



## Hammersmith Upper Bus Station Risk Assessment Record

Location	Hammersmith Upper Bus Station	Date of Risk Assessment	1st October 2018
Reference	HBSU 04/05	Assessed by	[REDACTED]
LBSL Region	Central	Review Date	1st October 2019
Responsible Person	[REDACTED]	Local Authority	Hammersmith & Fulham
Residual Risk	Medium		

### Summary Report

- 1 **Location:** Hammersmith Upper Bus station is located on Hammersmith Broadway and is positioned above the Broadway shopping centre. It forms part of the transport interchange with London Underground District, Piccadilly and Hammersmith and City Services.
- 2 **Layout/Operation:** The bus station passenger concourse is enclosed and bus station operates as one way anticlockwise system with 2 entrances and 2 exits. There are 6 pick up points ( 2 designated set down points). There are 9 off side stands and 2 near side stands areas.
- Buses enter and exit by the South ramp. Pedestrians cross in unauthorised area.
- Buses entry via the north ramp is controlled by traffic lights thereby minimising conflict with vehicles circumnavigating the bus station. Buses exiting the north ramp give way to buses entering the Lower bus station with 'Stop' signage and road markings clearly in place. Buses entering via the south ramp have priority over vehicles circumnavigating the bus station. There are clear directional road markings, entry and speed restriction signage.

Operator	Routes	Buses per Hour
Abellio	211	6
Go-Ahead	N11	2
London United	9, 10, 27, 72, 220, 267, 283, 391, H91, N9,	67
Metroline	190, 295	11.5
Totals	15	86.5



## Hammersmith Upper Bus Station

No	Hazards	Activity	Persons who could be harmed	Existing Controls	Risk Rating			Proposed Actions	Completion Date
					Severity	L/Hood	Rating		
1	<p><b>Collision</b></p> <p>Bus v Bus</p> <p>Bus v 3rd Party Vehicle</p> <p>Bus v Infrastructure</p> <p>Bus v Infrastructure/Ostruction</p> <p>3rd Party Vehicle v Infrastructure</p>	<p>Vehicle movement</p> <p>Access and egress to and from the bus</p> <p>Use of stand areas</p> <p>Deliveries by authorised vehicles</p>	<p>Staff</p> <p>Pedestrians</p> <p>Passengers</p> <p>Other authorised vehicle users</p>	<p>Bus station operates as a one way anticlockwise system. There are 2 entrances and 2 exits.</p> <p>Parking bays clearly defined for buses.</p> <p>Unauthorised vehicles are prohibited - signage posted advising of 'no entry - except buses'.</p> <p>Suitable and sufficient lighting provided for bus station.</p> <p>A clearly marked speed limit is in force (10mph).</p> <p>Vehicle entry via north ramp is controlled by traffic lights thereby minimising conflict with vehicles circumnavigating the bus station.</p> <p>Vehicles exiting the north ramp give way to buses entering the new lower level bus station - 'Stop' signage and road markings in place.</p> <p>Vehicles entering via the south ramp have priority over vehicles circumnavigating the bus station.</p> <p>Roadway complies with LBSL skid and slip resistance requirements.</p> <p>Infrastructure positioned at least 500mm from kerb edge.</p> <p>Heaters are in place at both ramps to minimise ice forming on roadway.</p> <p>Identified defects reported / recorded on Cognito and progress monitored until closed.</p> <p>Scheduled checks carried out by LBSL staff 30 min/weekly/periodically.</p> <p>Documented speed monitoring carried out.</p> <p>The bus station is regularly cleaned throughout the day and spillage clean up procedures are in place.</p> <p>Electronic speed signs in place to raise speed restriction awareness for drivers.</p> <p>All Bus drivers trained to PCV standards.</p> <p>All authorised vehicles/ buses have audible reversing signals.</p>	2	2	4	<p>Road markings by South exit faded. Review road markings and re-paint as required.</p> <p>North ramp/entrance to Lower Station entrance needs resurfacing and road surface signage need upgrading (Look Left sign is fading and the no entry sign is not visible).</p> <p>10mph if faded and needs to be replaced</p> <p>Stand route 10 has visible thick layer of oil spillage and needs to be cleaned</p>	



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2	<p><b>Collision</b></p> <p>Bus v Pedestrian</p> <p>3rd Party Vehicle v Pedestrian</p>	<p>Vehicle movement</p> <p>Access and egress to and from the bus station</p> <p>Use of stand area - off side parking</p> <p>Boarding and alighting buses</p> <p>Deliveries by authorised vehicles</p>	<p>Staff</p> <p>Pedestrians</p> <p>Other authorised vehicle users</p> <p>Passengers</p> <p>Contractors</p>	<p>All passengers board and alight on to central passenger concourse.</p> <p>Dedicated waiting area provided for passengers within concourse area.</p> <p>Passengers have defined access to bus station from lower level of complex via lift, escalators or stairs.</p> <p>Roadway complies with LBSL skid and slip resistance requirements.</p> <p>Suitable and sufficient lighting provided for bus station.</p> <p>A clearly marked speed limit is in force (10mph).</p> <p>Staff available on site 24 hours to deal with large influx of people (i.e. LUL disruption)</p> <p>The bus station is regularly cleaned throughout the day and spillage clean up procedures are in place.</p> <p>Documented speed monitoring carried out.</p> <p>Pedestrian control gate installed on the walkway on the South ramp.</p> <p>Signage in place at both entrances and exits to enhance pedestrian awareness of vehicle movement.</p> <p>Signage in place at both north and south ramps advising pedestrians that there is no access for them to the bus station.</p> <p>Scheduled checks carried out by LBSL staff 30min/weekly/periodically.</p> <p>High visibility clothing worn by staff and contractors whilst on the bus station.</p> <p>Unauthorised vehicles are prohibited - signage posted advising of 'no entry - except buses'.</p>	3	1	3	<p>Not regularly reminder to be sent to staff</p> <p>South ramp no entry signange not clearly marked</p>	



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3	<p><b>Slips, Trips, Falls</b></p> <p>On same or different levels</p>	<p>Moving around pavement and road areas</p> <p>Accessing staff facilities</p> <p>Accessing LBSL stores</p> <p>Working at Height</p>	<p>Staff</p> <p>Passengers</p> <p>Pedestrians</p> <p>Contractors</p>	<p>Scheduled checks carried out by LBSL staff hourly/weekly/periodically.</p> <p>Identified defects reported / recorded on Smartworker and progress monitored until closed.</p> <p>Scheduled programme in place for periodic lift and escalator maintenance by LUL.</p> <p>Daily visual checks on movement of escalators are carried out and recorded</p> <p>Partitions are in place around balcony openings overlooking shopping centre on ground level.</p> <p>Dedicated alighting / pick up points for passengers.</p> <p>The bus station is regularly cleaned throughout the day and spillage clean up procedures are in place.</p> <p>Suitable and sufficient lighting provided for bus station.</p> <p>Salt and grit applied during times of adverse weather by Bus Operations staff.</p> <p>Ability to isolate defective floor surfaces with cones/barriers/barrier tape.</p> <p>Slip resistant uniform shoes provided for LBSL staff.</p> <p>Buses maintained to required standard as to reduce spillages.</p> <p>High level work carried out by competent contractors.</p> <p>Arrangements in place to monitor and review working at height procedures.</p>	2	3	6	<p><b>Signage by the entrance of the escalators for no heavy baggage on escalators, please use the lifts</b></p>	
4	<p><b>Fumes/ noise</b></p>	<p>Statutory Nuisance</p> <p>Use &amp; / or storage of hazardous substances</p>	<p>Staff</p> <p>Pedestrians</p> <p>Passengers</p> <p>Contractors</p>	<p>Unauthorised vehicles are prohibited - signage in place.</p> <p>Only competent contractors are chosen to work on site.</p> <p>Notices in place advising drivers to switch off engines. Requirement enforced by LBSL staff.</p> <p>Scheduled checks carried out by LBSL staff daily/weekly/periodically.</p> <p>Bus Operators staff supervise bus movements on site daily.</p> <p>Vehicles are maintained to a required standard and to meet emission standards.</p> <p>Cleaning materials kept in cleaners store room when not in use.</p> <p>Cleaning contractor COSHH documentation available.</p>	1	2	2	<p>store rooms in need of attention/dirty and unauthorised equipment are kept on site</p>	



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No	Hazards	Activity	Persons who could be harmed	Existing Controls	Risk Rating			Proposed Actions	Completion Date
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5	Assault / Robbery	Anti-Social Behaviour    Lone working	Staff  Passengers  Contractors  Pedestrians	<p>Bus station patrolled by PCSO's daily as part of the Safer Transport initiative.</p> <p>LBSL staff is trained in conflict management training.</p> <p>Buses are fitted with CCTV which is recorded 24/7 and can be downloaded as required.</p> <p>Close liaison and communication with Centre Security in place.</p> <p>Bus station is covered by digital CCTV linked to the Broadway Centre control room. Images recorded 24 hours.</p> <p>Buses are equipped with driver activated assault alarms.</p> <p>Suitable and sufficient lighting provided for bus station.</p> <p>Emergency services can be summoned quickly via CentreComm using on bus radio or the Broadway Centre security.</p> <p>Buses are equipped with driver activated assault alarms.</p> <p>Personal assault alarms provided to LBSL staff.</p> <p>Airwave radios and mobile phones issued to LBSL staff.</p> <p>All bus routes are cashless.</p> <p>Public address system broadcasts pre recorded safety and security messages.</p>	2	2	4	BSC on site did not have assault alarms	
6	Electricity	Unauthorised access to electrical supply(s)  Damaged bus station electrics  Damaged lamp columns	Staff  Contractors  Pedestrians	<p>Electrical mains are in a secure location accessed by authorised persons only.</p> <p>Electric mains circuits and LBSL lamp columns protected by fuses / RCB's.</p> <p>Only authorised persons permitted to carry out work on power supply.</p> <p>Scheduled programme in place for periodic lift and escalator maintenance by LUL.</p> <p>Emergency contact details available for LBSL owned equipment regarding repairs.</p> <p>Portable appliances subject to regular PAT testing.</p> <p>Scheduled checks carried out by LBSL staff hourly/weekly/periodically.</p> <p>LBSL staff have access to barriers, barrier tape and / or cones to isolate damaged infrastructure.</p> <p>Identified defects reported / recorded on Smartworker and progress monitored until closed.</p>	3	1	3	Station has many defects outstanding	



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7	Fire	Terrorist / malicious activity	Staff	Bus station is covered by digital CCTV and can be viewed in Bus Station Controllers office. Images are recorded 24 hours. LBSL vehicles and buses maintained to a required standard and monitored by LBSL.	4	1	4		
	Explosion	Arson	Contractors	Emergency plans (inc. Broadway) in place to deal with emergency detailing assembly points/alarms/detections and reviewed annually. Visitors and contractors advised of site rules and emergency procedures.					
	Vehicle Fire	Use of combustible materials	Pedestrians	Emergency services can be summoned quickly via CentreComm, Broadway Centre security, mobile phone or on-bus radio. Fire extinguishers on buses and in bus station. Fire detection located in bus station concourse.					
		Use of ignition sources	Passengers	Buses are fitted with CCTV which is recorded 24/7 and can be downloaded as required. Scheduled checks carried out by LBSL staff hourly/weekly/periodically.					
			Neighbours	Identified defects reported / recorded on Smartworker and progress monitored until closed. The bus station is regularly cleaned throughout the day and spillage clean up procedures are in place. Cleaning materials kept in cleaners store room when not in use. Portable appliances subject to regular PAT testing. Cleaning contractor COSHH documentation available. Only competent contractors chosen to work on site. Bus station fire risk assessment last conducted in August 2016. Risk assessment located in Bus Station Controllers office.					
8	Entrapment	Use of escalator or lift	Staff	Scheduled 30min/daily checks carried out by LBSL staff. Emergency contact details available for lifts and equipment's regarding repairs. Identified defects reported / recorded on Smartworker and progress monitored until closed.	2	2	4	Signage by the entrance of the escalators for no heavy baggage on escalators, please use the lifts	
	Person trapped	Lift breaking down	Pedestrians	Scheduled programme in place for periodic lift and escalator maintenance by LUL. Broadway centre emergency plans in place. Located in BSC office.					
	Body part trapped	Malicious use	Contractors	Minimal gap when lift doors close. Escalators fitted with brushes to prevent items or feet getting caught up. Lifts fitted with audio warnings and emergency alarms.					

This risk assessment should be reviewed whenever a material change occurs at the bus stand or following a serious incident to ensure controls are still relevant. Otherwise it should be reviewed as indicated at the top of this document.