

# Route Risk Assessment

## Service X40 St. John's Hospital - Royal Infirmary Lothian Country 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 <i>Tick as appropriate</i>			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 ongoing 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?	Yes	No								Severity	Likelihood	Risk rating		Intolerable	Undesirable	Tolerable
Driver has sufficient visibility at any road junctions and/or roundabouts?		✓	Some minor issues - A71 no street lighting, Edinburgh city bypass, asses glare on drivers windscreen - Calderwood Development - Road junctions have restricted visibility due to construction layout i.e 6ft Garden fence - Calderwood road into Nethersfield road (Both directions) and Little heilds road into Calderwood road House on corner restricts visibility of on coming traffic (Both directions) Blind right hand bend at Calder Park 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	1	2	Temporary Hazard	2		
The route is free from overhanging branches or (or potential) on the route?		✓	Potential A71, Old Dalkeith Road, during prolonged spells of wet weather or failure to manage, Calder Park Road potential low branches.	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.	YES	YES	YES	YES	2	1	3	Procedures operate to alert drivers to any low hanging branches. IID developing a database of trees on LB Roads during 2023/4	3		
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	Bus stops clearly marked, indiscriminate parking may be a problem Calderwood development, East Calder, Mid Calder Main Street, Drum Street	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		
Road restrictions or traffic speed/control measures visible and can be traversed safely (e.g. road humps)?	✓		All roads suitable for all types of approved buses	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	✓		Schedules monitor timings of buses - issues can occur through Mid Calder main street, East Calder and Calderwood estate, due to road width and pinch points	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	Operations to monitor in line with normal procedures	2		
Route (incl off service routes & normal diversions) suitable for all bus types?	✓		Suitable for all vehicle types except Tri-Axle bus (See below).	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus on route, potential <b>Low Canopy St Johns Hospital.</b>	Route risk assessment, Low bridge awareness campaign, Driver route training also includes off service routes, Management awareness.	YES	YES	YES	YES	1	1	2		2		
No height restrictions i.e. low bridges) etc on or close to the route?		✓	St John's Hospital, if on occasions the through road passing Accident & Emergency, cars pass through the ambulance drop off area, a bus cannot use the ambulance bay, the canopy is not high enough (11'10") <b>Multiple low bridges close to on/off service route</b>	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus on route, potential <b>Low Canopy St Johns Hospital.</b>	Route risk assessment, Low bridge awareness campaign, CPC courses, Driver route training also includes off service routes, LB Roads & AVL system	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, LB Roads and diversionary notice alerts since 2023. AVL roll out during 2024	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?		✓	A71 Dalmahoy bus stop, towards Edinburgh overhangs another road junction, towards Bathgate overhangs entrance/exit to Dalmahoy hotel	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?		✓	1. Livingston, Howden West road, turning into Akerstone road - railings N/S and Traffic island O/S 2. Almondvale Boulevard - railings close to edge of road N/S	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	ANY LOCATIONS IDENTIFIED REPORTED TO IID TO SEEK IMPROVEMENT VIA LOCAL AUTHORITY AS PRACTICABLE			2
Kerbs heights along route do not cause access problems for passengers? / vehicles or restrict vehicles that may be used		✓	High kerbs on entry to bus stops throughout this 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	Kassel kerb stops covered in driver training to identify hazards and potential vehicle damage			2
All roads used are public highways? (written permission and site specific risk assessment is required for any private roads accessed).		✓	Only possible private land is Both Hospitals entrance - 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 to manage mitigate risks			2
There is no requirement for reversing of vehicles on the route?	✓		None 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?	✓		High Schools - James Young Community High school (Dedridge), St Margaret's Academy (Howden). No known issues & services do not enter school grounds	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	1	1	2				2
Any expected higher than normal volumes of pedestrians at particular times or days?	✓		Livingston FC (Match days), School holidays, Xmas festive period (Livingston Shopping Centre)	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	H&S Dept to monitor assault data. Control Monitor ASB reports and respond appropriately			2
No evidence of assaults / vandalism occurring on services in areas served	✓		New route introduced 2023 - No significant ASB reports since introduction	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	1	1	2	Control 24/7 support, responding to issues as necessary. H&S Dept to monitor assault data. Control Monitor ASB reports and respond appropriately			2
Layover and WC facilities suitable and sufficient	✓		Multiple WC Facilities on route, including at terminal layovers, possible facilities Livingston centre, St John's Hospital, RIE	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	Details of LCB WC Facilities to be included on LB Roads ASAP			2
No evidence to indicate high numbers of passengers with special needs / vulnerability and/or disabilities use this route?	✓		Hospitals served likely to have vulnerable passengers boarding & alighting.	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

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/CIID/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	Undesirable	Tolerable
Bus lanes suitably marked, signed & wide enough for vehicles to use?	✓		Although there are a number of pinch points on route, especially Mid Calder, East Calder, Gilmerton	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	2	3	ANY LOCATIONS IDENTIFIED REPORTED TO IID TO SEEK IMPROVEMENT VIA LOCAL AUTHORITY AS PRACTICABLE			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	Discuss with Insurance and Garage management if there is an increased accident rate for services driving during darkness hours or Drivers raising concern with visibility? 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 training to new staff provided. New starts will be supported by Lead Driver / garage trainer. Video route on Youtube training 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	New Service - drivers provided training in lead up to introduction. No driver will be authorised to drive service until fully familiar with route.			2
Manual handling training given (ramp operation) Tick as appropriate	✓		All drivers given manual handling training on ramps.	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 in 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. Winter Weather awareness leaflet issued annually.			3
Is the route approved for rear door operation and Tri-axle vehicles and suitable? Tick as appropriate		✓	Route Not assessed for Tri-Axle bus - NOT SUITABLE FOR TRI AXLE VEHICLES.	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck bus on route, potential <b>Low Canopy St Johns Hospital</b> .	Route risk assessment, Low bridge awareness campaign, CPC course 2021. Driver route training also includes off service routes	YES	YES	YES	YES	3	3	6	<b>TRI AXLE VEHICLES MUST NOT BE ALLOCATED TO THIS SERVICE</b>			6
All other route specific risks identified and controlled?	✓		Recovery of vehicle from Bypass requires specialist recovery. Potential hazard to offloaded passengers	Staff, customers put at risk	H&S dept. company risk assessments, route risk assessments	YES	YES	YES	YES	1	1	2	Specific Risk assessment operates for breakdowns on bypass, held by H&S Manager			2
Managers Name: Pat Toner & Bobby Donald										Date: 31st January 2024						
Approved by: Walter Herring (Head of Operational Risk)										Date: 23 March 2024						

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