

Route Risk Assessment

Service X6 Western General Hospital - Haddington East Coast 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 that justify the response	Likely impact of non-competent performance	Summary Controls operating for all services	Location specific awareness information/training provided to all drivers	Route learning will be provided to all drivers	Drivers encouraged to report incidents/problems	Control/ODD Drivers engaged in monitoring/improvement	(Task performed competently)			Other info / controls/ information or actions - 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?	✓		Throughout the route, visibility at all junctions and roundabouts were clear. Willowbrae Road at Duddingston - road narrows & merging traffic.	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	2	1	3				3
The route is free from overhanging branches or (or potential) on the route?	✓		There were no issues with overhanging branches or bushes on route noted	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 incl LB Roads	YES	YES	YES	YES	2	1	3				3
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	St Andrews House (bus box not marked), Gladsmuir to Haddington (no bus stop markings). Indiscriminate parking Waverley Steps / Balmoral Hotel & Abbeyhill, Western General Hospital (Porterfield Road)	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, LB Roads	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)?	✓		All speed bumps in Wallyford and Haddington were clearly marked, all signs visible.	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 LB Roads	YES	YES	YES	YES	2	1	3				3
Timings reflect any congestion issues	✓		No route specific issues of timings or congestion throughout route. Delays may occur at visiting times at Western General Hospital - cars queuing for car parks.	Driver speeding, vehicle damage, uncomfortable journey for passengers, Drivers not operating to schedules,	Qualified PCV drivers, risk aware, customer engagement awareness, trained to understand/read timeboards, Operating ahead of schedule, Lead Driver support for new starts	YES	YES	YES	YES	2	1	3				3
Route (incl off service routes & normal diversions) suitable for all bus types?		✓	Approved for all vehicle except XLB - Tri-Axle bus (See further details below).	Wrong route driven, contact with stationary objects, contact with other road users.	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	2	1	3				3
Height restrictions (i.e. low bridges) etc on or close to the route?	✓		Service does not pass under any low bridges, however there are a number of low bridges near the service which may represent a danger if off route. These include: Western General Hospital (Main Drive) 11'-9" (3.65m) Western General Hospital (Porterfield Road) 13'-1" (4m) Baileyfield Road 4.2m - 13'-9", Restalrig Road South 3.6m - 11'-9", Abbeyhill 4.1m - 13'-6", this is not an exhaustive list. Full details are contained on LB Roads and Low Bridge awareness materials.	Wrong route driven, contact with stationary objects, contact with other road users.	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, LB Roads details all low bridges.	YES	YES	YES	YES	2	1	3				3

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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?		✓	Abbeyhill (On street bins Indiscriminating parking), Wishaw Terrace (Indiscriminating parking), Milton Link (bus stop damaged positioning),	Wrong route driven, contact with stationary objects, contact with other road users	Route risk assessment, Low bridge awareness campaign, CPC courses, Driver route training also includes off service routes, MCV eVora repositioned nearside mirror.	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?		✓	Milton Link (bus stop damaged positioning), Waterloo Place (bus stop)	Drivers not adhering to designated bus stops	Drivers trained in stopping patterns during route learning	YES	YES	YES	YES	2	1	3	Waterloo Place Hotspot Guidance on LBRoads				3
Kerbs heights along route do not cause access problems for passengers? / vehicles or restrict vehicles that may be used	✓		Kassel Kerbs at various locations on route.	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 a public highways? (Access to private land must be with the permission of the landowner. Consideration to a site specific risk assessment should be given when appropriate eg site accessible by controlled access / driver changeover or breaks taken on site / reversing of vehicles is required (with or without banksman)	✓		Only possible private land is; Western General Hospital, which is designed for bus access and open to public.	Drivers make contact with Barrier, vehicle damage, Property Damage, company Reputation.	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	2	1	3	Regular liaison with NHS Lothian management to manage mitigate risks				3
There is no requirement for reversing of vehicles on the route?	✓		No reversing required in normal operation. If driver is required for unforeseen reasons to reverse, Control should be contacted to provide advice	Wrong route driven, contact with stationary objects, contact with other road users, driver reverses bus without banksman	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	2	3					3
Excessively high numbers of school children use this route?	✓		Route passes a number of schools and at opening / closure high volumes may travel on service with potential for ASB. Parents collecting children slow service & high pedestrian volumes.	Wrong route taken, contact with stationary objects, contact with other road users, customer complaints, company reputations. Low Bridge strike	Drivers must contact control when wrong route taken. Drivers should not be reversing buses on street, risk awareness	YES	YES	YES	YES	1	1	2					2
Any expected higher than normal volumes of pedestrians at particular times or days?	✓		City Centre (Edinburgh festival, Winter Festival, Football crowds Easter Road, Castle concerts, Rugby crowds,	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	1	1	2					2
Evidence of assaults / vandalism occurring on services in areas served?		✓	No evidence of assaults/vandalism	Driver confronts youths, escalates the problem, passengers/driver at risk. Delayed service, Customer Complaints	Driven by qualified PCV drivers, risk awareness, Driver training, control room procedures, record and report to Police liaison officer, Bus assault alarm.	YES	YES	YES	YES	2	1	3	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 since Covid pandemic& during school Hols. Control monitor, alert, respond, attend & divert services as necessary				3
Layover and WC facilities suitable and sufficient	✓		Facilities include - Western General Hospital, Asda The Jewel, Haddington High Street	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, Route Learning, LB Roads lists all WC Sites, Control will offer support if reqd.	YES	YES	YES	YES	2	1	3					3
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 & attending hospital	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	2	4					4

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Bus lanes suitably marked, signed & wide enough for vehicles to use?	✓		All bus lanes marked and suitable for all buses	Drivers make contact with kerb stationary or other road users	Route learning, driver training, route driven by qualified PCV drivers, risk awareness, Report to Control.	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	Incidents & Driver reports monitored by Insurance and Garage management if there is an increased accident rate for services driving during darkness hours an assessment may be required			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 supported by Lead Drivers. Video route is available on Lothian training "YouTube" channel. Vehicle training during initial training, on step up to DD & when new vehicle type introduced to garage	Wrong route driven, contact with stationary objects, contact with other road users, low bridge strike	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2	Videoroute produced for registered services.			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	All new drivers employed will be given vehicle familiarisation and ramp operation as part of their training			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/ flooded roads/ high winds . All drivers trained & experienced in area with emergency contact 24/7. Existing Management response procedures will apply. Gritting plans held within depot/ Control	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	Weather warnings & conditions are monitored via Control. & advise of Government adhered to. Winter weather guidance issued. Services varied, curtailed or suspended as necessary. . Gritting plans retained within control. High Wind protocols operate for some DD services that operate in exposed areas.			2
Is the route approved for rear door operation and Tri-axle vehicles and suitable? Tick as appropriate		✓	Route Not Assessed for Tri-Axle Mid Door Vehicles - this vehicle type should not be used until full assessment of suitability of route and bus stops has been completed	Wrong route driven, contact with stationary objects, contact with other road users	Route risk assessment, Low bridge awareness campaign, CPC courses, Driver route training also includes off service routes	YES	YES	YES	YES	3	3	6				6
All other route specific risks identified and controlled?	✓		A1 Dual carriageway does not have a hard shoulder in the event of a breakdown, vehicle could be an obstruction to fast moving traffic and risk to staff and customers if disembarked onto roadway. Recovery will be undertaken by approved and qualified agents	Staff, customers put at risk, company property damaged(buses), company reputation	H&S dept. company risk assessments, route risk assessments	YES	YES	YES	YES	3	1	4				4
Assessors: P.Toner (Updated March 2025)										Date: 3rd March 2025						
Approved by: Walter Herring, Murdo McKinnon										Date: 27th March 2025						

Note - Where any residual risk is identified as Intolerable, the activity must NOT be undertaken. If this impacts on the ability to provide service, alert Head of Operations & Head of Risk immediately.