

## **Protocol - School bus passes/pupils' behaviour**

### **Approved by Dumfries & Galloway Council**

Due to recent events of pupils not carrying valid bus passes and displaying unruly behaviour aboard buses, in the interest of the business and safety of all passengers and our drivers, the Company requires that all drivers of school pupils follow this protocol with immediate effect.

#### **Bus passes**

1. AM driver – Check all bus passes and advise any pupil boarding the bus and who does not have their valid pass with them that they must attend the school office during the course of the day where they will be issued with a replacement pass or an emergency pass for a non-entitled pupil (emergency pass will only be valid for PM run).
2. Driver to Contact Houston's office and advise how many pupils did not have a pass for the AM journey to school. This will be reported by the office to the school.
3. PM driver – Check all bus passes. Any pupil that is not entitled to a school pass will have to pay the fare as any normal passenger or will have an emergency pass. (Service runs only)
4. If the pupil boards the bus the following morning with an emergency pass this will be removed by the driver and told that **they must pay a fare or refused travel**. The driver will hand in the emergency pass to the office and the school will be notified.
5. School runs only – All pupils should have an entitled coloured pass or a non-entitled white pass and should be listed on this bus, any pupil who does not have a valid pass should be advised to get a replacement from the school office as per point 1.

#### **Unruly behaviour**

If the behaviour of pupils is of a nature that is in-appropriate for other passengers and/or is distracting for the driver, we request that the driver follows these steps:

1. Remain calm.
2. Bring the vehicle to a stop in a suitable safe location and ask the pupils to behave and remain seated.
3. If the behaviour does not improve, the driver should phone the office and will be advised on the next course of action. (The office will notify the school and the Council of the issues).
4. If the behaviour is of an intimidating/threatening manner – the driver should call the police to attend the vehicle.
5. Complete an incident form to be submitted to Houston's office upon return to the Depot.

## Notes

It is always our first priority to get pupils to and from school safely whilst continuing to work to our duty of care for other passengers and employees.

- Houston's have the power to ban fare paying pupils from a service bus – the pupil will be taken to their usual stop and advised at that point that they will no longer be able to travel, the Council will be notified (driver to complete an incident form)
- The School and the Council have the power to exclude non-paying/fare paying pupils from travelling on the buses when a pupil causes disruption on or to a vehicle that can endanger the health, safety and wellbeing of the driver, pupils and other road users. Pupils engaging in these behaviours can be removed from the vehicle for a period of time, failing this, removed from the vehicle permanently. Should a pupil misbehave on one of our vehicles, this should be reported, in the first instance, to Houston's office who will take this forward with the school and the Council.