

Behaviour Management Procedure

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Operations Manager
Version	1.0
Effective date	06.06.2026
Review date	06.06.2027
Approved by	Director

Purpose

This procedure supports safe, respectful handling of challenging behaviour during transport without punishment, confrontation or inappropriate restraint.

Scope

Applies to children, SEND passengers, adults at risk and any passenger whose behaviour affects journey safety. It applies to staff, drivers, escorts and contractors.

Where a council, school, NHS body or account client has stricter behaviour support, incident reporting or route review requirements, those requirements will be followed in addition to this procedure.

Named safeguarding and operational responsibility

Designated Safeguarding Lead: Mohamoud Mohamed

Operations Manager: Mohamoud Mohamed, until further appointment

Emergency contacts

- The operator / out-of-hours contact.
- The Designated Safeguarding Lead.
- Any relevant council transport team or contract contact.
- School or setting contact where applicable.
- Parent, carer or authorised handover contact where applicable.
- Emergency services: 999.

Where a passenger is in immediate danger, seriously injured, missing in unsafe circumstances, or there is a threat to life or safety, emergency services must be contacted without delay.

Approach

Behaviour is managed through calm communication, route planning, agreed support strategies and safe escalation. The company does not punish passengers. Drivers and escorts must not shout, threaten, shame, retaliate, use force as discipline or refuse agreed transport without operator involvement.

Behaviour incidents may indicate safeguarding, medical, communication, disability or environmental concerns. Drivers and escorts must report concerns to the operator and must not investigate or punish the passenger.

No restraint except emergency safety

Physical restraint is not permitted except in an immediate emergency safety situation where there is a real risk of serious harm and no safer option. Any physical intervention must be minimal, reported immediately and reviewed.

De-escalation

- Use a calm voice and short instructions.
- Offer simple choices where possible.
- Reduce stimulation, noise or conversation if it helps.
- Avoid arguing, teasing or repeated demands.
- Follow passenger-specific communication plans.
- Give space where safe and do not crowd the passenger.

Passenger-specific risk plans

Where behaviour risk is known, the route/passenger risk assessment must include triggers, preferred seating, escort requirement, communication method, handover arrangements, emergency contacts, what has worked before and when to stop or terminate the journey safely.

Challenging behaviour during transport

1. Driver keeps attention on the road and stops safely if behaviour affects driving.
2. Escort supports de-escalation where present.
3. Driver/escort contacts the operator when safe.
4. Operator contacts parent/carer/school/council/client as needed.
5. If immediate danger exists, call 999.
6. Record the behaviour incident and update risk controls.

Stopping safely

If behaviour makes driving unsafe, the driver must pull over in a safe place where possible, secure the vehicle and contact the operator. Do not eject a child or adult at risk from the vehicle or leave them unattended.

Protecting other passengers

The operator may arrange a replacement vehicle, escort, altered seating, separate travel or council/client review where one passenger's behaviour repeatedly affects others. Other passengers should not be expected to manage or witness avoidable risk.

Review of suitability/risk assessment

Repeated or serious behaviour incidents trigger review with the commissioning body. The company may request additional controls, escort provision, one-to-one travel, revised pickup/drop-off or suspension of travel while risk is assessed.

Responsibilities

Drivers and escorts de-escalate and report. The operator coordinates. The Operations Manager reviews route suitability. The DSL advises where behaviour may indicate safeguarding risk.

Procedure

Plan, de-escalate, stop safely if needed, contact operator, protect passengers, record, review.

Records kept

Behaviour incidents, risk assessments, client/council communications, control changes and training records.

Review

Reviewed annually and after serious/repeated behaviour incidents.

Approval

Signature	
Name	MOHAMOUD MOHAMED
Position	DIRECTOR
Date	06.06.2026