

school crossing patrol service



information
leaflet

august 2009



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.



Customer Charter

Our people work to demanding standards in demanding conditions and are dedicated to serving their local community.

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

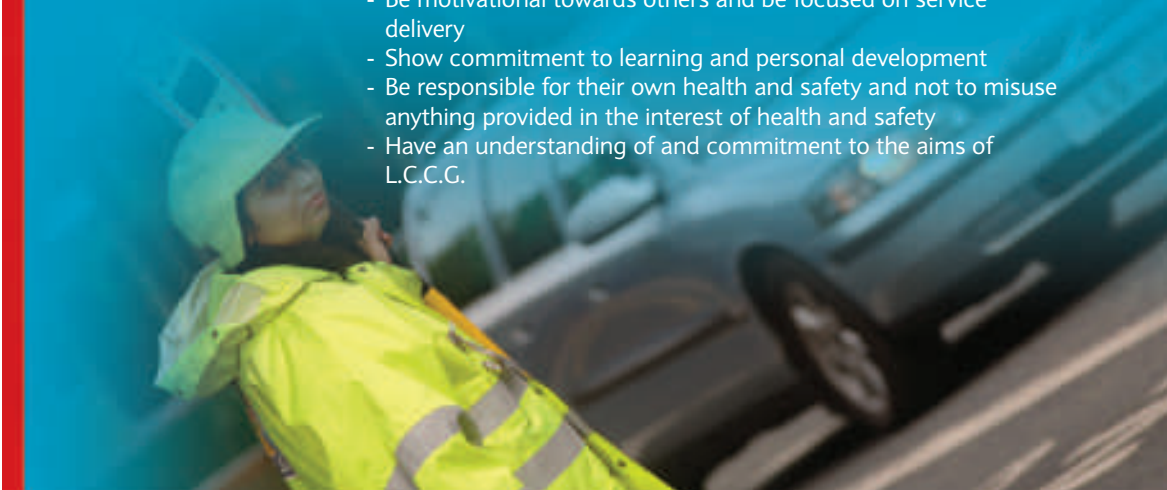
Before commencing duties as a school crossing patrol, background enquiries are made with the Criminal Records Bureau and medical examinations are carried out, to ensure that patrols are of the right character to have unsupervised access to children, and are medically fit to carry out their duties.

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.

At the Induction stage, newly appointed staff are given our Employee's Charter which states:-

Lancashire County Commercial Group *expects its people to:*

- Conduct themselves in a professional manner at all times and act as ambassadors for the Company
- Take pride in working for L.C.C.G. and L.C.C.
- Demonstrate respect and concern for fellow employees
- Be a team player, be trustworthy and dependable
- Work in harmony with each other and with those to whom they report
- Take responsibility for the quality of their work
- Be motivational towards others and be focused on service delivery
- Show commitment to learning and personal development
- Be responsible for their own health and safety and not to misuse anything provided in the interest of health and safety
- Have an understanding of and commitment to the aims of L.C.C.G.



Getting the Right People

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.
- Deliver services in a way that gives good value for money.
- 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.
- Constantly improve our services.
- 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.
- Work with others to give you a good service.
- Check that customers are satisfied with our services.

English is our principle language for written communication. However, we will provide information in other formats and languages if appropriate and on request.

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.

Our Customer Care Promise

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

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

Customer Service Standards

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

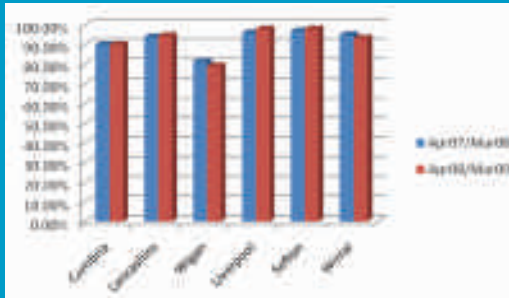


Standards

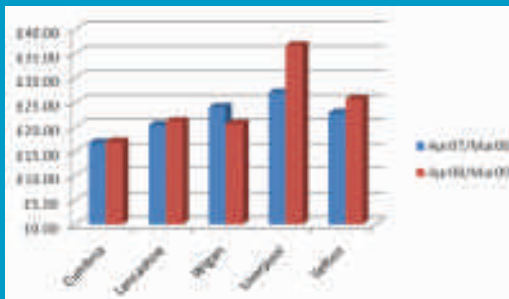
We achieved during 2008 / 2009 the following:

Operational Standards

a) We provided cover at 94.5% of all crossing sessions, which is a slight increase on last year



- b) We achieved a 100% record in background checks – 190 CRB Disclosures.
- c) We achieved a 100% record on all those who required medical checks - 149 in total.
- d) Covering each crossing with a school crossing patrol costs on average £21.13p. per day. This figure covers the wages of the patrol and supervisors, as well as all uniform and equipment. This compares with Liverpool at £36, Cumbria at £16.94 and Sefton at £25.64



- e) Risk assessments were carried out at 95.8% of the 390 patrol sites.
- f) Thirty six sites were authorised with 72.2% having a patrol within two months.

Customer Service Standards

a) We achieved a 100% record – 75 letters and e-mails.



Performance Indicators

Four complaints were made against the Service or its staff during 2008

Two complained that the SCP's were leaving their points early

One said that the patrol had pushed her son off his bike,

One person complained that the SCP had crossed over a child, before his mother had arrived at the crossing

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

Three letters of appreciation were received during 2008, 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.

Complaint/Comments

Customer Feedback

In order to establish what our customers think of the Service we provide, questionnaires were distributed in October 2008 and March 2009, via twenty four schools to 4600 parents.

Parents were asked if they were satisfied with the Service. In October 2008 90.8% indicated that the service provided was either excellent or good, with 2.5% showing that it was either fair or poor. In March 2009 the same question returned the figures of 89.5% and 3.8% respectively.

We asked who would you complain to, if you had a problem with the service. The Head Teacher was the preferred person, with 81.4% in October and 78.7% in March The Crossing Patrol Manager was the second option with 4.2% and 8.4% respectively.

We also asked if the Patrols were helpful and courteous, and in October 91.7% were of the opinion that they were either excellent or good, with 3.2% indicating that they were either fair or poor. In March, the same question returned figures of 87.5% and 2.8% respectively.

We welcome feedback, so why not use our Web Site 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

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

The Road Safety Group Manager
Guild House, P.O. Box 9, 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