

Route Risk Assessment

Service 106 Western General to 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/OD/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?	✓		No issues identified with overhanging branches or bushes on route	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 LBRoads.	YES	YES	YES	YES	1	1	2				2
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	Haddington to Dunbar (Duration bus stop no markings), West Barns Inn Bus Stop (Indiscriminate Parking), Dunbar High Street (Indiscriminate Parking), St Andrews House (bus box not marked), 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 , LBRoads	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, Drivers not operating to schedules,	Route learning, driver training, traffic circulars, route driven by qualified PCV drivers, risk awareness, LB Roads	YES	YES	YES	YES	1	1	2				2
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 & Navineo, Operating ahead of schedule. Lead Driver support at garage	YES	YES	YES	YES	1	1	2				2
Route (incl off service routes & normal diversions) suitable for all bus types?		✓	Suitable for all bus types but not approved for XLB - Tri-Axle bus (See further details below).	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus on route, potential low bridge Newcraighall Road 13' ,	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	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
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: Newcraighall Road (Only suitable for single deck buses) 13' 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	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 & NAVINEO system installed across full operational fleet to alert when off route - any/all incidents or near misses to be fully investigated and reported to Head of Operations/Head of Risk	4		
Are bus stops suitably positioned away from road junctions and other road/traffic hazards?		✓	Bridgend Hotel Bus Stop (Blind bend over narrow single lane bridge), Abbeyhill (On street bins indiscriminate parking), Wishaw Terrace (Indiscriminate parking), Milton Link (bus stop damaged positioning), Waterloo Place (bus stop)	Drivers not adhering to designated bus stops. Contact with stationary objects, contact with other road users	Route risk assessment, Low bridge awareness campaign, CPC courses, Driver route training, MCV eVora repositioned nearside mirror.	YES	YES	YES	YES	2	1	3		3		
Bus stops, BSI and other fixed infrastructure far enough from kerb edges to allow safe entry / exit at bus stops?		✓	Newcraighall Rd (after Fort Kinnaird, bus shelter damaged / positioning), Bridgend Hotel Bus Stop (Blind bend over narrow single lane bridge), Milton Link (bus stop damaged positioning), Waterloo Place (bus stop)	Drivers not adhering to designated bus stops. Collision with infrastructure.	Route learning, driver training, route driven by qualified PCV drivers, risk awareness incl LB Roads	YES	YES	YES	YES	2	1	3	Temporary hazards, including roadworks may not be reflected in this assessment & will be assessed separately and recorded in LB Roads for the period they impact the operation.	3		
Kerbs heights along route do not cause access problems for passengers? / vehicles or restrict vehicles that may be used	✓		Kassel kerb at various points on 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	YES	YES	YES	YES	1	1	2		2		
All roads used a public highways? <i>(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)</i>		✓	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	1	1	2		2		
Any 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	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		
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) ASB & Vulnerable passenger training.	YES	YES	YES	YES	1	2	3	Company support a number of educational initiatives including School liaison & Support of RISK Factory.	3		
Any expected higher than normal volumes of pedestrians at particular times or days?	✓		Fort Kinnaird retail park (Weekend, Christmas shoppers) Musselburgh Races.	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	2	3		3		
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	1	1	2	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 2022 & during school Hols. Control monitor, alert, respond, attend & divert services as necessary	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? <i>Tick as appropriate</i>	Yes	No								Severity	Likelihood	Risk rating		Intolerable	Undesirable	Tolerable
Layover and WC facilities suitable and sufficient	✓		Facilities include, Fort Kinnaird, Haddington High Street, Western General Hospital - full details on LB Roads	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.	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
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. Serves Hospital - patients travelling to attend appointments may be vulnerable	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
Bus lanes suitably marked, signed & wide enough for vehicles to use?		✓	No specific bus lanes on route	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	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	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. Diversion notices and routes programmed into Navineo	YES	YES	YES	YES	1	1	2	Driver training / awareness prior to any major route changes			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	1	1	2	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. Summer uniform arrangements.			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. 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	3	6				6
All other route specific risks identified and controlled?	✓		All risks identified and controlled throughout the route.	Staff, customers put at risk, company property damaged(buses), company reputation	H&S dept. company risk assessments, route risk assessments	YES	YES	YES	YES	1	1	2				2
Assessors: Robert Donald, Brian Hannah, (PToner review, updated September 2025)										Date: September 2025						
Approved by: Walter Herring, Lee Sinclair										Date: September 2025						

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