

# School Crossing

Patrol Service

Information  
leaflet 2010



**RoadSafety**  
together we can make the difference



CUSTOMER SERVICE EXCELLENCE

**Lancashire**  
County  
Council



# Aims

The aim of Lancashire County Commercial Group is to provide a school crossing patrol service that will ensure that children and adults 'travel easily and safely' whilst on their journeys to and from school. This service is provided throughout Lancashire and in the Borough of Blackburn with Darwen.



We will endeavour to recruit effectively to have sufficient staff to provide cover at every established crossing site.

Before commencing duties as a school crossing patrol, background enquiries are made with the Criminal Records Bureau and medical examinations are carried out, to ensure that patrols are of the right character to have unsupervised access to children, and are medically fit to carry out their duties.

Background checks are also carried out every three years on existing staff, and medical examinations are carried out annually on patrols who work beyond the normal retirement age.



# Our Customer Care Promise

Our staff are delivering this important service at the kerb side, day in and day out across busy roads in all weather conditions. Even in these circumstances the patrol will remain calm, be friendly, helpful and courteous.

When dealing with our customers, School Crossing Patrol staff will endeavour to;

- + Be honest and open in dealing with you, and giving you information about our services.
- + Provide equal access to our customers regardless of race, disability, gender, religion / belief, sexual orientation or age.
- + Consult with our customers about our services and use your views to make improvements.
- + Treat everyone fairly and with respect and we will be polite and helpful when you contact us.
- + Put matters right as speedily as possible if we get something wrong.
- + Check that customers are satisfied with our services.

30

“Our expectations of you – to treat staff politely and with the same courtesy you would expect of us. Aggressive behaviour, bad language or racist, sexist and discriminatory comments will not be tolerated.”

# Standards

## “Ensuring we deliver”

We have set ourselves Operational Standards and Customer Care Standards, and we will strive to achieve these whilst delivering the service at over 150,000 sessions per year.

If a patrol is absent and cover cannot be provided, we will inform the school concerned, at least 30 minutes before the crossing session is due to commence.

Our patrols are trained and supported by their Area Organisers and visited at least twice a year, in order that the Service we deliver is to the highest standard.



## Operational Standards

- to achieve 100% cover at all crossing sessions,
- to carry out background checks on all applicants before they commence employment, and do tri-annual re-checks on existing staff,
- to carry out medical checks on all applicants, and annually on patrols who work beyond the normal retirement age,
- to provide a cost effective service,
- to carry out annual risk assessments at all school crossing sites, and
- to provide a crossing patrol within two months of a site being authorised by the Client Organisation.

## Customer Service Standards

- To reply to all written correspondence within 15 working days.



# Performance Indicators

We achieved during 2009 / 2010 the following;

## Operational Standards

- a) We provided cover at 97.12% of all crossing sessions, which is an increase on last year.
- b) We achieved a 100% record in background checks – 260 CRB Disclosures.
- c) We achieved a 100% record on all those who required medical checks 125 in total.
- d) Covering each crossing with a school crossing patrol costs on average £21.45p. per day. This figure covers the wages of the patrol and supervisors, as well as all uniform and equipment. This compares with Cumbria at £17.13 and Wigan at £24.12
- e) Risk assessments were carried out at 97.18% of the 391 patrol sites.
- f) Twenty seven sites were authorised with 77.7% having a patrol within two months.

## Customer Service Standards

- a) We achieved a 100% record – 65 letters and e-mails

# Complaints/ Comments

Three complaints were made against the Service or its staff during 2009

One complained that the SCP had grabbed her son's hair  
One said that the patrol was holding the traffic up for too long,  
One person complained that the SCP flashing lights were being left on.

All three have been investigated, and the necessary action has been taken to prevent any recurrences.

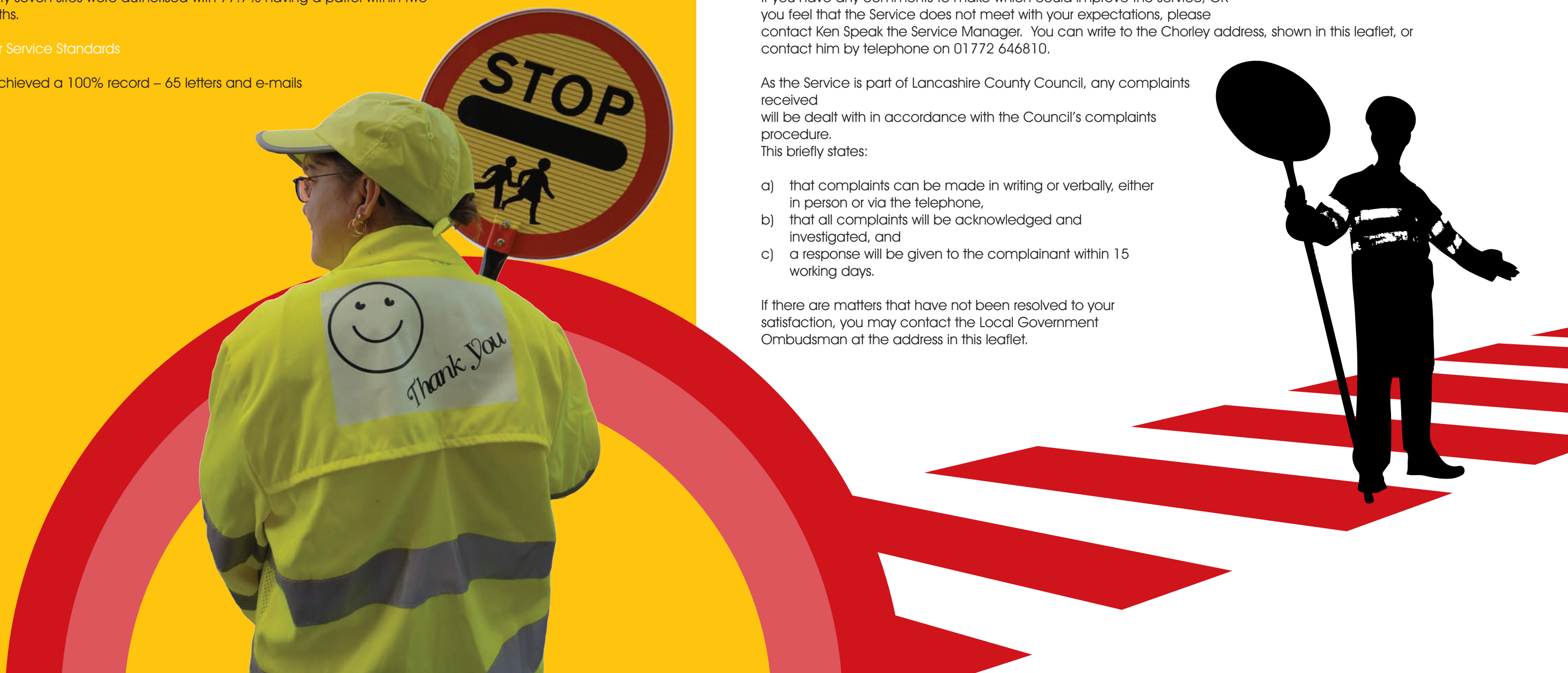
Two letters of appreciation were received during 2009, and the members of staff to whom they referred have had the contents of the letters brought to their attention.

If you have any comments to make which could improve the service, OR you feel that the Service does not meet with your expectations, please contact Ken Speak the Service Manager. You can write to the Chorley address, shown in this leaflet, or contact him by telephone on 01772 646810.

As the Service is part of Lancashire County Council, any complaints received will be dealt with in accordance with the Council's complaints procedure. This briefly states:

- a) that complaints can be made in writing or verbally, either in person or via the telephone,
- b) that all complaints will be acknowledged and investigated, and
- c) a response will be given to the complainant within 15 working days.

If there are matters that have not been resolved to your satisfaction, you may contact the Local Government Ombudsman at the address in this leaflet.



# Customer Feedback

*In order to establish what our customers think of the Service we provide, questionnaires were distributed in October 2009 and March 2010, via twenty three schools to 4726 parents.*

*Parents were asked if they were satisfied with the Service. In October 2009 92.3% indicated that the service provided was either excellent or good, with 4.6% showing that it was either fair or poor. In March 2010 the same question returned the figures of 98.5% and 1.6% respectively.*

*We asked who would you complain to, if you had a problem with the service. The Head Teacher was the preferred person, with 84.8% in October and 83% in March The Crossing Patrol Manager was the second option with 5.3% and 6.5% respectively.*

*We also asked if the Patrols were helpful and courteous, and in October 90.7% were of the opinion that they were either excellent or good, with 5.8% indicating that they were either fair or poor. In March, the same question returned figures of 92% and 2.5% respectively.*

*We welcome feedback, so why not use our Web Site [www.serving.lancashire.org.uk](http://www.serving.lancashire.org.uk) on the FEEDBACK PAGES to comment on the Service we provide. Tell us how we perform, can we do better and detail how you think we can continually improve the Service.*

## Addresses

For the Manager of the Service

Lancashire County Commercial Group  
School Crossing Patrols  
Block A  
Clayton Green Business Park  
Library Road  
Clayton le Woods  
CHORLEY PR6 7EN  
[www.serving.lancashire.org.uk](http://www.serving.lancashire.org.uk)

For information regarding Crossing Patrols in Lancashire excluding the Boroughs of Blackburn with Darwen and Blackpool:

The Road Safety Group Manager  
Winckley House  
Cross Street  
PRESTON  
PR1 8RD

For information regarding Crossing Patrols in Blackburn with Darwen:

The Casualty Reduction Manager  
Castle Way House,  
17, Preston New Road  
BLACKBURN  
BB2 1AU

For any unresolved complaints:

The Local Government Ombudsman  
Beverley House  
17, Shipton Road,  
YORK  
YO3 6FZ

