

# School Crossing Patrol handbook for patrols employed by school



This handbook is issued by  
Herefordshire Council Road Safety Team, PO Box 236, Plough Lane, Hereford HR4 0LE  
01432 260946  
[roadsafety@herefordshire.gov.uk](mailto:roadsafety@herefordshire.gov.uk)

# Contents

Introduction & terms used	3
Duty details	4
Terms of employment	5
Data protection	5
Training & supervision	5
Uniform	6
Hours of duty & attendance	7
Staff & social media	8
Children and cyclists	9
Responsibility and courtesy	9
School crossing patrol sign	10
Operating your crossing site	11
Stopping distances	11
Central refuges or islands	12
Hazard warning lights	12
Sites using light controlled crossings	12
Reporting incidents	13
Accidents	14
Incident report form	15

Dear Kath and Dawn,

Your duties as a School Crossing Patrol (SCP) are an important contribution to the road safety of the children and adults that you cross and we gratefully acknowledge your willingness to serve the community in this way.

SCPs in Herefordshire are employed either by Herefordshire Council or by the school where they are located.

You are employed by [REDACTED] Primary School

In this handbook we refer to your employer as 'your school' and we use the term 'employed' whether you are paid for your hours of duty as a SCP or are an unpaid volunteer either permanently or on a relief basis to cover absence.

This guidance will help you carry out your duties to the national guidelines written by Road Safety GB 2016, which all SCPs in Herefordshire follow regardless of who employs them.

**Herefordshire Council road safety team will:**

Assess the location of your site by carrying out a risk assessment

Train and support you with regular site visits

Advise your school of the uniform they must provide for you to wear on duty as well as the national guidelines you will work to

Your Crossing Point is

Serving

School phone no

Headteacher

School e-mail

admin@  .hereford.sch.uk

Hours of Duty

morning

afternoon

If you are absent from your duty due to illness please phone your school as soon as possible so they may inform parents via the school website/ social media that you will not be there.

Please advise your school which duties you will miss, morning/afternoon or both and when you think you will be able to return to your duty.

Leave should not be taken during term time.

Private appointments should be taken outside your duty times.

## **Terms of employment**

Your terms of employment, conditions of service and salary are managed by Hoople who process recruitment and employment on behalf of Herefordshire Council. Enquiries should be directed first to the road safety team on **01432 260946**.

## **Data protection**

Your school will hold details on you relating to your employment. For further information please contact your school. More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>

## **Training and supervision**

The training of SCPs and the monitoring of crossing points is the responsibility of the road safety team who will carry out risk assessments and traffic counts as the need arises. Support visits will also be carried out twice a term to ensure the patrol and road safety team remain in contact.

## **Initial training**

A member of the road safety team will meet you on the first morning of your duty to show you how to cross pedestrians in accordance with RSGB national guidance. Road safety staff will visit again during the first week of duty until we are confident in your ability to operate the site safely.

## **Mandatory training/development**

Your school will let you know of any training you will need to complete.

## Uniform

By law you must wear ALL items of the official uniform, without this you may not be insured and have no legal power to stop traffic. The uniform also ensures maximum visibility to other road users for your own safety and pedestrians using your crossing. The STOP sign (pole) is considered part of the uniform.

**Mandatory uniform: full length two-colour coat with hat or cap and STOP sign**

Discretionary items for your comfort: waterproof overtrousers, gloves, safety boots or shoes.

Your school must provide all the uniform you need and it must comply with the national guidelines. The road safety team will let your school know the correct uniform and where to buy it.

Coats should be kept clean and may be washed in accordance with the manufacturer's instruction label. When items need replacing please contact your school.

**You must not smoke whilst on duty.**

**You must not use a mobile phone whilst on duty unless an emergency arises and it is necessary to phone for assistance.**

**You must not use earphones, earbuds or headphones whilst on duty.**



## Hours of duty & attendance

You must be punctual arriving for duty and will be expected to remain at your crossing point for the whole of your shift. Duty times are shown on Page 4.

Children may be late for school, latecomers are more inclined to take chances and cross unsafely so it is important not to leave your duty early.

You must not change your hours of duty unless authorised by the road safety team and agreed by the school.

Arriving late and/or leaving early is not acceptable as it can put children at risk.

Poor time keeping could lead to disciplinary action.

If you are unable to attend for duty eg due to illness, it is essential that you inform the school as soon as possible so they can advise parents that you will not be on duty. Please also inform the road safety team on **01432 260946**, letting us know why you are absent and when you expect to return.

You are expected to work every duty during the school term.

Leave will not usually be granted during school term time.

Private appointments must be taken outside duty times.

You are not permitted to 'train' anyone or allow anyone to wear your uniform on your crossing site. If you are going to be absent you must inform your school.

## **Staff and social media**

Your school should have a social media policy, ask to see a copy. Otherwise, Herefordshire Council's social media policy is available to view online on Herefordshire Council's website and is relevant to all school crossing patrols. The guidance relevant to School Crossing Patrols is as follows:

You must not name or refer to any individuals; child or adult, schools or incidents involving your job as School crossing patrol in your social media activity.

You are still bound by your Code of Conduct even when you are not at work.

### **You should:**

Make it clear that your opinions, comments or updates are your own and do not represent the views of your School.

Make it clear that you are employed by your school if you are involved in discussions concerning your school.

Refer people with complaints, questions or comments about your school to your School's Headteacher.

### **You should avoid:**

Saying or doing things that could give the appearance of a conflict of interest.

Saying or doing things that could bring your school into disrepute.

Saying or doing things that affect your ability to work impartially for your school.

## **Children and cyclists**

You **MUST NOT** under any circumstances administer anything other than verbal discipline to the children under your supervision. It is not acceptable to take a child's hand to escort them across the road.

There is never any need to have physical contact with a child other than to restrain them in an emergency.

Ensure that any instructions are given in a clear, firm manner. If children or parents do not speak English as their first language it may appear to you that they are ignoring you or didn't hear you. Be clear with your instructions: when to stop, where to walk and when to cross.

You may cross cyclists as long as they dismount first. If a cyclist refuses to dismount then they are not your responsibility, let them carry on. Do not get into confrontation. Likewise, if a pedestrian chooses to cross near your site but not on it, let them cross. They are only your responsibility if they are crossing with you on your crossing as instructed by you.

## **Responsibility and courtesy**

When on duty you are responsible for the operation of your crossing site. You must not allow any person other than a Police Officer to take over operation of the site in an emergency. Do not take instructions regarding how you operate your crossing from anyone other than a road safety officer. Other school staff may not take over your duty even if you are absent unless training and full uniform has been provided by the road safety team.

Report any problems with children's behaviour to your school.

Although parents and children will enjoy speaking to you and thanking you for helping them to cross safely, do not distract children or adults when crossing or allow yourself to become distracted. Your priority is always to ensure the safety of everyone on the crossing.

Although you are not authorised to stop vehicles with hand signals it is acceptable to give a brief wave of thanks when drivers have stopped.

## School crossing patrol sign

Your sign must always be used when stopping traffic and should be clearly displayed. **You cannot legally stop traffic without it.** Please keep the sign face clean and clear. Contact your school if you need a new sign.

Before stepping into the road display the sign prominently in an upright position, so that it can be clearly seen by approaching road users.

Continue to display the sign until all children/adults have crossed and you have returned to the side of the road.

When not in use, hold the sign so that road users are aware that you are not intending to stop traffic. The sign should be held upside down. Please do not lean on the sign whilst held in this position.

Examples of how to use the SCP sign. The uniform below is not current regulation. You will wear the uniform shown on page 6 which features a two-colour coat and cap.



1. Not ready to cross



2. Barrier to stop pedestrians crossing



3. Ready to cross - vehicles prepare to stop



4. All vehicles must stop

## Operating your crossing site

You are responsible for the safety of pedestrians when they reach you so you should wait on the side of the road that they will approach your crossing point. This may be different for morning and afternoon shifts.

Ensure that pedestrians remain on the pavement well clear of the kerb until instructed clearly, by you, that it is safe to cross.

Watch for a suitable gap in the traffic flow. Display your sign clearly to approaching drivers as an indication to road users that you intend to leave the pavement (Diagram No 3). Allow sufficient time for vehicles to stop safely and try to give drivers clear indications that you are about to step into the road.

**Remember** – give drivers extra time when visibility is restricted or when road surfaces are wet or icy.

Position yourself in the centre of the road, display your sign in your right hand and keep your left arm outstretched as an indication that vehicles should stop behind you. Wait until ALL vehicles have stopped

and only then instruct all to cross. Ensure that pedestrians always cross **in front of you** (Diagram No 4).

It is sometimes necessary to change the location of a crossing point on a temporary basis, for example if road works are taking place at the normal crossing point. If you are aware of issues which may affect your crossing point please contact your School. They may decide to ring the road safety team for further assistance.

## Stopping Distances

It can be difficult to judge speed, time and distance accurately.

Stopping distances will vary according to weather conditions and condition of the vehicle and tyres. If the road is wet or icy give drivers extra time to stop. Gaining eye contact with the driver rather than looking at their vehicle may give you an indication of their actions.

If in doubt let vehicles pass **BEFORE** you step into the road.

## **Central refuges or islands**

When the road is divided by a large refuge or central reservation, crossing should be made in two stages. Each half of the road must be treated as a separate crossing. Pedestrians should be halted safely at the island in the middle of the road and asked to wait. You should carry out your normal crossing routine for the second half of the road.

## **Hazard warning lights**

Hazard warning lights are sometimes installed to protect crossings, in most cases these lights are remotely operated by Herefordshire Council and no input is required from you other than to check daily that they are operating correctly. Please report any failure to the road safety team immediately by phoning **01432 260946**.

## **Sites using light controlled crossings**

With all light controlled crossings, you must work with the lights and never attempt to control traffic against the control of the traffic lights.

You should press the button and use your pole to make a barrier (Diagram No2) stopping pedestrians from crossing until it is safe to do so.

Once the green man shows and the traffic has stopped you should stand in the road displaying your sign and advise pedestrians to cross (Diagram No 4).

Once the green man goes off, you should remain in the road until all the pedestrians already starting to cross have reached the opposite pavement. Any pedestrians still waiting to cross should wait until you have returned to the pavement and pressed the button again.

Under no circumstances should you attempt to stop traffic when a green traffic light is showing, or to hold traffic at a stop after the lights have changed. You must always work with the lights, never against them.

## Reporting incidents:

### Examples: motoring offences such as failure to stop, drive-through or verbal/physical abuse

It is an offence under the Road Traffic Regulations Act 1982 for a driver/rider to fail to stop for you when you are wearing the official uniform and displaying the patrol STOP sign. It is also an offence for a driver/rider to move off whilst you are still on the road – referred to as a ‘drive-through’.

You can report the incident to the Police yourself or ask your School to report it on your behalf. An incident report form should be completed (see page 14). These forms were issued by the road safety team when you started work. If you need more please ring the road safety team on **01432 260946**.

The police are only able to investigate if they have the vehicle registration number and as many other details as possible such as; witnesses name and contact details, make and colour of vehicles involved, date, time and location of the incident. Without

these details the police are unlikely to take the matter further.

You may be required to attend court to support your statement.

Statements regarding your duties or incidents should only be given to the police, your headteacher or the road safety officer.

If you report an incident to the Police and are given an incident number please ask your School to send the details to us by email so that we have a record. Email [roadsafety@herefordshire.gov.uk](mailto:roadsafety@herefordshire.gov.uk)

You should avoid becoming involved in arguments or conversations at the roadside.

Try to remain courteous and calm. If a member of the public starts a conversation with you that is likely to distract you, asking for directions for example, politely let them know you are unable to help as you are on duty or ask them to wait until you have finished.

## Accidents

If an accident occurs at your crossing site you should take the following action.

Ask a parent or member of the public to assist by staying with the injured person/child so that you can continue your duty on the crossing. This is a high risk time for further incidents as other pedestrians and drivers can cause obstruction and confusion at the scene. Remain in control of your crossing to avoid further incidents and do not allow anyone else to take your place on the crossing. Your priority is still to maintain the safety of pedestrians using your crossing.

Do not allow anyone to move the injured person, keep them warm and ask someone to phone the emergency services, you may need police as well as ambulance.

Finally, and only if you are able to do it safely, note the make/model/colour and number plate of any vehicles involved as well as contact details of witnesses, names, addresses, phone numbers. This may be very difficult to do while you are still in control of your crossing so a member of the public may have to do this on your behalf.

**Incident report form** – see page 13  
'Reporting Incidents'

# School Crossing Patrol Incident Report Form

This form must be completed in full immediately after any incident and sent without delay to:  
**Road Safety Team, Herefordshire Council, Plough Lane, Hereford HR4 0LE**

Patrol name

School

Date and  
time of  
incident

Description  
of incident

Give names  
of any  
pedestrians  
involved

Names of  
witnessess

Vehicle  
description  
(Reg/make/  
colour)