



Swindon SEND  
Families Voice

# Making those tricky journeys a little bit easier

A white arrow originates from the left side of the page and points towards a speech bubble. The speech bubble is white with a green border and contains the text 'Guidance notes for Taxi and Bus Drivers'. There are three green curved lines below the arrow's tip, suggesting motion or a call to action.

Guidance notes for  
Taxi and Bus Drivers

How to support children and young  
people that have special educational needs  
and disabilities

# Making those tricky journeys a little bit easier



**Most of the time, when you drive our children and young people, the journey is seamless with no issues. But from time to time, we are aware that things don't go as smoothly as we would all like them to! We have put together this leaflet to help make those tricky journeys a little bit easier.**

We want to share our experience with you to help you to understand our children and young people a little more, because we believe that by understanding them better, it will lead to a better experience for everyone.



Some have a formal diagnosis such as Autism and ADHD, others are waiting for a diagnosis, and some families don't ever find out why their children and young people have additional needs.

Whilst some of the behaviours they display may seem 'disruptive' and 'annoying', it is important to understand that these behaviours are out of their control. Therefore, getting upset and cross with them is unfair and will not resolve the situation.

# Some of the behaviours our children & young people may display...

All our children and young people are different and unique, so you may see some of these behaviours, or you might see some that aren't on the list! The important thing to remember is that it's not their fault.

- Opening and closing the window
- Rocking from side to side
- Clearing throat repeatedly
- Kicking the seat in front continuously
- Making repetitive gestures with hands or head
- Kicking
- Punching
- Scratching
- Spitting
- Throwing objects
- Repetitive questioning
- Tearing or chewing clothes
- Angry or tearful outbursts
- Fidgeting

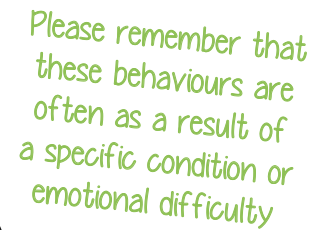
Remember you may see some that aren't on the list..



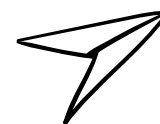
Top tips on how to support  
**our children &  
young people**  
whilst they are in your vehicle



Talk to our  
children and  
young people  
in a calm,  
friendly way



Please remember that  
these behaviours are  
often as a result of  
a specific condition or  
emotional difficulty



Some of our  
children and young  
people may take what you  
say in the most literal sense,  
and so you should choose  
your words carefully

Avoid using controlling behaviour but be clear and firm that this is what you want the passenger to do - i.e. "I need you to sit down and put your seatbelt on please"

Avoid using phrases such as "don't be silly" as this can have a negative effect on the self-esteem of the person you are speaking to

Be patient, polite and kind to all our children and young people



Speak clearly and plainly, avoid using jargon of any kind

Respond positively to good behaviour and show the acceptable ways of communicating

Do not use any language that is demeaning or derogatory







## Swindon SEND Families Voice

If you would like any further information on ways to help support our children and young people whilst in your vehicle, please contact us:

**Email** [swindonsendfamiliesvoice@outlook.com](mailto:swindonsendfamiliesvoice@outlook.com)

**[www.swindonsendfamiliesvoice.org.uk](http://www.swindonsendfamiliesvoice.org.uk)**



SwindonSEnDFamiliesVoice



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National Network of Parent Carer Forums  
"Our Strength is our Shared Experience"  
[www.nnpkf.org.uk](http://www.nnpkf.org.uk)