

Route Risk Assessment

Service 1 Clermiston - Seafield Central Garage

Provide details of any identified problems/issues and any control measures/special arrangements undertaken including vehicle type restrictions etc on separate sheet if required		Summarise details & locations		Likely impact of non-competent performance	Summary Controls	Location specific awareness information/training provided	Route learning will be provided to all drivers	Drivers encouraged to report incidents/problems	Control/OTD/Drivers engaged in monitoring/improvement	(Task performed competently)			Other - please detail	Resultant route risk level
Do Any of the Statements listed below have any relevance to the route under review? <i>Tick as appropriate</i>	Yes	No								Severity	Likelihood	Risk rating		In tolerable Undesirable Tolerable
Driver has sufficient visibility at any road junctions and/or roundabouts?		✓	Drum Brae Dr. turning left onto Drum Brae Sth. (High Hedge both directions), Corstophine High Street merging with Saughton Rd.Nth. (Blind bend both directions)	Wrong route driven, contact with stationary objects, contact with other road users and pedestrians.	Route learning, driver training, traffic circulars, route driven by qualified PCV drivers, depot awareness poster.	YES	YES	YES	YES	1	2	3		3
The route is free from overhanging branches or (or potential) on the route?		✓	Westfield Rd - Trees close to kerbside with overhanging branches.	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, traffic circulars, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	2	3		3
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	Drum Brae Dr:T-Junction with Drum Brae Sth.(Parked Vehicles), Westfield Road (Indiscriminate Parking, Euro Bins), Corstophine High St (double parking)Gorgie Road (Indiscriminate Parking), Usher Hall Bus Stop (Indiscriminate Parking, Euro Bins), OMNI Centre (Taxi)Easter Road (Duration - Indiscriminate Parking), Brunswick Bus Stop (Euro bins, Bus shelter close to kerb side), Albert St. Bus Stop (Euro Bins), Easter Road (indiscriminate parking) Hermitage Place (Duration - Parked Vehicles both sides), Seafield Road Terminal Point (Parked Vehicles,Euro Bins)	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, traffic circulars, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	2	1	3		3
Road restrictions or traffic speed/control measures visible and can be traversed safely (e.g. road humps)?	✓		Corstophine High Street (Outside Corstophine Primary School)	Driver speeding, vehicle damage, uncomfortable journey for passengers	Qualified PCV drivers, risk aware, customer engagement awareness	YES	YES	YES	YES	1	1	2		3
Timings reflect any congestion issues	✓		Hermitage Place - Both Directions frequently causes delays.	Drivers not operating to schedules, drivers not trained, accidents,	Published service timetable, drivers have time board and AVL system within cab to inform when operating early/late, Qualified drivers, risk aware	YES	YES	YES	YES	1	1	2		2
Route (incl off service routes & normal diversions) suitable for all bus types?		✓	Suitable for all vehicle types except Tri-Axle bus (See below).	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus possible contact with Balgreen (Low Bridge 14ft), Roseburn Street Low Bridge (12' 9"), New Street Low Bridge (10' 9"), Calton Road Low Bridge (10' 9"), Brand Place Low Bridge (13' 6"), Spring Gardens Low Bridge (13' 9")	Route risk assessment, Low bridge awareness campaign, driver route training also includes off service routes, Management awareness posters.	YES	YES	YES	YES	3	1	4	Route information held within control room and schedules. Control room have 'Live' visibility of all vehicles being used on all routes to minimise risk of vehicles colliding with a Low Bridge - any/all incidents or near misses to be fully investigated and reported to Head of Operations/Head of Risk	4

Provide details of any identified problems/ issues and any control measures/special arrangements undertaken including vehicle type restrictions etc on separate sheet if required			Summarise details & locations	Likely impact of non-competent performance	Summary Controls	Location specific awareness information/training provided	Route learning will be provided to all drivers	Drivers encouraged to report incidents/problems	Control/OD/Drivers engaged in monitoring improvement	(Task performed competently)			Other - please detail	Resultant route risk level				
Do Any of the Statements listed below have any relevance to the route under review? <i>Tick as appropriate</i>	Yes	No								Severity	Likelihood	Risk rating		Intolerable	Undesirable	Tolerable		
No height restrictions i.e. low bridges) etc on or close to the route?	✓		Potential impact if wrong route taken Balgreen (Low Bridge 14ft), Roseburn Street Low Bridge (12' 9"), New Street Low Bridge (10' 9"), Calton Road Low Bridge (10' 9"), Brand Place Low Bridge (13' 6"), Spring Gardens Low Bridge (13' 9")	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus possible contact with Balgreen (Low Bridge 14ft), Roseburn Street Low Bridge (12' 9"), New Street Low Bridge (10' 9"), Calton Road Low Bridge (10' 9"), Brand Place Low Bridge (13' 6"), Spring Gardens Low Bridge (13' 9")	Route risk assessment, Low bridge awareness campaign, Driver route training also includes off service routes, Management awareness of low bridges on or close to route	YES	YES	YES	YES	3	1	4	Route information held within control room and schedules. Control room have 'Live' visibility of all vehicles being used on all routes to minimise risk of vehicles colliding with a Low Bridge - any/all incidents or near misses to be fully investigated and reported to Head of Operations/Head of Risk - LB Roads & Diversionary notices include low bridge alerts.	4				
Are bus stop suitably positioned away from road junctions and other road/traffic hazards?	✓		All stops suitably positioned throughout this service	Drivers not adhering to designated bus stops	Drivers trained in stopping patterns during route learning	YES	YES	YES	YES	1	1	2			2			
Bus stops, BSI and other fixed infrastructure far enough from kerb edges to allow safe entry / exit at bus stops?		✓	Clermiston Terminal Point (Concrete Lamp Post close to kerb side), Brunswick Bus Stop (Bus Shelter and Bin), Gorgie Road, Westfield Rd & Stevenson Drive - bus stops close to kerb edge (n/s mirror awareness) Dumbrae south (bus stop posts), Lothian Road - tail swing awareness emerging from bus stops from behind another bus)	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	2	1	3	ALL LOCATIONS IDENTIFIED REPORTED TO BSI TO SEEK IMPROVEMENT VIA LOCAL AUTHORITY AS PRACTICABLE			3		
Kerbs heights along route do not cause access problems for passengers? / vehicles or restrict vehicles that may be used	✓		Kassel kerbs at various stops throughout the route incl. high kerbs at Dumbrae Drive to terminus	Drivers make contact with Kassel kerb when entering bus stop causing vehicle damage	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2			2			
All roads used are public highways? (written permission and site specific risk assessment is required for any private roads accessed)	✓		All roads used are Public Highways	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2			2			
There is no requirement for reversing of vehicles on the route?	✓		None required	Wrong route taken, driver reverses bus without banksman, damaged bus	Drivers must contact control when wrong route taken, Drivers should not be reversing buses on street	YES	YES	YES	YES	1	1	2			2			
No excessively high numbers of school children use this route?	✓		Route passes a number of schools and children could be higher in these areas: Corstorphine Primary School, Carrick Knowe Primary School, Balgreen Primary School, Tynecastle High School, Boroughmuir High School.	Wrong route taken, failure to pick up customers, company reputation, customer complaints, loss of revenue.	Route learning, driver training, route driven by qualified PCV drivers, risk awareness, road markings, signage, speed restrictions (20 mph)	YES	YES	YES	YES	2	1	3			3			
Any expected higher than normal volumes of pedestrians at particular times or days?	✓		1. Morning, evening & weekend peaks 2. Edinburgh festival 3. Edinburgh Christmas & New Year celebrations 4. Edinburgh Marathon 5. Moonwalk 6. Fountain Park Cinema & Bowling 7. Sports stadiums (Murrayfield, Tynecastle, Easter Road)	Wrong route taken, failure to pick up customers, customer complaints, company reputations, increase in pedestrian accidents	Route learning, driver training, route driven by qualified PCV drivers, risk awareness, road markings, signage, speed restrictions (20 mph)	YES	YES	YES	YES	2	1	3			3			
Evidence of assaults / vandalism occurring on services in areas served		✓	ASB hotspot - Clermiston (Broken Windows)	Driver confronts youths, escalates the problem, passengers/driver at risk. Delayed service. Customer Complaints	Driver training, control room procedures, record and report to Police liaison officer	YES	YES	YES	YES	3	1	4	Vehicle design features include: Driver safety screen, radio and emergency alarms on all vehicles - additional measures - H&S Dept, Police liaison officer to monitor assault and vandalism data, increased levels of vandalism during Covid pandemic	4				
Layover and WC facilities suitable and sufficient	✓		Clermiston terminus	Driver unable to access toilet facilities	Driver issued a key to access toilets on route, agreement in place with council buildings for drivers to use facilities	YES	YES	YES	YES	1	1	2			2			

Provide details of any identified problems/issues and any control measures/special arrangements undertaken including vehicle type restrictions etc on separate sheet if required			Summarise details & locations	Likely impact of non-competent performance	Summary Controls	Location specific awareness information/training provided to all drivers	Route learning will be provided to all drivers	Drivers encouraged to report incidents/problems	Control/CO/D/Drivers engaged in monitoring/improvement	(Task performed competently)			Other - please detail	Resultant route risk level		
Do Any of the Statements listed below have any relevance to the route under review? Tick as appropriate	Yes	No								Severity	Likelihood	Risk rating		Intolerable	Undesireable	Tolerable
No evidence to indicate high numbers of passengers with special needs / vulnerability and/or disabilities use this route?		✓	Large numbers of elderly and vulnerable use service for social activities	Harsh braking events, rise in customer complaints, injuries and compensation claims	Route learning, driver training, route driven by qualified PCV drivers, risk awareness, CPC continuous training	YES	YES	YES	YES	2	1	3				3
Bus lanes suitably marked, signed & wide enough for vehicles to use?		✓	1. Stevenson Road residents parking means drivers must use white line/encroach other lane to avoid contact.	Drivers make contact with kerb stationary or other road users	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	2	1	3				3
Route reviewed in dark and street and/or vehicle lighting levels considered suitable		✓	Route reviewed during daylight hours	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2	Discuss with Insurance and Garage management if there is an increased accident rate for services driving during darkness hours? If Yes assess route in darkness			2
All drivers have received both route and vehicle familiarisation training for this route and been advised of special arrangements for hazards identified?	✓		Full route training provided. New drivers will be buddied. Video route is available on Lothian training "YouTube" channel	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2	YouTube & RRA awareness review in 2023			2
Manual handling training given (ramp operation) Tick as appropriate	✓		Training given to all drivers on how to use manual ramp	Unable to serve disabled customers needs	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2				2
Potential impact of adverse weather and access to gritting plans appropriately considered with outcomes communicated		✓	Potential for route to be subject to ice / snow. All drivers trained & experienced in area with radios. Existing Control Room response procedures will apply. Gritting plans TBC	Driver operates vehicle in unsafe conditions	Services operate on main roads that are gritted any roads that are not cleared or driveable services will be curtailed or stopped	YES	YES	YES	YES	2	1	3	Gritting plans required from local authority annually			3
Is the route approved for rear door operation and Tri-axle vehicles and suitable? Tick as appropriate		✓	Route Not Yet assessed for suitability for use of Tri-Axle bus - Whilst no immediate or obvious hazards identified, TRI AXLE VEHICLES SHOULD NOT BE ALLOCATED ON THE ROUTE UNTIL FULL ASSESSMENT IS COMPLETED.	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus possible contact with Balgreen (Low Bridge 14ft), Roseburn Street Low Bridge (12' 9"), New Street Low Bridge (10' 9"), Calton Road Low Bridge (10' 9"), Brand Place Low Bridge (13' 6"), Spring Gardens Low Bridge (13' 9")	Route risk assessment, Low bridge awareness campaign, CPC course 2021, Driver route training also includes off service routes	YES	YES	YES	YES	3	2	5	TRI AXLE VEHICLES SHOULD NOT BE ALLOCATED TO THIS ROUTE UNTIL FULL ASSESSMENT OF ROUTE IS MADE TO ASSESS THAT VEHICLE CAN NEGOTIATE ROUTE SAFELY & ANY LOCATIONS WHERE MID DOOR DEPLOYMENT MAY BE HAZARDOUS			5
All other route specific risks identified and controlled?	✓		All risks identified and controlled throughout the route.	Staff, customers put at risk	H&S dept. company risk assessments, route risk assessments	YES	YES	YES	YES	1	1	2				2
Assessors: Robert Donald, Stephen O'Hara, Brian Hannah (Reviewed 2023 By Pat Toner)										Date: 14th February 2023						
Approved by: Walter Herring (Head of Operational Risk)										Date: 14th February 2023						

Note - For risk levels that are Undesireable or Intolerable additional control measures or action should be taken/considered to reduce the risk to Tolerable so far as reasonably practicable