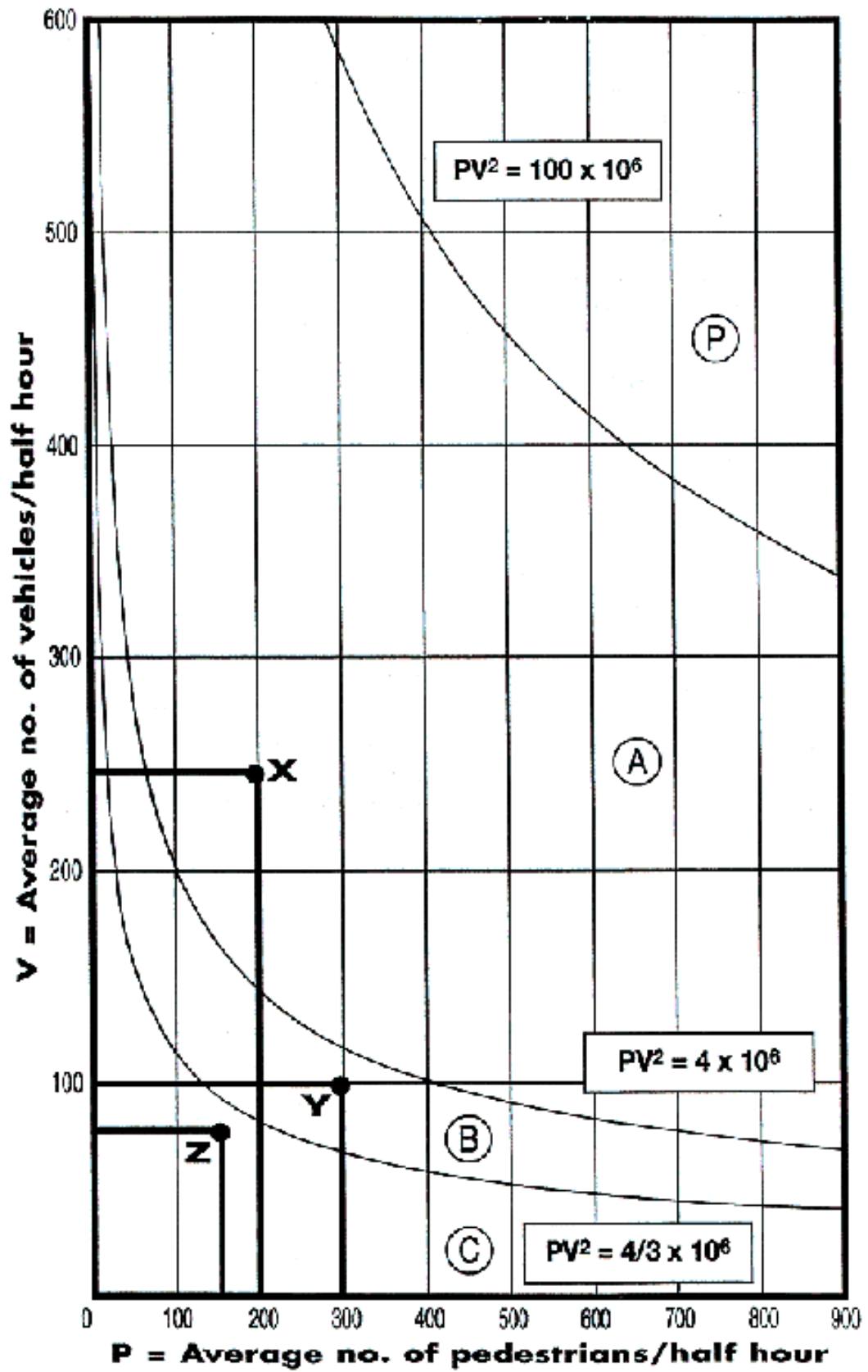
Example (iii):

150 children (P) and 75 vehicle equivalents (V) in the same consecutive 30-minute period, multiplied together in the form PV^2 produces point 'Z' on the graph. This is within area 'C' [below and to the left of line (2)], not reaching the threshold level and almost certainly not justifying the establishment of an SCP site.

RESULT

Site NOT justified.

Should extreme pressure be applied for the provision of an SCP at this site, Part 4 of the criteria may be applied to verify the position.



SCP Guidelines
Revised JUNE 2010

Action Chart – Checking SCP Site Viability (using Graph)

Position of Point	Action to be taken
Area 'P'	Crossing facilities justified (It is recommended a light controlled crossing be considered)
Area 'A'	SCP site justified (Recommended establishment of SCP site)
Area 'B'	SCP site not justified at initial assessment (Apply Part 4 of the procedure to verify the position)
Area 'C'	SCP site definitely not justified at initial assessment (Apply Part 4 of the procedure if exceptional circumstances exist)

2.6 PROCEDURE – PART FOUR

Consideration of ‘Adjustment factors’ and selection of ‘Multiplier’.

- 2.6.1 Where the PV² criterion threshold level falls within area ‘B’ [between lines (1) and (2)] a detailed site investigation should be undertaken using the list of ‘Adjustment Factors’ (Page 40).
- 2.6.2 The adjustment factors quantify the ‘environmental’ considerations to be used in assessing the potential risks at the proposed site. Each item must be assessed objectively and appropriate factors assigned.
- 2.6.3 Once the number of adjustment factors has been decided, the appropriate multiplier should be obtained from the table of 10% Compound Multipliers (Page 42).

2.7 ADJUSTMENT FACTORS

The following section highlights environmental factors that may be the cause of potential risk at sites where an SCP already exists or is proposed. Some or all of these may be true for the site under consideration.

Accurate site assessment makes it possible to check each of the items on the following list and establish how many adjustment factors should be allocated (factors being assigned according to the level of difficulty). Using the final total of adjustment factors it is possible to determine a compound multiplier (from the table), which is then used to uprate the original PV² value to provide a weighted (and more accurate) assessment of the potential risk at the site.

Table of Adjustment Factors

2.7.1	Carriageway Width (single Carriageway)	Factor
	Carriageway width between 7.5 and 10 metres	+1
	Carriageway width in excess of 10 metres	+2
	Footpath width less than 2 metres	+1
	Down gradient steeper than 12.5% (1 in 8)	+2
	Down gradient less than 12.5% greater than 5% (1 in 20)	+1

2.7.2 Speed/Visibility

It is recommended that SCP sites are not established on roads with speed limits greater than 40 mph.

85%ile speed of traffic)¹	Visibility (metres)^{2, 3}	Factor
Travelling between 30 and 40 mph	Less than 50 m	+3
	Between 50 – 75 m	+2
	Between 75 – 100 m	+1
Travelling between 40 and 50 mph	Less than 60 m	+3
	Between 60 – 100 m	+2
	Between 100 – 150 m	+1

¹ To obtain the 85th percentile (85%ile) speed of traffic, a record of the speeds of at least 100 free running vehicles will be needed on one visit during the period 08.30 (08.15 if the full operation of an SCP is required) to 09.00 – i.e. the site operation times prior to the start of the **busiest** school day.

**SCP Guidelines
Revised JUNE 2010**

The formula used is: $\frac{(85\text{ile} - 30)}{3} = \text{FACTOR}$

e.g. 36 MPH 85%ile gives $\frac{(36 - 30)}{3} = +2$

A negative factor would not be applied.

² Care must be taken when using these factors, as the distances shown are less than vehicle stopping distance in adverse weather conditions.

³ If parked vehicles obstruct sightlines or mask children, and it is not possible to prohibit parking, then the visibility criteria from the kerb edge should be applied using a 1 metre eye level.

2.7.3	Street Lighting None	Factor +3
2.7.4	Signs, Street Furniture, Trees, etc If visibility is variously obstructed within 100 metres of the proposed Site and pedestrians are masked.	Factor +1
2.7.5	Road Markings If the Site is complicated by road markings for the purpose other than an SCP, i.e. turning lanes etc., within 50 metres either side.	Factor +1
2.7.6	Junctions If the Site is on a major road and is within 20 metres of a road junction If the Site is on a minor road and is within 20 metres of a road junction	Factor +2 +1
2.7.7	Accidents Accidents involving pedestrians on weekdays within 50 metres of the proposed crossing point. One point per pedestrian injured per year based on a three-year average.	
2.7.8	Weight of Traffic Where pedestrian flows are light, the vehicle flows are heavy and the criteria are not satisfied, then at 800 passenger-carrying units (see table on page 35) per hour (two way, or one way on dual carriageway) it is recommended to add a further +1 factor.	
2.7.9	Age Factors	Factor
	Average Age	Primary (up to 11 years) +5 Secondary (12+ years) +1

2.8 PROCEDURE – PART FIVE

Recalculating the Rating against the Adopted Criteria Threshold Level

- 2.8.1 Take the 'Multiplier' indicated in the table of '10% Compound Multipliers' and multiply it with the previous threshold rating (PV^2). The result of this calculation is the 'New' PV^2 value. Re-check it again with the adopted threshold level.

Worked Examples – using the 'Multiplier' factor

Example 1	300 pedestrians	100 vehicles		
V^2	100 x 100	=		10,000
PV^2	300 x 10,000	=		3,000,000

This is less than 4 million and produces point 'Y' on the graph in area 'B'. However, further investigation at the site identified five 'Adjustment Factors' that should be taken into account. By referring to the Table of Compound Multipliers, five factors produce a multiplier of 1.610.

Thus the revised value is $3,000,000 \times 1.610 = 4,830,000$. This value exceeds the criteria threshold value (4×10^6) and therefore justifies the establishment of an SCP site.

Had only two factors been assigned, the multiplier would have been 1.210 and the revised value $3,000,000 \times 1.210 = 3,630,000$ (less than 4,000,000).

The provision of an SCP site would not have been justified.

Example 2	150 pedestrians	75 vehicles		
V^2	75 x 75	=		5,625
PV^2	5625 x 150	=		843,750

This produces a value of 843,750, point Z within area 'C' on the graph, and is very much less than 4 million.

Unless the Site attracts an abnormally large number of Adjustment Factors, it is unlikely that an SCP site could be justified.

2.9 PROCEDURE – PART SIX

Consideration of Additional Facilities

- 2.9.1 Where significant flows of vehicles and/or children are identified at the potential site, other additional facilities may be justified. Assuming that there are no grade separated facilities already available, a zebra or light-controlled crossing should be considered in accordance with the criteria laid down by the DfT.
- 2.9.2 It should be remembered that an important part of the Manager's responsibility as 'employer' is to ensure the safety of their employees (SCPs), the people in their charge and the safety of those who may be affected by their acts or omissions. Therefore, sites which are very heavily trafficked, or deemed

SCP Guidelines
Revised JUNE 2010

potentially dangerous by the nature of the road layout or other environmental conditions, may not be safe for the authorisation and siting of an SCP.

2.9.10 TABLE OF 10% COMPOUND MULTIPLIERS

No of Factors	Multipliers to be applied to basic PV² figures
1	1.100
2	1.210
3	1.331
4	1.464
5	1.610
6	1.772
7	1.949
8	2.144
9	2.358
10	2.594
11	2.853
12	3.139
13	3.453
14	3.798