

Route Risk Assessment

Service N18 Leith Street Edinburgh - Whitburn (West End) Lothian Country 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 to all drivers	Route learning will be provided to all drivers	Drivers encouraged to report incidents/problems	Control/CI/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? <i>Tick as appropriate</i>	Yes	No								Severity	Likelihood	Risk rating		Intolerable	Undesirable	Tolerable
Driver has sufficient visibility at any road junctions and/or roundabouts?	✓		No areas identified	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	1	2				2
The route is free from overhanging branches or (or potential) on the route?	✓		No areas identified that may cause problems with over hanging branches	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, Driver reporting procedure for on route hazards, traffic circulars developed and information posted in garages, route driven by qualified PCV drivers, risk awareness.	YES	YES	YES	YES	1	1	2				2
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	Bus stops clearly marked, indiscriminate parking may be a problem, Corstorphine, Broxburn Main Street,	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	1	2				2
Road restrictions or traffic speed/control measures visible and can be traversed safely (e.g. road humps)?	✓		All roads suitable for all types of buses	Driver speeding, vehicle damage, uncomfortable journey for passengers	Qualified PCV drivers, risk aware, customer engagement awareness	YES	YES	YES	YES	1	1	2				2
Timings reflect any congestion issues	✓		Night service operating between 00.00 - 04.30	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	Operations to monitor in line with normal procedures			2
Route (incl off service routes & normal diversions) suitable for all bus types?		✓	Diversion and road closure routes be assessed, once routes are confirmed - commercial / operations dealing	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck/single deck buses on route,	Route risk assessment, Low bridge awareness campaign, Driver route training also includes off service routes, Management awareness.	YES	YES	YES	YES	1	1	2				2
No height restrictions i.e. low bridges) etc on or close to the route?	✓		Only bridge is prior to Armadale railway station, clearly marked 18ft.8/5.7m. 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 on route	Route risk assessment, Low bridge awareness campaign, CPC course 2021, Driver route training also includes off service routes	YES	YES	YES	YES	1	1	2	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			2
Are bus stops suitably positioned away from road junctions and other road/traffic hazards?		✓	Suitable for all vehicle types except Tri-Axle bus (See below).	Drivers not adhering to designated bus stops	Drivers trained in stopping patterns during route learning	YES	YES	YES	YES	1	1	2				2

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Bus stops, BSI and other fixed infrastructure far enough from kerb edges to allow safe entry / exit at bus stops?		✓	1) Armadale south street bus stops close to kerb edge. 2) Bollards kerb edge at all bus stops within Dechmont main street 3) Rallings entering Armadale railway station, front overhang must be placed over the shrubbery on off/side to complete manoeuvre	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	Any locations identified reported to BSI to seek improvement via local authority as practicable	2		
Kerbs heights along route do not cause access problems for passengers? / vehicles or restrict vehicles that may be used		✓	High kerbs on entry to bus stops Bathgate/Broxburn	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)		✓	Only possible private land is car park to railway station - designed for bus access	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?	✓		Should not be required, although if angle is Not correct and there is indiscriminate parking at train station there will be a requirement to reverse the bus to complete the turn or bump over kerbs	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?	✓		Night service operating between 00.00 - 04.30	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	1	1	2		2		
Any expected higher than normal volumes of pedestrians at particular times or days?	✓		Night service operating between 00.00 - 04.30	Wrong route taken, failure to pick up customers, increase in pedestrian accidents	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2		2		
No evidence of assaults / vandalism occurring on services in areas served	✓		Route, requires local knowledge / monitoring. Day service has no noted issues. Night service likely to have those who have consumed alcohol / drugs.	Driver confronts youths, escalates the problem, delays service, customer complaints, driver gets hurt, vehicle damage	Driver training, control room procedures, record and report to Police liaison officer	YES	YES	YES	YES	1	2	3	Control Operate 24/7 and will respond as required to any driver reports. Vehicles have vandal screens & emergency alarms.	3		
Layover and WC facilities suitable and sufficient	✓		No toilet facilities at terminal layovers.	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	2	3		3		
No evidence to indicate high numbers of passengers with special needs / vulnerability and/or disabilities use this route?	✓		New route 2023 - likely to carry revellers from City Centre, potentially under influence of alcohol / drugs.	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	1	2	3		3		
Bus lanes suitably marked, signed & wide enough for vehicles to use?	✓		Although there are a number of pinch points on route, especially, Corstorphine, Broxburn main street indiscriminate parking may be an issue	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	1	1	2	Any locations identified reported to IID to seek improvement via local authority as practicable	2		

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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
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	
No evidence of indiscriminate parking	✓		Corstorphine, Broxburn main street, Bathgate & Armadale railway station - widespread parking / delivery van issues. Likely reduced during night.	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	
All drivers have received both route and vehicle familiarisation training for this route and been advised of special arrangements for hazards identified?	✓		Full training to new staff provided. New starts will be buddied. Video route produced.	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	
Manual handling training given (ramp operation) Tick as appropriate	✓		All drivers given manual handling training on ramps.	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 may not cover rural areas, requiring slower speeds & care.	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 assessed for Tri-Axle bus - NOT SUITABLE FOR TRI AXLE VEHICLES.	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus on route.	Route risk assessment, Low bridge awareness campaign, CPC course 2021, Driver route training also includes off service routes	YES	YES	YES	YES	3	3	6	Tri Axle Buses must NOT be allocated to this service		6	
All other route specific risks identified and controlled?		✓	All risks assessed and controlled where reasonably practicable	Staff, customers put at risk	H&S dept. company risk assessments, route risk assessments	YES	YES	YES	YES	1	1	2			2	
Assessors: Pat Toner, Bobby Donald										Date: 22nd August 2023						
Approved by: Walter Herring (Head of Operational Risk)										Date: 12th September 2023						

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