

Route Risk Assessment

Service 121 North Berwick to Haddington East Coast Buses 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 that justify the response	Likely impact of non-competent performance	Summary Controls operating for all services	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 info / controls/ information or actions - 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?	✓		No issues identified	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?	✓		Fenton Barns (overgrown hedges)	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?		✓	All bus stops are marked. Hopetoun Drive, Davidson Terrace (Parked vehicles bothsides of the road), Altheistaneferd (park vehicles), Lochbridge Road (parked vehicles both sides of the road), Church Road (Narrow roads with parked vehicles), Victoria Road (narrow road with parked vehicles on nearside), Melbourne Road (narrow road parked vehicles bothside of the 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, 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 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	2	1	3				3
Timings reflect any congestion issues	✓		Peak time traffic, may 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	2	1	3				3
Route (incl off service routes & normal diversions) suitable for all bus types?		✓	No, this route is only suitable for Single Deck vehicles, operates under a low bridge Congalton B1347 3.9m - 13'	Wrong route driven, contact with stationary objects, contact with other road users,	Route risk assessment, Low bridge awareness campaign, Driver vehicle & 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	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	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
Height restrictions (i.e. low bridges) etc on or close to the route?	✓		Service passes under Congalton B1347 3.9m - 13', low bridge and there are a number of low bridges near the service which may represent a danger if off route. These include: East Linton 4.2m - 13'-9", Spott Road Dunbar 4.1m - 13'-6" this is not an exhaustive list, 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 stop suitably positioned away from road junctions and other road/traffic hazards?	✓		All stops are suitably positioned throughout the route.	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	1	1	2		2		
Bus stops, BSI and other fixed infrastructure far enough from kerb edges to allow safe entry / exit at bus stops?	✓		No issues identified	Drivers not adhering to designated bus stops. Collision with infrastructure.	Route learning, driver training, route driven by qualified PCV drivers	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		✓	No issues identified	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 a public highways? (Access to private land must be with the permission of the landowner. Consideration to a site specific risk assessment should be given when appropriate eg site accessible by controlled access / driver changeover or breaks taken on site / reversing of vehicles is required (with or without banksman)	✓		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	2	1	3		3		
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 Management when wrong route taken, Drivers should not be reversing buses on street, risk awareness	YES	YES	YES	YES	1	2	3		3		
Excessively high numbers of school children use this route?	✓		Route passes a number of local schools and nurseries. Children and young adults could be higher in this area.	Wrong route taken, contact with stationary objects, contact with other road users, customer complaints, company reputations. Low Bridge strike	Route learning, driver training, route driven by qualified PCV drivers, risk awareness, road markings, signage, speed restrictions (20 mph) ASB & Vulnerable passenger training, Full Disclosure Scotland on all Staff	YES	YES	YES	YES	1	1	2		2		
Any expected higher than normal volumes of pedestrians at particular times or days?	✓		Local community events, fayres etc.	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) ASB & Vulnerable passenger training	YES	YES	YES	YES	1	1	2		2		
Evidence of assaults / vandalism occurring on services in areas served		✓	No evidence of assaults/vandalism	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	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		

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/CO/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
Layover and WC facilities suitable and sufficient	✓		Facilities include Haddington Public Toilets, North Berwick. Further details available on LBRoads	Driver unable to access toilet facilities	Driver has access to facilities at both ends of the route for the full timetable, contact management for support or emergencies	YES	YES	YES	YES	2	1	3				3
Evidence to indicate high numbers of passengers with special needs / vulnerability and/or disabilities use this route?	✓		Elderly and vulnerable may 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	3	1	4	Safe, Seated, Set campaign 2024+			4
Bus lanes suitably marked, signed & wide enough for vehicles to use?	✓		No bus lanes as town service route only.	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		✓	Reviewed in daylight the service covers sections of rural roads with no street lighting.	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	2	3	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 supported by Lead Drivers. Video route is available on Lothian training "YouTube" channel. Vehicle training during initial training, on step up to DD & when new vehicle type introduced to garage	Wrong route driven, contact with stationary objects, contact with other road users, low bridge strike	Route learning, driver training, route driven by qualified PCV drivers, risk awareness	YES	YES	YES	YES	1	1	2	Videoroute produced for registered services.			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	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	✓		Potential for route to be subject to ice / snow. All drivers trained & experienced in area with emergency contact 24/7. Existing Management response procedures will apply. Gritting plans held within Management office	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	2	4	Weather warnings & conditions are monitored via Control. & advise of Government adhered to. Winter weather guidance issued. Services varied, curtailed or suspended as necessary. Gritting plans retained within control. High Wind protocols operate for some DD services that operate in exposed areas.			3
Is the route approved for rear door operation and Tri-axle vehicles and suitable? Tick as appropriate		✓	Only suitable for Single deck vehicles (Due to low bridge Congalton B1347, 3.9m - 13') - Tri-axle not assessed	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	3	4	7				7
All other route specific risks identified and controlled?	✓		All risks identified and controlled throughout the route.	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: R. Donald, P. Toner (Updated March 2025)										Date: 19th March 2025						
Approved by: Murdo McKinnon										Date: 19th March 2025						

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.