

Route Risk Assessment

Scottish Open Shuttle Longniddry Railway Station to Renaissance Golf Club 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	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/QIDY 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?		✓	Lyars road turning right onto Links road blind bend from their left with fast moving 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?		✓	B1345 towards Drem, hedge row and potential contact with trees in growing season A198 from Longniddry Bents to Aberlady, Dirleton slip road bushes and trees near-side,	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	2	1	3				3
Bus lanes bus / bus stops / roads appropriately defined & marked - Free from indiscriminate parking?		✓	Longniddry main street indiscriminate parking opposite Train Station, Aberlady indiscriminate parking both sides, Gullane indiscriminate parking both sides. All indiscriminate parking may be increased due to the event.	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)?	✓		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	Qualified PCV drivers, risk aware, customer engagement awareness	YES	YES	YES	YES	2	1	3				3
Timings reflect any congestion issues	✓		Special service, timings may be impacted by traffic, visitors attending the event	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, Operating ahead of schedule, buddy training 5 days.	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, Tri-Axe bus, previously used on this event - (see below)	Wrong route driven, contact with stationary objects, contact with other road users, Double Deck/single deck buses on route,	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	2	1	3				3

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Height restrictions (i.e. low bridges) etc on or close to the route?	✓		The service does not travel under any low bridges, however there are a number of low bridges near the service which may represent a danger if driver goes off route. These include Station Road (Kingston) 4.2m - 13' 9" & Ballencrief 3.5m - 11'-9". 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 & INEO system being 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?	✓		Limited stop service - All bus stops suitably positioned	Wrong route driven, contact with stationary objects, contact with other road users	Route risk assessment, Low bridge awareness campaign, CPC courses, Driver route training also includes off service routes, 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?		✓	Coastal roads some road side maybe soft verge, Gullane (blocked bus stops) due to indiscriminate parking.	Drivers not adhering to designated bus stops	Drivers trained in stopping patterns during route learning	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	✓		Some Kassel kerbs throughout the route to ease customer boarding.	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)		✓	All roads used are public highways. (Short turning circle in temporary carpark Renaissance Golf Club, private land, previously used and approved by organisers)	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	2	1	3	Contact before and on the day with Golf Club staff organising and marshalling the event	3		
There is no requirement for reversing of vehicles on the route?		✓	No reversing required at any point on route in normal operations.	Wrong route driven, contact with stationary objects, contact with other road users, driver reverses bus without banksman	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	3	1	4	Take Control cards / driver packs provided with contact numbers. Driver must contact control / supervisor if they are required to reverse bus without trained banksman	4		
Excessively high numbers of school children use this route?		✓	No unaccompanied school children are expected to travel to this event	Wrong route taken, contact with stationary objects, contact with other road users, customer complaints, company reputations. Low Bridge strike	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		
Any expected higher than normal volumes of pedestrians at particular times or days?	✓		Turning circle at the event may encounter higher volume of pedestrians when entering / exiting the event. Marshals on site & speed limits in force.	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	2	1	3		3		
Evidence of assaults / vandalism occurring on services in areas served		✓	Special event service, no significant ASB from previous years data.	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	2	1	3	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, alert, respond, attend & divert services as necessary	3		

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Layover and WC facilities suitable and sufficient	✓		Layover will take place within event parking, drivers will get access to publicly accessible toilet facilities on site	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
Evidence to indicate high numbers of passengers with special needs / vulnerability and/or disabilities use this route?	✓		Event service, it is expected to have a wide range of customers attending the event who may have various needs.	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	1	1	2				2
Bus lanes suitably marked, signed & wide enough for vehicles to use?	✓		All stops suitably marked	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	2	1	3				3
Route reviewed in dark and street and/or vehicle lighting levels considered suitable		✓	Route reviewed during daylight hours, Summer service - minimal low light operations	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 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. Video route is available on Lothian training "YouTube" channel. Driver Info pack provided by Commercial Department. Non Regular drivers procedure fully adhered to as necessary.	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	✓		Experienced service drivers operating this service, training given to all drivers on how to use manual ramp. No requirement to assist passengers with luggage	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	All new drivers employed will be given vehicle familiarisation and ramp operation as part of their training			2
Potential impact of adverse weather and access to gritting plans appropriately considered with outcomes communicated	✓		Summer service - Met Office weather warnings monitored in advance of event, guidance followed.	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	Control monitor weather & respond accordingly to conditions. Gritting plans retained within control for public highway.			3
Is the route approved for rear door operation and Tri-axle vehicles and suitable? Tick as appropriate	✓		Special service Tri-Axle bus - previously used on service & route suitable. No bus stop Mid Door Deployment assessment completed for this service. Limited stop special service. Drivers aware of safe MDV operation procedures and to deploy mid doors only when safe.	Wrong route driven, contact with stationary objects, contact with other road users,	Route risk assessment, Low bridge awareness campaign, CPC courses, Driver route training also includes off service routes	YES	YES	YES	YES	2	1	3				3
All other route specific risks identified and controlled?	✓		High demand necessitates driver to manage load volume within vehicle limits & passenger positioning prior to departure. (Passengers have in prior years attempted stand upstairs and in stairwells).	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: Pat Toner / Ben Ritchie										Date: 3rd July 2024						
Approved by: Walter Herring - Head of Risk										Date: 4th July 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