

# Route Risk Assessment

## Service N37 Silverknowes - Penicuik Deanburn or Easter Bush 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		Inconceivable Undesirable Tolerable
Driver has sufficient visibility at any road junctions and/or roundabouts?		✓	Turning right into Muirhouse View reduced visibility from trees, Pennywell Gardens turning right (trees)	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. Bush Loan Road (when terminating at Easter Bush) 2. Pennywell Road - Ferry 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	YES	YES	YES	YES	1	2	3		3
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	Bus Stop - Bush Loan Road - No road markings - Indiscriminate parking includes - Muirhouse View (roundabout), Hawthorn Gardens, Clerk Street, Orchard Brae, North/South Bridge, Nicolson St, Deanburn, The Loan, Rullion 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	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)?	✓		Seafield Moor Road - Bush Loan Road - Narrow road pinch point two large vehicles passing ( <b>only when going to Easter Bush</b> )	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 might impact timings	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?		✓	Suitable for all vehicle types including MDV (See below).	Wrong route driven, contact with stationary objects, contact with other road users, <b>Double Deck bus possible contact with 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")</b>	Route risk assessment, Low bridge awareness campaign, Driver route training also includes off service routes, Management awareness posters.	YES	YES	YES	YES	3	1	4	<b>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</b>	4
No height restrictions i.e. low bridges) etc on or close to the route?	✓		Potential impact if wrong route taken <b>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")</b>	Wrong route driven, contact with stationary objects, contact with other road users, <b>Double Deck bus possible contact with 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")</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 - LB Roads and diversionary notice alerts 2022	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 stop suitably positioned away from road junctions and other road/traffic hazards?	✓		All stops suitable 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?		✓	McNeil Avenue (301390) - bus stop overhang near road. Original Rosin Hotel - bus stop close to road. - Infrastructure - North Bridge reduced to one way traffic, construction bollards in centre carriageway (at time of assessment), Clerk street - all bus stops have bollards along kerb - Minto Street - Cycle lane separated by fixed bollards - Euro bins on kerb edge various locations.	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	ALL LOCATIONS IDENTIFIED REPORTED TO IID TO SEEK IMPROVEMENT VIA LOCAL AUTHORITY AS PRACTICABLE. IID MONITOR PROGRESS WITH NORTH BRIDGE AS WORKS PROCEED. ISSUING GUIDANCE AS REQUIRED			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)		✓	Straiton Shopping outlet 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 Retail Park Management to manage & mitigate risks			2
There is no requirement for reversing of vehicles on the route?		✓	No reversing 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				2
No excessively high numbers of school children use this route?	✓		Route passes a number of schools and children, young adults could be higher in these areas: Craigroyston High School, Flora Stevenson Primary School, Frogston Primary School, Paradykes Primary School, Roslin Primary School, Beeslack High School.	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. Festival Theatre 7. Bingo Hall (Surgeons' Hall) 8. Straiton Shopping Outlets.	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		✓	Known ASB hotspot - Muirhouse	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	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. Control monitor, alert, respond, attend and diverts services as required			4
Layover and WC facilities suitable and sufficient	✓		Toilets Available Silverknowes Golf club, Orchard Brae, Tesco Penicuik.	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				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	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	Undesireable	Tolerable	
Bus lanes suitably marked, signed & wide enough for vehicles to use?			✓	All bus lanes suitably marked and wide enough for buses	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 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				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. All drivers trained & experienced in area with radios. Existing Control Room response procedures will apply. Gritting plans held within Control room	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		✓		Route assessed and suitable for Tri-Axle bus - some mid door deployment limitations (listed separately). Middle doors must not be used at Mauricewood Road > town (325490) or Beeslack High School > town (302170) due to metal railings.	Wrong route driven, contact with stationary objects, contact with other road users, <b>Double Deck bus possible contact with 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")</b>	Route risk assessment, Low bridge awareness campaign, CPC course 2021, Driver route training also includes off service routes	YES	YES	YES	YES	2	1	3				3	
All other route specific risks identified and controlled?		✓		All significant risks identified and controlled throughout the route.	Staff, customers put at risk	H&S dept. company risk assessments, route risk assessments, Driver training	YES	YES	YES	YES	1	1	2				2	
Assessors: Robert Donald, Stephen O'Hara, Pat Toner										Date: 27th July 2023								
Approved by: Walter Herring (Head of Operational Risk)										Date: 27th July 2023								

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