

Route Risk Assessment

Service 24 West Granton - Royal Infirmary 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 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 - 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?		✓	Grange Loan, Blackford Avenue junction - visibility both directions proceed with caution - Mayfield Road into West Saville Terrace restricted visibility - Eslemont Road blind bend	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?		✓	1. Grange Loan	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?	✓		Bus stops all identifiable - indiscriminate parking - Stockbridge area, Lothian Road, Marchmont Road, Blackford Avenue	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)?	✓		All measures clearly visible throughout the route & suitable to pass with care	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	✓		Queuing traffic taxis/parking, - peak times and weekend traffic as well as city events that might impact	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?	✓		Approved for all vehicle types including XLB tri-Axle operated by Central Garage (subject to any limitations detailed below)	Wrong route driven, contact with stationary objects, contact with other road users	Route risk assessment, Low bridge awareness campaign, Driver vehicle & 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	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			3
No height restrictions i.e. low bridges) etc on or close to the route?	✓		There are a number of low bridges near the service which may represent a danger if off route. These include Western General Hospital (3.65m - 11'9" & 4m-13'-1"). This list may not be comprehensive - Full details are contained on LB Roads and Low Bridge awareness materials. Potential impact if wrong route taken. 2025 - Cameron Toll (Southbound) now signed at 4.4m 14'6" - checked & suitable for all vehicles operating	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	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 Notice Alerts introduced 2022			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
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?		✓	Bollards - Junction Grange Loan & Blackford Avenue - Black Bin Kerb edge - Lothian Road, evidence of tailswing incidents from other services - Euro bins kerb edge throughout this route	Wrong route driven, contact with stationary objects, contact with other road users	Route learning, driver training, route driven by qualified PCV drivers, risk awareness incl LBRoads	YES	YES	YES	YES	2	1	3	ALL LOCATIONS IDENTIFIED REPORTED TO BSI TO SEEK IMPROVEMENT VIA LOCAL AUTHORITY & CONTRACTORS 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	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)		✓	Royal Infirmary Edinburgh - 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 and retail park management to manage mitigate risks			2
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 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 at opening / closure high volumes may travel on service with potential for ASB. Parents collecting children slow service & high pedestrian volumes.	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. Usher Hall 7. Sporting events - Rugby/Football	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				3
No evidence of assaults / vandalism occurring on services in areas served		✓	No evidence of assaults/vandalism	Driver confronts youths, escalates the problem, delays service, customer complaints, driver gets hurt, vehicle damage	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	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 since Covid pandemic & during School Hols. Control monitor incidents & respond, alert, attend & redirect services as necessary			4
Layover and WC facilities suitable and sufficient	✓		Scottish Gas offices (Granton Terminus), Royal Infirmary Edinburgh	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	1	1	2				2
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 & awareness incl Safe, Seated Set Campaign	YES	YES	YES	YES	2	1	3				3

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/COJ/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
Bus lanes suitably marked, signed & wide enough for vehicles to use?		✓	1. Pinch point West Saville Terrace - parked cars meeting another large vehicle could be problematic due to residential parking and lack of passing points. 2 Junction Grange Loan & Blackford Avenue bollards on either side of junction	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			2	
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 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	Route learning, driver training, route driven by qualified PCV drivers, risk awareness. Diversion notices and routes programmed into Navineo	YES	YES	YES	YES	1	1	2			2	
Manual handling training given (ramp operation) Tick as appropriate	✓		Training given to all drivers on how to use manual ramp, which includes general MH principles & safe behaviours.	Unable to serve disabled customers needs. Employee injury.	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/ flooded roads/ high winds or temperature extremes. 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	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	✓		Approved for Tri Axle Mid Door Vehicles operated by Central Garage Only. -Bus stops assessed as unsuitable for rear door deployment listed separately & retained at local garage . A number of stops may require front door deployment due to design / access including (but not limited to) Blackford Ave & Watertoun Rd - Drivers should exercise discretion whenever deploying middle door.	Wrong route driven, contact with stationary objects, contact with other road users Passengers unable to exit safely	Route risk assessment, Low bridge awareness campaign, CPC courses Driver route training also includes off service routes. Vehicle familiarisation & type specific guidance on MyLothian	YES	YES	YES	YES	3	1	4			4	
All other route specific risks identified and controlled?	✓		Howe Street - Cobbled road surface, caution due to slippery surface when wet	Staff, customers put at risk	H&S dept. company risk assessments, route risk assessments	YES	YES	YES	YES	1	1	2	Cobbled road surface risks covered in driver route training		2	
Assessors: Pat Toner, Stephen O'Hara. XLB MDV assessment by Central Garage										Date: 4th April 2025						
Approved by: Craig McCafferty, Walter Herring										Date: 25th April 2025						

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