

Behaviour Protocol: Access to Transport

Introduction

The Council and Amey Client Transport acknowledge that in limited, specific circumstances, transport may be suspended / withdrawn where behaviour is unacceptable. Amey Client Transport operate in line with the national statutory Home to School Travel and Transport Guidance, the local policy and guidance framework, and the contract set by the County Council. The [Terms and Conditions of Travel](#), which are also available within the [Home to School Transport Policy and Guidance](#) document clearly state that pupils must behave well on home to school transport services.

This protocol aims to clearly set out the principles and decision making process of Amey and the Council when dealing with instances of poor behaviour.

Protocol

Principles

- Where a pupil's / student's behaviour is unacceptable, transport may be suspended / withdrawn, but this will be a matter of last resort.
- If transport is suspended / withdrawn, it remains the parents' / carers' responsibility to ensure their child gets to school.
- Health & safety must be taken extremely seriously and must not be compromised.
- Any response will appropriately take into account the personal circumstances of the pupil / student and their mental capacity.
- If a parent / carer put children or young people at risk, as a result of their behaviour, this may be a factor in determining whether or how their child can be transported.
- Schools, parents / carers and pupils / students will be made aware of the Protocol, which will be published and available on the Buckinghamshire County Council School Transport website.
- Transport operators reserve the right to report the incident to relevant authorities, and/or seek financial compensation from the parent/carer for any serious damage to the vehicle by the pupil / student. Payment does not give immediate right to commence travelling again on the transport.

Definition of "Unacceptable Behaviour"

Behaviour which is likely to significantly offend or endanger others, including, but not limited to:

- Serious damage to the vehicle by the pupil / student
- Actions which may constitute a health and safety risk
- Assaults on others
- Verbal abuse of other people including swearing, taunting, racist, sexist, homophobic comments, threatening behaviour
- Incitement of others to engage in misbehaviour
- Making repeated malicious false allegations of mistreatment requiring investigation



- Serious misuse of a bus travel pass
- Failure to comply with the reasonable instructions of the driver, passenger assistant, member of Amey Client Transport staff, authorised member of school / establishment staff.

Process

Decision-Making

- Decisions to suspend / withdraw a place on transport due to unacceptable behaviour are made by the Amey Operations Manager who must consult with the school and the BCC Commissioning Officer.
- In the absence of the Amey Operations Manager, decisions are made by the Amey Contract Manager consulting as above.
- In the absence of either person, a decision may be made by a Senior Amey Transport Officer, informing all other relevant parties of decision.
- In the absence of the BCC Commissioning Officer, the BCC Operations Manager (Commissioning) or a senior manager in Children's services must be consulted, usually the Head of Prevention and Commissioning.

The Decision

The relevant officers noted above can determine:

- Upon notification to Amey Client Transport of the incident of unacceptable behaviour an initial investigation will take place (discussion with operator / school / parents). The following actions may then be taken:
 - A written warning is sent to the parent / carer and for information to the school
 - Where misbehaviour continues, a 5 day suspension may be implemented
 - Where misbehaviour still continues a 10 day suspension may be implemented
 - Transport provision may be withdrawn permanently
 - Temporary suspension of transport pending further investigation
 - Continued transport pending further investigation
 - Immediate suspension / withdrawal of transport

Where further investigation is being carried out this will be:

- Explained in writing to the parent / carer and school
- Completed in as prompt a time-scale as possible, proportionate to the circumstances

The relevant officers will determine who should best investigate the matter.



The Period of Transport suspension / withdrawal

The relevant officers will determine, in accordance with the decision process above, the period of transport suspension / withdrawal, but it should be proportionate to the incident[s] and consistent with the principles of the protocol.

Return to Transport

During the period of suspension / withdrawal, steps will be taken to address the problem behaviour. This may include work required at school or at home e.g. working through a booklet about behaviour issues to raise awareness of the risks and consequences of inappropriate behaviour. Return to transport may be conditional on the completion of such work, as agreed by the relevant officers. The parent / carer, pupil / student (where reasonable) and school will be consulted on arrangements for return to transport.

Appeals and Complaints

An initial appeal may be made to the Amey Operations Manager who will refer it to a senior Council officer who has had no previous involvement with the case. They will review the case promptly, but if the withdrawal of transport stands, any further appeals or concerns from the parent / carer will need to go through the Council's formal [feedback and complaints procedure](#).

Communication

Parents / carers will receive written notification and explanation of any decision to suspend or withdraw transport. This will include details of the period of transport suspension / withdrawal, return to transport procedure, options for appeal or feedback and complaints. This will also be copied to the school.

