

Route Risk Assessment

Service 16/N16 Silverknowes - Colinton 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	Route learning will be provided to all drivers	Drivers encouraged to report incidents/problems	Control/OD/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?		✓	Henderson Street (blind bend with oncoming traffic)	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?	✓		No significant issues.	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	1	2	3		3		
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	All bus stops, lanes marked appropriately - Indiscriminate parking throughout route incl - 1.Lower Granton Road 2. Henderson Street 3.Lothian Road 4. Home Street 5. Bruntsfield Place 6. Morningside Road 7. Redford Road 8.West Granton Rd 9. Commercial St 10.Leith Walk (outwith tram works)	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 measures clearly visible throughout the route.	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	✓		Queing traffic taxis/parking, - peak times and weekend traffic as well as city events might impact timings	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 & AVL, 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?	✓		Route suitable for all vehicle types including Tri Axle (see below for limitations on mis door deployment)	Wrong route driven, contact with stationary objects, contact with other road users 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 implemented 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 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 - 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
No height restrictions i.e. low bridges) etc on or close to the route? <i>Tick as appropriate</i>	✓		There are a number of low bridges near the service which may represent a danger if off route. These include. 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"). This list may not be comprehensive - 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 - any/all incidents or near misses to be fully investigated and reported to Head of Operations/Head of Risk, LB Roads & Diversionary Notice Alerts implemented 2022	4		
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, 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	1	1	2		2		
Bus stops, BSI and other fixed infrastructure far enough from kerb edges to allow safe entry / exit at bus stops?		✓	All bus stops are suitable positioned - Infrastructure - Parking ticket machine Comiston road kerb edge, evidence of mirror contact - Bin Lothian road & Railings - tailswing & Mirror impact (Ongoing tram works Lindsay road - Leith Walk - Picardy Place - Heras fencing and contractors working within confined work space)- Euro bins kerb edge throughout this route	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		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	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 are public highways? (written permission and site specific risk assessment is required for any private roads accessed)	✓		All roads are public highways	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		
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	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		
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) ASB & Vulnerable passenger training.	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. King's Theatre 3. Edinburgh Christmas & New Year celebrations 4. Edinburgh Marathon 5. Moonwalk 6. Sporting events 7. Edinburgh visitor attractions	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		

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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	Undesirable	Tolerable
No evidence of assaults / vandalism occurring on services in areas served		✓	Known ASB hotspot - Muirhouse - Granton	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	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 2022 & during school Hols. Control monitor, alert, respond, attend & divert services as necessary.			4
Layover and WC facilities suitable and sufficient	✓		Silverknowes golf course - Newhaven - Public toilets Colinton Road	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 VWC 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
Bus lanes suitably marked, signed & wide enough for vehicles to use?	✓		All bus lanes marked and 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, 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 buddied. Video route is available on Lothian training "YouTube" channel	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	Pictorial RRA will be reviewed during 2022			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				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	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 -Drivers should exercise discretion whenever deploying middle door. Any bus stops assessed as unsuitable for rear door deployment are listed separately & retained at local garage. Locations include Fernielaw & Woodfield Avenue - soft verge.	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	Drivers must be fully familiarised with vehicle prior to driving in service.			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>																
All other route specific risks identified and controlled?	✓		Henderson Street - Cobbled road surface, caution due to slippery surface when wet	Staff, customers put at risk, company property damaged (buses), company reputation	H&S dept. company risk assessments, route risk assessments, Driver training	YES	YES	YES	YES	1	1	2		2		
Assessors: Pat Toner, Stephen O'Hara (Reviewed by Pat Toner 2023) Mid door review completed March 2025										Date: 2nd April 2025						
Approved by: Walter Herring, Craig McCafferty										Date: 22nd April 2025						

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