



## Guide for marshals

A school street is a road outside a school with a temporary restriction on motorised traffic at school drop-off and pick-up times. The restriction applies to general motor traffic with some important exemptions. The aim is to create a street environment which encourages cycling, scooting, or walking part or the entire school run.

Currently, schools in Stockport use marshals to close a road and the information below is for everyone undertaking this role, building upon the training provided. It is important to maintain a balance across all stakeholder interests in the area which include families travelling to school, as well as residents who rightly expect to be able to move freely to and from their home.

On the days of the school street closure the closure points will be physically as well as legally closed. The closures are supported by a Traffic Regulation Order that can be found on Stockport Council's website [here](#).....

### What is the role of the Marshal?

The marshal put out signs and barriers and marshal the closure points, with the main duties being:

- Managing vehicle access
- Talking to the public
- Dealing with any issues
- Feedback any observations – to the Council's Highways Team or to the Police in the event of dangerous driving

For larger closures there should be a lead volunteer who organises the rota and manages the volunteers on the day.

### Marshals' responsibilities

- Never leave a closure point unattended.
- Stay polite and respectful- you are representing the school.
- Stay safe, visible and alert.

### Marshal training

Once you have signed up to be a marshal, the following forms the training / induction of marshals:

- Be given a high viz jacket (or informed where they are stored)
- Arrange a time to spend a shift shadowing an existing marshal
- Watch the following Sustran video

<https://www.sustrans.org.uk/our-blog/projects/uk-wide/schools/how-to-steward-a-school-street-or-play-street-scheme>

Once completed, you can undertake your first shift as a marshal.

### **Marshal Instructions**

instructions for each shift will be provided from the lead volunteer (or team of volunteers), and should include:

- A start and finish time for your shift
- Which closure point you are managing
- A meeting point or where to collect the school street equipment
- Any information should be provided at this point about any known information about the closure eg exemptions, diversions, school trips, building work or deliveries.
- A short briefing should be given at the start of each shift in case a marshal needs to change position or there are changes to the closure position or points for that day. This can be done in person or via the team's chosen method of communication (eg email, what's app)

### **Positioning barriers safely**

- The barriers are lightweight to enable them to be carried more easily and positioned at the different points.
- Beware that on windy days these signs may need extra support such as sandbags to hold them in place to ensure that they do not move.
- Always start by putting the barriers out on the left-hand side of the road. That is the side that you are driving on if you are driving into the street.
- Position the barriers so that cars can't get through but provide enough of a gap for cycles and scooters to get through.
- Space the cones evenly either side of the signs so that there is no opportunity for cars to squeeze through.
- Position yourself behind the barrier within the closure or on the footpath
- Do not to block pedestrian access on the pavement

### **Exemptions**

There will be some vehicles who will be exempt from the closure and allowed access through the closure, these are:

- Residents
- Taxis collecting or dropping off residents
- Care visitors to residents (eg doctors, nurses, health visitors, midwives)
- Tradespeople doing work within the closure zone
- Delivery vehicles if making deliveries within the closure zone
- Blue badge holders
- Emergency services
- Refuse collectors
- Postal service providers
- Parents or carers with an exemption and school permit

- School transport providers
- School staff

### **Allowing access to drivers**

During closure times, marshals will move the barriers to allow access to those who have either a pass or legitimate reason (as per the list above) to access the closure zone.

If a vehicle approaches without a permit, the suggested script for identifying if a legitimate reason for access is:

*“Hi there, can I ask where you are heading to and if you need to access the closure zone?”*

*“We’re operating a school street zone for children’s health and safety, but anyone with a legitimate reason to access the closure zone can come in.”*

You should not ask for personal details such as names or addresses, but details such as which road they are heading to is a sufficient level of information to determine whether their destination is within the zone or if they can drive around.

If the driver does not have a pass or legitimate reason to access the closure zone, the marshal should ask the driver to either drive round the zone or park outside the zone and enter on foot.

### **Information on the scheme**

Marshals may be asked why the scheme is in operation and how it works. Marshals should direct any interested parties to the SMBC website <https://www.stockport.gov.uk/school-streets> where a guide is publicly available.

If any residents need to obtain a new permit, please ask them to email [schoolstreets@stockport.gov.uk](mailto:schoolstreets@stockport.gov.uk).

For any conversation on the scheme benefits of School Street, the benefits to convey are:

- Improving air quality
- Encouraging active travel
- Providing a social space for families
- Providing safer routes to school

### **Staying Safe**

- Always stand behind the barrier and on the footpath
- Wear your high visibility vest at all times
- Never attempt to physically stop a car from entering or leaving the closure.
- Do not step into the path of a moving car - either move the signs well in time before the car reaches the barrier, or when they have come to a stop.
- If a driver is unhappy with any aspect of the scheme, the marshal should empathise, show respect and remain polite and calm. Provide those without permitted access to the zone with options such as an alternative place to park or an alternative time to come back.
- Dangerous driving and / or parking can be recorded and reported to the Council’s Highways Team (parking) or to the Police in the event of dangerous driving or threatening behaviour. Situations like this rarely happen but you should never feel unsafe within your role.

- Call 101 or 999 if you feel it is necessary if someone becomes confrontational or aggressive.

### **Public Liability Insurance**

- School Street Marshals at Stockport Metropolitan maintained Schools will be insured under the Council's public liability policy.
- Schools that are not Stockport Metropolitan Borough Council maintained schools must make their own insurance arrangements for their School Street Operatives. The Council's insurance is limited to the Council's schools.

### **Enforcement**

- There is a legal order that is put in place and the notice will be placed at either end of your school street attached to a lamppost column.
- On the days that the school streets are physically closed by volunteers the barriers will act as a deterrent to vehicles driving down the street.
- However, there is no enforcement when there are no barriers or marshals present.