

School Crossing Patrol Guidelines

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These guidelines are for schools and patrols and cover the detailed operational aspects of a school crossing patrol in Kent.

Contents

Introduction	2
Requests for New School Crossing Patrol Locations.....	2
Recruitment of Replacement School Crossing Patrols	2
Support, Training and Monitoring	2
KCC Mandatory E-Learning	3
Safeguarding Training	3
Relief School Crossing Patrols	4
The Law	4
Uniform	4
Coats	5
Hats	5
School Crossing Patrol sign	6
Hazard Warning Lights	6
Appearance and Behaviour.....	6
Control of children	7
Hours of duty	7
Absence from duty.....	7
Operating at the crossing point	8
Traffic lights with no pedestrian phase	9
Traffic islands/refuges.....	9
Crashes/casualties	9
Other Incidents	9
Statements	10
Parking	10
Total Contribution Pay	11
Total Contribution.....	11
TCP Ratings.....	12
Relief Patrols	13
Useful Contacts	14
Absence reporting.....	14
Requesting new sites, operational issues and training and monitoring of patrols	14
Recruitment and Personnel issues are dealt with by HR Connect	14
Highway issues.....	14
Law Enforcement	15
SCP Information	15
Appendix A - COVID-19 SCP Guidelines.....	17
Appendix B - Policy for operating in Adverse Weather Conditions.....	20

Introduction

School Crossing Patrols (SCPs) are employed and line managed by the Safer Mobility Team, Highways, Transportation and Waste (HTW), Kent County Council; local support is provided by the school Head Teacher or their nominee. SCP's can only operate on an authorised School Crossing Patrol site. However, some schools fund their own SCP who will provide their salary and line management.

Requests for New School Crossing Patrol Locations

If a school wishes to apply for a new crossing site or move an existing site e.g. if the entrance to the school is moved, initial authorisation must first be obtained from Kent County Council.

Applications should be made to the Safer Mobility Team and an assessment will be carried out in line with Road Safety GB's Guidelines. This will include vehicle and pedestrian counts and a full risk assessment. Once the site is approved and a patrol has been recruited, they will be fully trained.

Recruitment of Replacement School Crossing Patrols

When a SCP resigns their post, the school should not automatically assume a replacement can be appointed. The school MUST ask Kent County Council for permission.

In some cases, local circumstances may have changed since the original patrol was appointed and a re-assessment of the site may be required.

KCC Safer Mobility Team will prepare and publish all KCC funded SCP vacancies through the KCC Jobs Portal and all applications will be received electronically. The latest job description and person specification is available on the Kelsi website (School Crossing Patrol pages). As the SCP role involves road safety the interviews will be held locally, ideally within the school and will be led by a Safer Mobility Officer together with the local school contact.

Following successful interview, the recruitment process is completed online and comprises of obtaining Occupational Health clearance, a Disclosure Barring Service (DBS) certificate and successful references.

Support, Training and Monitoring

SCP's are line managed by the KCC Safer Mobility Team with local support provided by the Head Teacher (or their nominee) unless the school fund the patrol, in which case the school will provide their line manager with support from the Safer Mobility Team. The new SCP should be given an **induction** by the Head Teacher or an appropriate alternative member of school staff to ensure that they have been made aware of the school's and KCC's procedures. They will also be trained by their School Crossing Patrol Instructor, to stop traffic on both a morning and afternoon session at their crossing site. The training will include the KCC SCP Guidelines, demonstration of operation of the site and then the new member of staff will commence crossings under supervision. During the training the Instructor will provide a briefing and training in reporting faults, incidents and how to complete a dynamic risk assessment. The full operational risk assessment will be explained, and a copy provided following the training.

If the new patrol demonstrates a satisfactory level of competence and safety during the training, they will be signed off to begin independent crossings from the next available session.

The new patrol will be visited unannounced at some point during the next 4 weeks to monitor their progress against any development points from training. This will be an opportunity to discuss any issues that have occurred since training and ensure there are no other matters requiring attention.

All SCP's will be monitored periodically and at a minimum of twice per year. An annual personal risk assessment will also be conducted as part of the monitoring together with any ad-hoc training needs identified as part of this process.

Following all visits, the SCP Instructor will provide written feedback consisting of a training or monitoring report, together with an updated risk assessment to the SCP either by email or via post.

KCC Mandatory E-Learning

As an employee of KCC all SCP's must complete mandatory KCC e-learning that currently consists of;

- KCC Induction
- General Data Protection Regulations (GDPR)
- Introduction to Information Governance
- Prevent: safeguarding from extremism and terrorism

This training is refreshed every two years (apart from the KCC Induction) and must be completed within the first month of starting in the role. If this is not completed within the probationary period it may affect confirmation in the role. Refresher completion is a requirement as part of the annual Total Contribution Process (see below). Additional pay is provided for the completion of all mandatory e-learning and further e-learning may be required in the future.

Safeguarding Training

The Casualty Reduction Team (CRT) is committed to meeting its legal and moral duty to safeguard and promote the welfare of children and young people who come into contact with its services, activities and staff. SCP's form part of the wider CRT and will comply with this important duty.

Safeguarding and promoting the welfare of children is defined in Working Together to Safeguard Children 2015 as:

- Protecting children from maltreatment;
- Preventing impairment of children's health or development;
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- Taking action to enable all children to have the best outcomes

Schools are requested to 'host' and facilitate the local Safeguarding Training for their SCP, together with their existing school employees. When completed, the SCP should notify the Safer Mobility Team.

As part of the initial training, the SCP Instructor will provide an aide memoire for the SCP which outlines the immediate response to any concerns. The immediate actions can be summarised as follows:

- Listen, clarify but don't ask leading questions
- Don't judge or comment. Make notes using the child's words, never substitute for your own
- Don't ask the child why they think this happened
- Never tell the child you will keep this a secret
- Inform the Designated Safeguarding Lead (DSL) in the school and your manager
- Follow the Safeguarding Policy for the school and CRT
- Understand that you may be upset and always seek help and support for yourself
- Seek assurance that a report has been made by discussing with the DSL
- Report any concerns to the Safer Mobility Team as soon as possible
- If immediate concerns for the child's safety, call the Central Referral Unit on 03000 41 11 11

Relief School Crossing Patrols

Having a relief SCP is strongly recommended. The relief must also be employed by Kent County Council (unless the patrol location is non-KCC funded) and trained in the same way as a permanent SCP. Schools should follow the same recruitment procedure as for a permanent SCP, even if the relief is already employed in another role at the school.

The Law

Drivers must stop and remain stationary when a School Crossing Patrol indicates they should. Failing to stop when a SCP enters the road to cross pedestrians is an offence and the penalty can be a fine of up to £1000 and three points on the driver's licence.

NB: SCP's will be trained not to attempt to stop certain types of vehicle e.g. buses, emergency and heavy goods vehicles.

The law allows for patrols to stop vehicles for child and adult pedestrians at anytime time the crossing is in operation.

KCC must provide the authority for a patrol to be working which means that any person who carries out crossings but is not approved or trained by the Safer Mobility Team will be doing so at their own risk and may be personally liable for any incident occurring.

Uniform

Failure to wear the approved uniform of a high visibility coat and hat to the latest European standard means the SCP is operating illegally and may become personally responsible for any claim. Summer, winter coats, hats and patrol signs (lollipop) are available from KCC preferred suppliers. Gloves and winter style hats are also available but are not compulsory.

Full information on uniform can be found on the Kelsi website, including a size guide. All KCC funded school patrols should either request new uniform during visits from their SCP Instructor or by email to scp@kent.gov.uk.

All new SCP's will receive their uniform before their practical training.

The uniform can be washed by carefully following the instructions in the garments and should always be kept clean; recommended washing at the end of each term or as required. Fluorescent materials gradually fade when exposed to daylight, so coats will need to be replaced every 4-5 years. Hats will need replacement on a more regular basis and should not be shared with others. Storing them in darkness helps to maintain their brightness.

The coat must be full length, not be modified and must always be fully fastened. High-visibility vests are not allowed (even in summer months) and hats (caps) must always be worn.

It must be noted that any failure to wear the correct uniform indicates the patrol is working outside of the law and again may be liable for incidents that occur. Any questions relating to uniform should be made to the Safer Mobility Team.

Coats



The legislation states that a full-length outer garment with full length sleeves should be worn. Plus a peaked cap or alternative headwear for religious reasons.

NB: Coats supplied may differ in appearance

The standard for high visibility warning clothing is:

BS.EN471:2003+A1 2007

Pictures show examples of the two different type of reflective full-length coats SCP's must wear.

Hats



Picture of examples of approved hats. All have reflective material and peaks to protect the officer's eyesight

School Crossing Patrol sign



The SCP must use a sign which conforms with School Crossing Patrols Sign (England and Wales) Regulations 2006.

The sign must not be modified and should not be decorated with anything e.g. tinsel.

Pictured above, an example of the SCP patrol sign, sometimes called the 'lollipop'.

Hazard Warning Lights



Where amber hazard warning lights are installed, as part of the crossing site, it is the responsibility of the SCP to ensure they are working and used. It is important that the lights are switched off immediately after use.

Only keys or other devices approved and supplied by the manufacturer to operate the lights must be used. Any faults that occur should be reported immediately to the HTW contact centre 03000 418181.

Appearance and Behaviour

Motorists and pedestrians will judge the efficiency and authority of the SCP by their appearance. SCP's are responsible for cleaning and maintaining their uniform and the official patrol sign. An SCP's own children and/or pets must not be present at the place of duty. It is essential for SCP's to remain alert. Distractions must be avoided e.g. talking to friends or use of a mobile telephone, giving high-5's, etc. SCP's must not use (or have used) alcohol or controlled drugs whilst on crossing

duty. SCP's represent KCC and their school and are therefore expected to be professional at all times; avoiding bad language, no smoking or making any comments that could be disrespectful.

Control of children

Instructions to children must be given in a clear and firm manner. It is important that the SCP always communicates with pedestrians, i.e. wait on the footpath, call for pedestrians to cross. Any behaviour problems must be reported to the school for action. The SCP must only use verbal discipline and it should never be necessary to make physical contact with any child except in an emergency.

NB: Friendly gestures can be misinterpreted.

Hours of duty

SCP's are authorised to operate at the time agreed with the school and may now stop traffic for ALL PEDESTRIANS, not just children going to and from school.

A SCP must arrive on time at the crossing point and remain on duty for the agreed length of time. Poor timekeeping by a SCP will be considered as a serious issue. The school should contact the Safer Mobility Team where problems of time keeping arise.

Under no circumstances must operating times be changed by a SCP without the agreement of both the Head Teacher and the Safer Mobility Team. Children are sometimes late for school and under these circumstances are more inclined to take chances, so the arranged operating times should allow for this. There may be odd occasions where requests from the school or outside organisations are made to use the patrol at times other than official crossing times. Although the law may allow for this, agreement must be obtained from the Safer Mobility Team who will consider the request against the risk assessment and any other factors that may apply.

Absence from duty

If the SCP is unwell, they should contact the Safer Mobility Team and their school immediately, indicating the reason and probable duration of the illness. Ultimately, it is the parent's and carer's responsibility to transport their children to school and, if a relief cannot be provided, parents and carers should be advised by the school as soon as possible to enable them to make alternative provision.

A contact number has been made available for reporting absence, see below in Useful Contacts section. Alternatively absence can be notified via email to scp@kent.gov.uk.

When returning from absence, SCP's must contact the Safer Mobility Team as above and any absences beyond 7 days require a Fit Note from the doctor/consultant to be either emailed or sent to the team for recording.

Periodically during an absence, the Safer Mobility Team will contact patrols to offer support and may need to refer the SCP to Occupational Health who can provide additional support and information. Support Services provide a free Support Line for staff to contact with availability for private and confidential counselling in many different situations.

N.B. If an SCP fails to report their absence, it may place the lives of children at risk. The school will advise the Safer Mobility Team of any absences.

Operating at the crossing point

The crossing point will have been carefully selected and risk assessed. The Safer Mobility Team will check periodically that the patrol is operating in the correct place. If the crossing point needs to be moved, a reassessment will be made and a new location authorised.

The SCP is responsible for the safety of the children when they arrive at the crossing point. They are allowed to stop traffic for both adults and children. The SCP must ensure that children remain on the pavement until instructed to cross and children should not be allowed to block the pavement.

The SCP must remember to allow sufficient time for vehicles to stop safely. Vehicles which are heavily laden may need a longer stopping distance and therefore SCP's are trained not to stop lorries, buses and emergency vehicles. Poor weather will also affect stopping distances. The safety of all crossing users is the main priority.

The SCP must watch for a safe gap in the traffic flow. As an indication to motorists that they intend to leave the pavement, they should hold their sign high before stepping into the road having instructed pedestrians to wait on the path. The sign must continue to be clearly displayed to traffic as the SCP steps into the road. They must position themselves in the centre of the carriageway, continuing to display the sign clearly. At the same time, using their other hand held parallel to the ground as an additional indication to vehicles behind them that they must stop. Practical training will be provided when standing slightly off from the centre of the road to assist visibility for possible overtaking vehicles such as motorcyclists and cyclists.

The SCP should wait until ALL vehicles have stopped (unless there is no traffic) and only when they are happy that the situation is safe, should they instruct the pedestrians to cross IN FRONT of them (you lose control of people you cannot see).

All cyclists or people using scooters wishing to cross should be requested to walk.

The SCP must remain in the centre of the carriageway with their sign clearly displayed until everyone has cleared the crossing. Whilst in the road the patrol should continue to check around for more pedestrians and approaching vehicles where relevant. They must not hold up traffic while waiting for children to arrive at the crossing point. When returning to the pavement, the sign must still be held upright. Drivers who have been waiting should be thanked for their patience.

Once the SCP has returned to the pavement, the sign should be held upside down or turned away from the traffic so that motorists are not confused.

SCP's need to be POSITIVE and OBVIOUS in all their actions. They must not attempt to control traffic by giving random hand signals such as waving on; drivers must be allowed to decide when it is safe to move on. It is often observed that larger vehicle drivers anticipate a patrol about to stop traffic and 'give-way' and stop. Whilst stopping these vehicle types is not encouraged, they should not be directed to pass but the alternative position must be taken in the road (slightly off centre).

Traffic lights with no pedestrian phase

There may be occasions when roadworks are necessary at or near the crossing site. In these circumstances the SCP must contact the Safer Mobility Team for further advice. If possible, the contractors would be asked to provide an all red phase for pedestrians to cross, in which case the SCP can operate to reinforce the red traffic light; however, if this is not possible there may be occasions where it is safer for the SCP not to work owing to the increased risk of causing confusion for pedestrians and drivers. There may be an opportunity for the SCP to assist unaccompanied child pedestrians by walking across the road with them but not stopping traffic.

No KCC SCP's will be employed to work on any controlled lit crossing i.e. Pelican, Puffin or Toucan.

Traffic islands/refuges

At some places where wide roads are divided by central refuges or where there is a dual carriageway which have 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 side of the road. There may be occasions in these circumstances where the crossing point will require two SCPs.

Sometimes, the central refuge is not large enough to contain a group of pedestrians, in which case, the crossing procedure will need to be completed in one action.

Crashes/casualties

A SCP is one of the safest of all crossing places, but if a collision occurs, the SCP must continue to ensure the safety of the pedestrians under their responsibility, this remains their PRIORITY.

If possible, they must protect the scene and make sure that the incident does not become more serious. Seriously injured casualties must not be moved unless there are exceptional circumstances e.g. fire.

Another member of the public e.g. driver or pedestrian should be instructed to telephone the emergency services and others asked to assist. Care must be taken with children, ensuring they clear from the road and do not stand too close to the road. It is likely the crossing will need to be suspended whilst the incident is managed and resolved.

The registration numbers of any vehicles involved along with the names and addresses of drivers and independent adult witnesses should be noted, with the information being recorded on a KCC SCP Incident Form and sent to the Safer Mobility Team. The school Head Teacher should also be informed as soon as possible.

Other Incidents

There are occasions when other incidents may occur, including drivers failing to stop or verbal abuse or threats. It should be explained that these types of incidents occur on a very infrequent basis given the number of SCP's in the County and numbers of crossings completed each year.

However, when they do occur it is the KCC policy to support staff in taking actions against offenders. Abuse or threatening behaviour towards any member of staff will not be tolerated.

It is important that SCP's follow the incident reporting procedure to ensure that all relevant incidents are recorded and supported. Full information on reporting incidents can be found on the SCP pages on the Kelsi website or by contacting the Safer Mobility Team.

All fail to stop incidents must be sent to the Safer Mobility Team within 48 hours as the police have a limited time to be able to start proceedings against offending drivers. All other incidents should be reported to Kent Police using 999 or 101 as appropriate and an incident form submitted at the earliest opportunity. Schools are requested to provide immediate support to their SCP where necessary.

SCP's should avoid becoming involved in arguments with the aim of calming the situation down; remember there may be children observing and the matter can be referred to the police at a later stage if necessary. Any queries made to the SCP should be sent to the Safer Mobility Team.

Statements

Remarks or statements made on the spur of the moment may involve both the SCP and KCC in serious legal commitments. SCP's must not make any statements (other than to police) on working conditions to anyone e.g. the press, without liaising with the Safer Mobility Team. This includes social media which could be a breach of disciplinary conduct and should be avoided.

Parking

There are sometimes various parking restrictions around schools, mainly yellow zig zags, but sometimes single or double yellow lines. These are enforced by the local district or borough council, not police. Parking in these restricted areas can lead to congestion and difficulties for the SCP. The patrol is encouraged to ask politely for a driver contravening the restriction to move if it is compromising safety, explaining the reason; however, if the driver refuses then the SCP must consider a dynamic risk assessment to continue the crossing.

In particularly badly affected areas, the SCP is encouraged to report incidents to their local Civil Enforcement Parking Team at the district/borough council.

Schools are encouraged to ensure that the parents are aware of what the restrictions mean and that the site where the patrol works is not made unsafe by inappropriate parking.

Kent County Council has launched a campaign called Responsible Parking and there is a website with advice and resources which can be used to encourage parents to park in a responsible way at both primary and secondary schools.

www.responsibleparking.co.uk (primary)

www.responsibleparking.co.uk/secondary/ (secondary)

Total Contribution Pay

KCC’s approach to performance is based on having good conversations with employees, providing 2-way feedback on performance and development and taking into account people’s practical opportunity to deliver.

At KCC managing performance is about outcomes and is intended to drive employee engagement. Performance is managed through regular conversations, below is an outline of how our conversations with you will be carried out.

Your local School Crossing Patrol Instructor will carry out two monitoring visits per year. A blank monitoring report is enclosed in this letter for your information. This report will be sent to you via email if you have provided a personal email address, or by post if you do not have an email account. This is intended as a two-way conversation and as such we will welcome feedback and comments on the report and how you feel you are performing. This will be best submitted to our email address scp@kent.gov.uk or by telephone, details above.

These monitoring reports will be used as the evidence for your annual performance assessment as well as feedback from you school and any comments/compliments and complaints we may have received. It is therefore important that you record with your School Crossing Patrol Instructor during your monitoring visit any additional work you have carried out as a SCP, for example attending assemblies. You are entitled to be paid for these extra hours.

Should you need additional contact/support then please email or telephone the team and we can arrange an appropriate meeting (over the phone or face to face).

You also have a named contact in your school who you can speak to about any day to day issues.

Total Contribution

The total contribution that someone makes to the organisation is recognised and rewarded through pay; this is called Total Contribution Pay (TCP). As managers we will be entering an assessment based on your contribution to KCC and your performance in your role over the previous year. We will also be looking at your potential and what you can achieve in the future. There is no requirement for an end of year review, our assessment will be based on the ongoing Good Conversations and assessments we will have throughout the year.

Five elements are considered when setting expectations and assessing individual contribution and these are outlined below:

Key Elements of Total Contribution	All Employees	School Crossing Patrol Role
Objectives & accountabilities <i>What the employee does in their job</i>	<ul style="list-style-type: none"> • Work-based objectives & outcomes • Effectiveness in role • Standards • Feedback 	<ul style="list-style-type: none"> • Safely perform the operation of a SCP in line with KCC SCP Guidelines (Copy enclosed) • To correctly wear the mandatory uniform and use of equipment • Receive good feedback from school/community

<p>Values & behaviours <i>How the employee does their job</i></p>	<ul style="list-style-type: none"> • The way the employee does their job • The way employee works with colleagues 	<ul style="list-style-type: none"> • To be punctual and reliable, reporting any absence as soon as practicable. • To be assertive whilst working on the crossing to control pedestrians and vehicles • To comply with KCC Values and Behaviours as outlined in the Role Profile
<p>Wider contribution <i>How the employee contributes outside of their day to day job to their team, their service, to KCC or to public service</i> <u><i>*Not obligatory for KR2 - 6</i></u></p>	<p>What the employee does:</p> <ul style="list-style-type: none"> • For the good of the team • For the benefit of the service • In helping the organisation • Providing a public service 	<p>NOT OBLIGATORY FOR THIS ROLE</p>
<p>Personal development <i>How the employee develops their capacity and capability</i></p>	<ul style="list-style-type: none"> • Development objectives & outcomes • Application of learning 	<ul style="list-style-type: none"> • Complete all practical onsite training or refresher training as identified • Complete all KCC mandatory e-learning modules within the required timescales • Where there is the opportunity to achieve, an up to date Safeguarding Training record is required
<p>Working better <i>How the employee works to continuously do things better</i></p>	<ul style="list-style-type: none"> • What actions does the employee take which lead to continuous improvement? 	<ul style="list-style-type: none"> • Monitor any incidents and inappropriate behaviour at the site, reporting any issues • Logging any Highway faults on www.kent.gov.uk/roads-and-travel/report-a-problem • If issues identified in monitoring visit to work on points and improve

TCP Ratings

There are 4 levels of TCP Ratings along with the definitions and some examples of what this means for a School Crossing Patrol.

Outstanding

“Exceeds expectations most of the time”

Examples

- Acts as a role model and ambassador for the SCP team. The behaviours used will be at an exceptional level and be part of the usual way of working.
- Regular or exceptional compliments and commendations from the wider community
- Feedback from schools will evidence outstanding behaviour where the individual regularly surpasses what is expected and has an outstanding impact on their immediate environment
- Regularly carries out additional SCP work outside of core hours e.g. attending assemblies to explain the SCP role.
- Evidence of expanding the influence of the role to achieve a positive impact for the service users, school, wider community or KCC; for example, identifying better ways of working or additional responsibilities for the role.

Excellent

“Exceeds expectations some of the time”

Examples

- Work will be of a high calibre and quality, with clear examples of excellent delivery of SCP policies and procedures
- Feedback from schools will evidence excellent behaviour where the individual surpasses normal expectations of the role
- Received compliments and feedback from the wider community, demonstrating KCC’s values and behaviours
- Carries out additional SCP work outside of core hours e.g. attending assemblies to explain the SCP role.

Successful

“Meets expectations all the time”

A successful score shows that a person is performing their role really well, carrying out everything that is asked of them in their job description.

Examples

- Always complies with the SCP Guidelines, policies and procedures
- Has completed all mandatory e-learning modules
- Complies with the “Behaviours” as outlined in the Role description

Performance Improvement Required

“Does not meet expectations all the time”

Examples

- Failure to comply with the SCP Guidelines, policies and procedures
- Failure to complete all the mandatory e-learning modules
- Those under the formal performance and capability procedure

Relief Patrols

Relief patrols are also subject to the TCP process, however an assessment will only be given where there is sufficient evidence to inform that assessment.

Useful Contacts

School Crossing Patrol School Contact:.....

Position:.....

☎ :.....

✉ :.....

Crossing Times:.....

Contracted Hours:.....

Absence reporting

☎ 03000 422 401

✉ Email: SCP@kent.gov.uk

Requesting new sites, operational issues and training and monitoring of patrols

Please ask for the Safer Mobility Officer (School Crossing Patrols) - HTW

☎ 03000 418 181

✉ Email: SCP@kent.gov.uk

📍 Address: Safer Mobility Team, HTW, 1st Floor, Invicta House, County Hall, Maidstone, Kent. ME14 1XX.

Recruitment and Personnel issues are dealt with by HR Connect

☎ 03000 411 110

✉ Email: HRConnect01@kent.gov.uk

Highway issues

To report issues concerning road signs, flashing lights, road and footway surfaces, vegetation and any other aspect of the road environment and road safety advice. Please speak to our contact centre or report via our website.

☎ 03000 418 181


Report online using: <http://www.kent.gov.uk/roads-and-travel/report-a-problem>

Law Enforcement

Kent Police should be contacted where there is an imminent danger to life or property using;

 999

If an incident occurs using threats, abusive or insulting behaviour, this should be report using the SCP Incident Report Form and calling;

 101

If an incident occurs where a driver fails to stop, the incident reporting procedure should be followed and reported to KCC Safer Mobility Team, who will liaise with Kent Police.

SCP Information

There is information on the following websites for school crossing patrols, schools, parents/carers and drivers:

KCC: <http://www.kent.gov.uk/roads-and-travel/road-safety/school-crossing-patrols>

Kelsi: <http://www.kelsi.org.uk/Curriculum/curriculum-resources/road-safety/school-crossing-patrol>

APPENDIX A

KCC SCP COVID-19 Guidelines

Our aim is to continue providing the provision of School Crossing Patrols wherever possible; however, this will be subject to the prevailing UK Government and Public Health England Guidance; co-operation from schools and the continual monitoring of the risk assessment for the patrol and crossing location. We will **not** return SCP's in contravention of guidance or where the risks are considered to too high i.e. that cannot be managed down to 'as low as reasonably practicable'.

In the early phases of the re-opening of schools, there may be issues that need to be resolved by the school in relation to times of arrivals/departures; access to the school grounds by parents/carers; numbers of children attending and availability of staff. In addition, there are also requirements of current Public Health England Guidance that requires to be considered in the school and outdoor working environment. There are many factors which need to be considered now, tomorrow and in the future as we continue to change our lives with this brand-new virus, where there is no vaccine (currently) and uncertainty around the foreseeable future.

KCC Safer Mobility Team has engaged with schools to ensure that as clear a picture as possible before confirming the return of the SCP. However, it will be necessary to introduce enhanced guidelines, and these should be read in conjunction with the existing KCC SCP Guidelines (current version August 2020).

*N.B: We will need you **all** to be very **clear** in your instructions to pedestrians.*

SCP COVID-19 Guidelines 2020

1. Do not work if you have any suspected symptoms of Coronavirus:
 - a. A new continuous cough
 - b. A high temperature (over 37.8°C)
 - c. A loss of, or change in, your normal sense of taste or smell (anosmia)If you have any of these then.
 - Please self-isolate
 - Contact the KCC Safer Mobility Team (03000 422401 – answerphone)
 - Contact and advise school of illness
2. If you cough/sneeze cover your mouth and nose with a tissue or sleeve (not your hands)
3. Before leaving home, wash your hands
4. When going into school, follow all instructions and requirements, especially in relation to hand washing, following one-way systems, use of hand sanitiser and social distancing, etc.
5. SCP uniform should remain to be kept in school, preferable in a cupboard or room with minimal use. Only collect your uniform before going out to the crossing.
6. Cleaning materials in school can be provided to wipe the patrol sign (lollipop), if required

At the crossing:

7. High-vis social distancing vest to be worn **over** uniform coat at all times.
8. Always turn on hazard warning lights (where installed)
9. Dynamic Risk Assessment – consider working on opposite side of the road to usual; can I see and be seen by drivers (visibility)?
10. White ‘dots’ have been provided to assist in understanding where to stand and the distance pedestrians should stand from you. These can also be used to instruct pedestrians how they should approach the crossing as shown by your instructor
11. It is not your responsibility to ensure all those waiting to cross keep a safe distance from one another; only that you instruct those waiting first in line are a safe distance from you.
12. Wait at the crossing point – be aware of approaching pedestrians.
13. TELL pedestrians to wait at least 2 metres (6 feet) away from you until you call them to cross (use the ‘dots’ to assist).
14. Keep your back (or stand side 2 side) to the waiting pedestrians.
15. Keep waiting pedestrian numbers lower than usual; this will mean more frequent crossings to reduce pedestrian numbers waiting; or waiting slightly longer in the road for approaching pedestrians to cross.
16. Follow all existing KCC SCP Guidelines regarding stopping of traffic and instructing pedestrians to cross.
17. When confirming pedestrians can cross, ask them to move slightly away from you (walking in front) but **only** where it is safe to do so.
18. Consider a ‘one-way’ crossing – arrivals to school have priority; but crossing only in one direction to avoid close contact on crossing.
19. Do not step into road for any pedestrians not using the crossing point; encourage all to use you although they must socially distance.
20. There must be no physical contact with any other person; sorry, no hugs or high-5’s on the footpath.
21. **YOUR** safety is **IMPORTANT**. **THINK** about traffic hazards and health risks; minimise as much as possible.
22. Turn off hazard warning lights where installed

23. Only work the times of your required hours.

24. Return uniform to school and wash hands

25. Uniform should be washed regularly following the care instructions on the clothing.

If you have any problems, please either send an email to scp@kent.gov.uk or leave a message on 03000 422401.

APPENDIX B

Policy for operating in Adverse Weather Conditions

Under normal conditions, the SCP will operate as set out in the KCC Crossing Patrol Service Guidelines.

Strong Wind

When the wind speed at the site increases it may be necessary to adopt a different approach to ensure the SCP's personal safety, and that of others who may use the crossing facility.

Each SCP is different in terms of stature and physical strength; therefore, it is the responsibility of each individual SCP to determine when an increased wind speed will cause operational difficulties.

The arm that is not holding the Stop sign has a two-fold use. In the first instance, this increases the area of high visibility material to approaching drivers. It also forms a visible barrier to drivers and reinforces the Stop sign.

The following directions are for much higher wind speeds: If wind speed is at a level that the SCP feels is too high to operate using the Stop sign, the Stop sign may be laid down in a safe place, and the children may be "escorted" across the road as if they were with any responsible adult. SCPs must be aware that when "escorting" children, they are no longer operating as a School Crossing Patrol and therefore they cannot stop traffic.

It is NOT permissible to stop traffic without the prescribed STOP sign.

An indicator of when the Stop sign should be laid down is when the SCP finds that he or she is concentrating more on holding the sign than on observing the traffic and crossing the pedestrians.

The procedure for escorting children is:

1. First explain to the children that because of the wind speed you will not be using the stop sign and you will not be stopping the traffic.
2. Explain the importance of listening to and obeying instructions
3. Explain that you will be crossing all the way over the road with them.
4. Before crossing, look all around for traffic, including behind if you operate on or near a junction. Include the children in the "looking for traffic".
5. Look for sufficient gaps in the approaching traffic that will give you an opportunity to escort a group across safely.
6. When it is safe to cross, instruct the children to cross quickly but without

running.

7. Cross with the children to the other side of the road, continuing to look all around for traffic. Remind the children to keep looking all around for traffic.

You should not stop in the road.

8. On the completion of the crossing, safely return to your normal operating side of the road.

9. With larger groups of children, split them into smaller groups and follow the procedure as set out above. Cross back to escort the next smaller group.

10. The number of children within the groups will depend on the number of vehicles, the speed of the traffic and the road width. The SCP should assess the conditions and determine the number of children to cross at any one time based on these factors.

Extreme Weather/Wind Conditions

If the wind speeds are extremely high, it may not be possible to operate at all. Managers and SCPs should be aware of possible severe wind and weather warnings by monitoring weather forecasts. Hurricane force is rare in this country, however, if conditions such as this are experienced it may be that schools will close and therefore the SCP may not be needed. However, when schools are open despite the weather, SCP staff must attend work unless told otherwise.

Other extreme weather

Sun (specifically low sun reducing visibility), ice/snow or fog.

The patrols themselves have a part to play in risk assessment as they need to be comfortable in carrying out a dynamic risk assessment each time they go on duty. They need to be aware of their responsibilities and how to report significant issues that affect them and the safe operation of the site.

Low Sun

This can have a significant effect on a driver's ability to see a patrol – especially if the light is reflected off a wet road. This risk will be highest on roads oriented in an east/west direction.

One potential solution could be that the patrol operates on the side with traffic travelling away from the sun so that they can be more easily seen. They then stop traffic on that side of the road and move into the carriageway on that side of the road only; waiting with their sign up until traffic heading into the sun has stopped. They can then move into the centre and allow pedestrians to cross.

Potentially the patrol would be looking towards the sun, but they are more able to manage this and should not enter the carriageway until traffic had stopped.

Rain/snow and ice

Snow and rain can severely affect a driver's visibility and patrols need to exercise extra caution in these weather conditions. In wet weather, stopping distances will be at least double those required for stopping on dry roads and can increase ten-fold in ice and snow. Patrols should wait on the pavement with their sign up, and only move into the road to help pedestrians to cross once traffic had stopped.

Gritting/salting of local road networks is the responsibility of local authorities. In some cases there may be a lag before roads are treated so never assume that roads have been gritted.

Patrols will also need to be aware of slipping or falling, especially if there is snow or ice on the road.