

Publishing our Standards

INFORMATION

To promote better information about the School Crossing Patrol Service, leaflets are published and available on an annual basis, setting out our standards and showing how we have performed over the previous year.

This information is also produced in the Lancashire County Council publication 'Working for You' and both can be obtained from the County Council's Information Centres, our office at Clayton Green, Libraries and County Reception areas.

Complaints & Compliments

We need your views to help us provide the best possible service. Please tell us when you think we do well, or if you're not happy with the service we provide.

Your comments and suggestions are welcome and can be sent to the manager at:

Lancashire County Commercial Services
Block A, Clayton Green Business Park
Library Road
Clayton-le-Woods
Chorley PR6 7EN

Telephone: 01772 627542 Fax: 01772 628796

Office hours are: Monday - Thursday 8.30am-5.00pm
Friday 8.30am-4.30pm

All complaints will be dealt with in accordance with the Lancashire County Council complaints procedure, whose policy is to acknowledge these complaints in writing.

The name of the person dealing with the complaint will be given to you at this stage.

We will fully investigate all issues raised and let you know our findings and what action we will take. We aim to do this in 15 days or less but complicated issues may take longer. In this event we will issue a progress report to you.

Thankyou for taking the time to read this leaflet. If you require any further information about the School Crossing Patrol Service, please don't hesitate to contact us.



Partnership Through Choice

With thanks to Castercliffe Community Primary School.

Lancashire County
School Crossing Patrol

Information for PARENTS & DRIVERS



Lancashire
County
Council

"Our Children, Our Community, Your Service"

STOP



Parents

When children arrive at the crossing Point:

The Patrol will tell them to wait on the pavement and use the "Stop" sign as a barrier to prevent them from edging forward, until they are called across.



The Patrol will then use the "Stop" sign to instruct traffic to stop.

DO NOT FOLLOW THE PATROL INTO THE ROAD.



When the traffic has stopped, the Patrol will call you to cross over. Please walk in front of the Patrol, so he or she can see you.



The Patrol will remain in the centre of the road until all the children have completed crossing the road.



Drivers

If you are a driver, please remember to drive slowly near schools. It can be difficult to see children on the pavement, especially if there are parked cars by the school. Children may run into the road without thinking about traffic.



If you are a driver, remember:

- By law you **MUST** stop when signalled to do so by a Patrol displaying a "Stop" sign.
- Do not move forward and remain patient.
- Do not park close to where a Patrol is working
- Look out for signs or flashing amber lights which warn of a School Crossing Patrol ahead.

Please slow down when approaching a Patrol. Remember that a child struck at 20mph will most likely survive but at 40mph they will almost certainly die.



If the Patrol is not there...

We have a team of reserve Patrols who provide cover for sites should the usual Patrol be unwell or if the site becomes vacant.

However, there may be times when it will not be possible to provide cover. If cover cannot be provided for a site, we will inform the school as soon as possible.

Vacancies

The Council is always looking to recruit new Patrols, who work on average 8 hours per week.

If you are interested, please contact us at the address shown overleaf, or telephone 01772 627542.

