Behaviour and Banning Children from Travel Policy

**As a member of staff at Travelmasters we must apply by KCC YPTP code of conduct. Staff are expected to:**

✓ Ensure that all vehicles are correctly licensed, clean, in a good state of repair and compliant with relevant legislation

✓ Ensure that all staff are appropriately qualified, licensed, trained and checked as necessary

✓ Act in a professional manner, including being of smart appearance, courteous and punctual, obeying all regulations and not smoking

✓ Drive safely and considerately

✓ Check all passes on every journey and only allow those students to travel who hold a valid YPTP or pay the appropriate fare

✓ Report non scanning passes to KCC

✓ **Never** leave a pupil stranded away from home

✓ Provide a point of contact for parents/carers, schools and Kent County Council

✓ Report all incidents of misbehaviour and comply with the requirements of this Code of Conduct

✓ Comply fully with any investigations undertaken by Kent County Council, the Licensing Authority or Police

(Kent.gov.uk/YoungPersonsTravelPass)

KCC and Travelmasters Code of Conduct

We recognise that it is important that all students are made aware of the behaviour which is expected of them whilst using transport. To do this, KCC have set out basic expectations of behaviour and what students must do to comply with the Code of Conduct. All students who follow this Code of Conduct should have a happy and safe journey between home and school.

Students who choose not to follow this Code of Conduct will receive sanctions which may include temporary or permanent bans from travelling. In most cases, students will receive a warning before any ban is applied; however, in more serious cases, it may be necessary to issue a permanent ban with immediate effect from that particular service. In the most serious of cases, or cases where it is considered that there has been a breach of the law, it is expected that the Travelmasters will report the incident to the Police.

Responding to the breaches of the code of conduct

*Firstly* to ensure that good behaviour can be maintained, drivers must report all incidents of misbehaviour to their supervisor/manager who will forward details to the school involved and or parents. It is important to remember that the driver may not observe every incident of misbehaviour but will report all that are observed and CCTV will be downloaded and the voice activation will be listened to. Listed below are the categories of bad behaviour.

***Category 1 – Nuisance or offensive behaviour***

This includes irritating and unpleasant behaviour which, whilst not necessarily a threat to safety, may significantly impair the comfort of others including:

**✗** Failing to respond appropriately to the driver or inspector, such as refusing to show a YPTP or pay the appropriate fare

**✗** Eating or drinking on the vehicle

**✗** Smoking

**✗** Spitting

**✗** Using foul or abusive language

**✗** Making excessive noise

**✗** Putting your feet on the seats

***Category 2 – Dangerous behaviour***

This includes behaviour which may present some potential or actual threat to the physical safety of others and includes:

**✗** Standing on the vehicle steps or in the doorway

**✗** Leaning out of the window or door

**✗** Harassing or verbally abusing other passengers or the driver

**✗** Bullying

**✗** Running around inside the vehicle or climbing on seats

***Category 3 – Destructive or very dangerous behaviour***

This category includes behaviour which causes or has the potential to cause physical injury to others or damage to the vehicle, such as:

**✗** Fighting

**✗** Threatening physical violence to other passengers or the driver

**✗** Throwing objects around or out of the vehicle

**✗** Breaking windows

**✗** Interfering with the operation of the doors or emergency exit

**✗** Graffiti, including etching glass

**✗** Spraying aerosols

**✗** Damage to seats, seatbelts or other equipment

**✗** Indecent Exposure

***Category 4 – Highly dangerous or life-threatening behaviour***

This category includes behaviour which is likely to cause serious injury to others and includes:

**✗** Physical assault on the driver or other passengers

**✗** Lighting fires including igniting aerosols

**✗** Threatening physical violence with a dangerous weapon

**✗** Interfering with the vehicle controls

Each reported incident will be dealt with on its own merits. However, the course of action to be followed when considering the sanction to be applied will follow the procedures described below.

***Category 1***

**First incident:** The bus driver reports the incident/s of misbehaviour to their supervisor/manager. The school will then be contacted and evidence provided. Then the school may pass a sanction and parents notified.

**Second incident:** As above except that the warning is a final warning or weeks ban from that service.

**Third incident:** The student is issued with a fixed period ban from using the bus service.

***Category 2***

**First incident:** The bus driver reports the incident/s of misbehaviour to their supervisor/manager. The school will then be contacted and evidence provided. Then the school may pass a sanction and parents notified and a fixed period ban and a final warning.

**Second incident:** The student is issued with a permanent ban from that service.

**Third incident:** The student is issued with a permanent ban from Travelmasters.

***Category 3***

**First incident:** The bus driver reports the incident/s of misbehaviour to their supervisor/manager. An immediate fixed period banfrom using their service whilst any further information is collated. The school will then be contacted and evidence provided. Then the school may pass a sanction and parents notified and a fixed period or permanent ban from that particular service and a final warning.

**Second or subsequent incident:** A permanent banfrom using any of Travelmasters services.

***Category 4***

**First incident:** The bus driver reports the incident/s of misbehaviour to their supervisor/manager. An immediate fixed period banfrom using their service. This might lead to an extended banor a permanent banfrom using their service or any Travelmasters service.

**Second or subsequent incident:** a permanent banfrom using any Travelmasters service.

Drivers that do not follow this procedure may end up having a disciplinary.