

# Route Risk Assessment

## Service 72 Kirkliston - Livingston Centre 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/ODT/Drivers engaged in ongoing 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?		✓	Broxburn main street into Greendykes road - signalled junction, requires other road users to adhere to stop lines, may create a problem if vehicles stop beyond the line. Various bends with reduced visibility between Broxburn and Winchburgh, including a narrow bridge. Whitburn & Blackburn crossroads - signalled junction, requires other road users to adhere to stop lines, may create a problem if vehicles stop beyond the line.	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
The route is free from overhanging branches or (or potential) on the route?		✓	Greendykes road, overhanging trees and bushes, Niddrie Road and Queensferry road (B800), Station road Uphall, B7010 between Longridge and Fauldhouse	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	2	1	3	IID have been notified and are engaging with local authorities			3
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	Bus stops clearly marked, indiscriminate parking may be a problem 1. Fauldhouse Main Street (New bus box to be created) 2. B7015 exiting turning area (Fauldhouse) 3. Pumpherston turning circle 4. Uphall, Broxburn Main Street and Winchburgh	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)?	✓		Speed bumps, various locations on route, speed calming, single file traffic, Kirkliston bus & taxi single file traffic	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	✓		Schedules may have to consider timings of buses to avoid meeting on 1) Niddry Road, narrow bridge, road width, blind bends all create pinch points - 2) Blackburn Ash Grove, Elm Grove, tight bend large vehicles must use part of on coming carriageway 3) Service passes Livingston Football stadium, timings may be impacted on match days	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?	✓		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 on route.	Route risk assessment, Low bridge awareness campaign, Driver route training also includes off service routes.	YES	YES	YES	YES	1	1	2				2
No height restrictions i.e. low bridges) etc on or close to the route?		✓	A number of low bridges near route which may result in incident of driver is off route & does not follow correct procedures. This includes St John's Hospital, if on occasions the through road passing Accident & Emergency, cars pass through the ambulance drop off area, a bus cannot use the ambulance bay, the canopy is not high enough (3.6m 11ft 10") - Low Bridge warning sign Niddry Road -11ft 9" Peniel Place (Railway Bridge), 1 and a quarter mile off route. Shotts Road - Low Bridge 12f - 3.7m (Railway Bridge). This list is not comprehensive - refer to LB Roads & low bridge training / awareness leaflet for full details.	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus on route, potential <b>Low Canopy at St Johns Hospital, Low Bridge Peniel Place</b>	Route risk assessment, Low bridge awareness campaign, CPC course 2021, Driver route training also includes off service routes	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

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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
Are bus stops suitably positioned away from road junctions and other road/traffic hazards?	✓		All Bus stops are positioned far enough away from kerb edge.	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?		✓	1) Livingston centre 2 pedestrian crossing, narrow road only 1 large vehicle can pass through safely 2) Broxburn main street - left turn into Greendykes road railings N/S 3) Fixed signage and telegraph poles on soft verge, various locations on Niddry road (Narrow road) may impact mirror arms when meeting large vehicles on opposite carriageway 4) Blackburn East Main Street turning in/out Elm Grove, bollards kerb edge, traffic island middle of road 5) B7010 Longridge speed calming single file traffic 6) Fauldhouse turning area, bollards on both kerb edges entering and exiting joining road between Landing road and B7015	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	ANY LOCATIONS IDENTIFIED REPORTED TO IID 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		✓	High kerbs on entry to bus stops in Howden/Ladywell/ Pumpherston/Broxburn/ Winchburgh/Kirkliston	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 Winchburgh School and St John's Hospital entrance - 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	Regular liaison with NHS Lothian to manage mitigate risks			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	If you do get into a position where you have to reverse without a 'Banksman' then control must be informed and follow their instruction			2
No excessively high numbers of school children use this route?	✓		High schools on this route - 1. Whitburn Academy, St Kentigern's (Blackburn), St Margaret's (Livingston) Broxburn Academy, 2 Winchburgh Academy - No known issues, services enter Winchburgh school grounds	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?	✓		Football supporters and weekend shoppers to Livingston Centre.	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	2	1	3				2
No evidence of assaults / vandalism occurring on services in areas served	✓		No issues since introduction of service	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. Vehicle design features	YES	YES	YES	YES	1	1	2	H&S Dept to monitor assault data. Control monitor ASB and respond accordingly			2
Layover and WC facilities suitable and sufficient	✓		No toilet facilities at terminal layovers, possible facilities Livingston Centre, St John's Hospital, Winchburgh Academy, Kirkliston Leisure Centre	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	Details of LCB WC Facilities to be included on LB Roads ASAP			2
No evidence to indicate high numbers of passengers with special needs / vulnerability and/or disabilities use this route?	✓		New route, requires local knowledge & monitoring. St Johns Hospital - likely to have patient arrivals and departures	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	1	2				2

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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
Bus lanes suitably marked, signed & wide enough for vehicles to use?	✓		All bus lanes suitable for use	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	
Route reviewed in dark and street and/or vehicle lighting levels considered suitable		✓	Route reviewed during daylight hours, Broxburn to Winchburgh, country road with no street lighting - Winchburgh to Kirkliston no street lighting- Whitburn to Longridge no street lighting - Longridge to Fauldhouse no street lights	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 or Drivers raising concern with visibility/ glare. 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?	✓		All drivers are fully trained on route, vehicle and hazard identification	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	Training for all drivers ahead of introduction of route including opportunity to visit highlighted high risk locations.		2	
No evidence of indiscriminate parking		✓	Fauldhouse Whitburn, Blackburn, Pumpherston, Uphall, Broxburn, Winchburgh and Kirkliston Main Street - widespread parking / delivery van issues.	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	
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		✓	Control have gritting plans and phone contacts for relevant agencies. Rural areas may see weather deterioration rapidly.	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. Winter Weather awareness leaflet issued 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, potential <b>Low Canopy at St Johns Hospital</b> if road is blocked, no room for a DD bus.	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	<b>TRI AXLE VEHICLES MUST NOT BE ALLOCATED TO THIS SERVICE</b>		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 & Stephen O'Hara										Date: 1st November 2024						
Approved by: Walter Herring (Head of Operational Risk)/Kenny Burt										Date: 22nd November 2024						

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