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| Date last reviewed: 10th October 2017 | Date last amended: 10th October 2017 |

**BEHAVIOUR MANAGEMENT**

In order to deal with behaviours effectively, drivers and escorts must adhere to the following procedures:

1. Liaise with parents and or school to identify any specific needs of the child to establish any trigger points or complex needs which may affect the child/young person’s behaviour during transportation. Ask for guidance and advice for strategies for dealing with specific behaviours.
2. Report to an appropriate adult at the drop off location of any concerning behaviour or any incidents which occur during transport, ensuring you also notify the bus operator.
3. Drivers and escorts may refuse transport of an individual who is causing concern to the safety of the vehicle or well-being of passengers. This may include some of the following, refusing to wear a seat belt, spitting, verbal abuse, and physical assault, throwing objects, interfering with driver controls, behaviour which distracts the driver’s ability to concentrate or any other behaviour which affects the safety of the vehicle and or passengers.
4. In the event that the child’s/young person’s behaviour is deemed inappropriate or unsafe for travel and there are concerns for the safety of the vehicle, the driver must return the child to an appropriate point i.e. home or school. This must be reported to the bus operator before returning the child so that we can check that there will be an adult available at the drop off point for a safe handover.
5. Where there is an immediate serious concern to the safety of the vehicle caused by a result of the child/young person’s behaviour the driver must do the following:
* Stop the vehicle at the nearest safe point
* Try to resolve the situation calmly. A firm voice may be necessary to regain control of the situation.
* Make the children aware of the safety concern and tell them that transport cannot continue until you satisfied that everyone is behaving in a safe manner. Be clear with your instructions and expectations.
* Reassure other passengers if necessary
* If the concern has been resolved continue with the journey and report it immediately to an appropriate adult at the drop off location. Contact the bus operator to make aware of the incident/ concern where a behaviour report may need to be completed.
1. In the event that the behaviour is causing significant concern to the safety of the vehicle, telephone TCTA who will assist the driver and escort. If necessary TCTA will contact parents/carers to meet the driver to collect their child.
2. If the concern or behaviour is escalating to a level which is putting themselves or other individuals at serious risk of physical harm them contract emergency services for assistance.
3. TCTA will liaise with all appropriate adults to look for solutions to resolving and managing the behaviour concern.

**Behaviour Reports**

Staff must inform the bus operator of any passenger behaviours which affect the smooth running of the vehicle including any incidents. The bus operator will discuss the concern with the staff member and if necessary will complete a ‘Student Behaviour Report Form’ which may be forwarded to Client Transport at KCC or any other relevant bodies associated with the passenger i.e. school parents/carers etc.

**STUDENT BEHAVIOUR REPORT**

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| **STUDENT DETAILS**  |
| **Name of student:****School attending:****Contract no.****Date of incident:****No specific incident behaviour, is an outgoing concern:** |
| **BEHAVIOUR CONCERN** |
| **Hitting another student****Making inappropriate remarks about or to another student****Threatening remarks or behaviour towards another student****Antagonising fellow students****Use of inappropriate language****Refusing to wear or disengaging a seatbelt on route****Making remarks out of the window to members of the public****Causing damage to the vehicle****Inappropriate parental behaviour****Hitting a driver or escort** **Making inappropriate remarks about or to the driver or escort****Threatening remarks or behaviour towards the driver or escort****Spitting****Use of inappropriate topics of conversation****Interfering with driver controls****Throwing objects out of the window****Late or no adult present for collection during drop off****Other**  |
| **ACTIONS TAKEN** |
| **The driver and or escort have discussed the behaviour with student to make them aware of the importance to behave in an appropriate and safe manner during transport.****This has been reported to: Parents/carers School** **Reported by Driver/Escort TCTA** |
| **FURTHER ACTION** **No further action** **Immediate refusal of transport****Other Details:****Datisl**  |
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