

# Route Risk Assessment

## Eve Coaches Any private hire contract where an Eve Coaches vehicle and driver are supplied

*Route: Various. The nature of private hire work make it impracticable to undertake a detailed pre-service review of the type undertaken for registered services which follow a pre-set route. Instead, it is incumbent on management and driver to ensure systems operate that ensure that routes operated are safe and suitable*

The below summarises commonly identified road safety related issues that drivers may encounter whilst operating private hire services	A summary of control measures/special arrangements undertaken including vehicle type restrictions to minimise risk of incident	Likely impact of non competent performance	All vehicles fitted with Sat Nav equipment. Software regularly updated	Qualified PCV drivers with coach specific training & annual driving assessment by DVSA Delegated examiner / trainers	Drivers encouraged to report incidents/problems/near misses. Formal incident reporting procedures operate.	Control/ODD/Drivers engaged in monitoring improvement	(Task performed competently)			Resultant route risk level	
							Severity	Likelihood	Risk rating	Intolerable	Tolerable
										Undesirable	
Route may take vehicle into unfamiliar areas. Issues that may be faced include: - Reduced visibility at any road junctions and/or roundabouts - Overhanging foliage & Street furniture close to roadway - Reduced road space - narrow roads, inconsiderate parking, tight corners & speed controls measures - High speed Roads (incl national speed limit and motorways) - High Kerbs or poor road surfaces	Drivers are qualified PCV drivers, trained in coach operations with annual re-assessment by DVSA Approved examiner. All coaches have sat-nav equipment to assist route planning. Emergency number provided to assist. Incident / near miss reporting systems operate.	Contact with stationary objects, contact with other road users and pedestrians. Vehicle requiring recovery	YES	YES	YES	YES	3	1	4	4	
Hires regularly travel outside service provision areas of Lothian Buses engineering support and recovery agents (incl on dual carriageway / motorways)	Drivers trained in safe vehicle evacuation and emergency procedures. Fire extinguishers on all vehicles. Drivers have mobile phones to alert emergency services & garage. National vehicle recovery agent details held by Eve Management & Control.	Driver / passenger injury or death. Loss or damage to vehicle. Contact with other road users or pedestrians	YES	YES	YES	YES	3	2	5	5	
Contracts may involve longer term hires or long journeys resulting in extended working hours /driver fatigue. Drivers feeling unwell will not have immediate access to substitute driver.	Drivers trained in EU driving hours regulations & their duty to adhere to these. Eve Management undertake Duty Allocation monitoring to maintain and report on compliance. Driver medicals & absence management procedures. Dual driver hires considered as required & Substitute driver dispatched if driver unfit to continue- including access to operators throughout the UK to assist	Road Traffic Incident. Loss of designated status, enforcement activity / fines	YES	YES	YES	YES	2	1	3	3	
Whilst private hires tend to be a premium product, Anti Social Behaviour on or towards vehicle / Driver may still occur. This may include passenger behaviour, road rage incidents, vehicle vandalism or theft of/from vehicle whilst parked	Drivers trained in conflict management. Vehicle security controls - engine isolation when unattended. Drivers utilise secure parking wherever practicable. No valuables / luggage left on vehicle overnight.	Personal injury, vehicle or property damage or loss	YES	YES	YES	YES	2	1	3	3	
Precise routes may not be known at time of hire and may change at short notice due to customer request. Potential routes may take service into locations with Height or width restrictions (incl. low bridges) on or close to the route	Drivers pre-plan routes using Sat Nav system, seeking guidance as necessary. Only SD Coach hires are allocated to hires with variable route - any DD hire must follow an agreed route, subject to management review and approval. Low bridge signage awareness & vehicle heights displayed in vehicle cab	Injury to driver and passengers. Damage to vehicle and property. Enforcement activity.	YES	YES	YES	YES	3	1	4	4	
Hires may involve accessing private land / roads out with the public highway.	Drivers abide by controls / speed limits displayed. Liaison with land owners as practicable / required. Majority of hires visit popular tourist / event venues.	Vehicle damage, Property Damage, TP injury. Damage to company Reputation.	YES	YES	YES	YES	2	1	3	3	
Some hires will require reversing of vehicles where banksman support is not available.	Drivers aware to minimise need for reversing wherever possible. Where reversing is unavoidable, drivers trained to undertake round vehicle mirror checks. All coaches fitted with in cab CCTV reverse monitors and audible alarms. No reversing when pedestrians are in vehicle path.	Collision with property, vehicles or pedestrians. Reputational damage / enforcement action	YES	YES	YES	YES	4	1	5	5	
Private hires will regularly visit locations where there are high volumes of pedestrians. Nature of private hire work means that passengers frequently alight vehicle and access side / rear of vehicle. Passengers may be left behind / stranded	Drivers are experienced in private hire works and adopt controls including 'head counts' and round vehicle checks prior to departure. No reversing when pedestrians are in vehicle path.	failure to pick up customers, customer complaints, company reputations. Increase in pedestrian accidents	YES	YES	YES	YES	3	1	4	4	
Layover and WC facilities suitable and sufficient	Vehicles make frequent stops for passenger comfort with facilities available for driver use.	Driver unable to access toilet facilities	YES	YES	YES	YES	1	1	2	2	

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Service may operate in evenings and in locations where street and/or vehicle lighting levels are poor	Coaches are fitted with improved external lighting & rear monitors. Internal lighting may be reduced to minimise internal reflection / glare.	Contact with stationary objects, contact with other road users	YES	YES	YES	YES	2	1	3	3		
Various vehicle types operated. Risks associated with variable vehicle variances can include manoeuvrability, acceleration and braking, cab layout / ergonomics & Pedal layout.	Vehicle familiarisation training completed for every vehicle type. Generally hires involve driver operating one vehicle for an extended period.	Foot placement error, employee / customer injuries. Damage to vehicles & Third party property	YES	YES	YES	YES	3	1	4	4		
Private hires include an increased level of manual handling. Tasks include assisting disabled passengers, Handling & storing / retrieving luggage / interior and exterior vehicle cleaning (incl manual cleaning at garage)	Full training provided for drivers in all tasks. Vehicle cleaning subject to H&S risk assessment. Driver medicals & OH support.	Driver injury, Unable to serve customers needs.	YES	YES	YES	YES	2	1	3	3		
Potential impact of adverse weather on route - Unable to guarantee routes accessed will be gritted	Monitoring of weather warnings, alerting drivers to possible hazards. Driver training. During snow / icy weather conditions, drivers will seek to travel major roads which are more likely to be gritted. In worst conditions hires may be curtailed or cancelled	Driver operates vehicle in unsafe conditions	YES	YES	YES	YES	3	1	4	4		
All other route specific risks identified and controlled?	Any hire specific risks assessed by management as necessary.	Collision with property, vehicles or pedestrians. Reputational damage / enforcement action	YES	YES	YES	YES	1	1	2	2		
Assessors: Pat Toner / Walter Herring						Date: 06/11/2024						
Approved by: Sean McCormack						Date: 13/11/2024						

Note - Where any residual risk is identified as Intolerable, the activity must NOT be undertaken. If this impacts on the ability to provide service, alert Head of Operations & Head of Risk immediately.