



London Bridge Bus Station Risk Assessment Record

Location:	London Bridge Bus Station	Date of risk assessment	24 May 2018
LBSL Region:	South	Date of previous assessment	12 May 2017
Responsible Person:	██████████	Local Authority	Southwark

Scheduled Review Date:	Actual Review Date:	Reviewed By:	Reason(s) For Review:	Comments	Amend	
					From	To
	18.05.2016	██████████	Annual Review			
19.05.2017	12.05.2017	██████████	Annual Review	Route 17 and 48 still temporarily withdrawn, also hoardings at stop A impacting on pedestrian flow. This is due to ongoing Network Rail works.		
13.05.2018	24.05.2018	██████████	Annual Review	Routes 17 & 48 as above		

Generic controls: It should be noted there are a number of generic controls associated with the operation of Bus Stations and Stands which relate to drivers and vehicles and are not included in the attached matrix. These control measures are monitored and reviewed by Bus Operators through their internal management system and by TfL through a planned audit and inspection programme.

Summary Report

1. Location:

London Bridge Bus Station SE1 is located outside London Bridge Network Rail station and is part of a major interchange between rail, underground and buses.

2. Layout / Operation:

The Bus Station is operated as a one way system with buses entering the Bus Station from Station Approach. Routes 43, 141, 149 & 521 have a dedicated Alighting Point and stand within the Bus Station.

All buses exit onto London Bridge Street. Total buses per hour through the Bus Station during peak time amounts to 54. Route 149 operates a 24 hour service along with night routes N21 and N343. The total buses per hour during the night amounts to 11.



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No.	1 Hazards	2 Activity / plant / Material	3 Persons & numbers that could be harmed	4 Existing Controls	Risk Rating			8 Proposed Actions	9 Completion Date
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London Bridge Station becomes particularly busy during peak times and the islands, where passengers wait can become crowded and congested. Shelters have been installed where necessary. Pedestrian movement across the Bus Station at times shows that pedestrians tend to take the shortest route to cross the Bus Station. This is particularly prevalent at the exit point of Bus Stop B at the Network Railway access/egress point where this is perceived a significant safety issue. This leads to persons walking in all areas of the bus operating area. This is a significant safety issue but mitigated with signage and design features to enable safe passenger movement.

There is a perceived issue with cyclists entering the Bus Station to access and egress the main line train station. This is currently still under investigation.

3.

Day Routes

Bus Operator	Routes	Buses per hour
Metroline	43	9
Arriva	141	10
Arriva	149	11
London General	521	24
Totals		56

Night routes:

Bus Operator	Routes	Buses per hour
Arriva	149	4
London Central	N21	3
London Central	N343	4
Totals		11



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1	Collision: Bus v Bus / Bus v 3 rd Party Vehicle Bus v Infrastructure	Vehicle movement Access and egress to and from the bus station; Use of stand areas;	Staff; Pedestrians Other authorised vehicles	<ul style="list-style-type: none"> • Visibility is good for drivers entering and exiting the bus stand; • Clear markings on Roadway within Stand to minimise vehicle conflict. • Bus stand has a separate access and egress and runs in a clockwise direction. • One way working for all vehicles within the forecourt area. • A designated stand area is provided for buses to layover. • Dedicated boarding and alighting point on stand. • There is a stand for 11 buses which are clearly marked. • Suitable and sufficient lighting all bus islands and within shelters. • Roadway complies with LBSL skid/slip resistance guidelines. • No overhanging infrastructure or obstructions. • Speed limit of 10 mph through Bus Station. • Regular speed checks are carried out by a BSC. • Periodic safety and security checks are carried out by LBSL staff. • Identified defects reported / recorded on the Smart Worker and progress monitored until closed. • Asset condition survey carried out annually by AMD • All bus drivers trained to PCV standards. • All buses have audible reversing signals. • All Costain contractors vehicle movements are assisted by a banksmen. 	2	3	6		



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2.	<p>Collision</p> <p>Bus v Pedestrian;</p> <p>3rd Party Vehicle v Pedestrian</p> <p>Bus v Cyclist</p>	<p>Vehicle movement</p> <p>Access and egress to and from bus stand;</p> <p>Use of stand area;</p> <p>Boarding and alighting buses;</p> <p>Pedestrian movement across bus deck and moving buses</p>	<p>Staff;</p> <p>Pedestrians</p> <p>Contractors</p> <p>Other Authorised Vehicle Drivers</p>	<ul style="list-style-type: none"> Bus station operates as a one way system between Railway Approach and London Bridge Street; All 4 routes terminate at the bus station with defined parking bays; Unauthorised vehicles are prohibited and signage provided 'No Entry Except Local Buses'; Suitable and sufficient lighting which is controlled by sensors; Roadway complies with LBSL skid/slip resistance guidelines; The bus station is regularly cleaned and spillage clean up procedures are in place; Bus station is programmed for periodic oil cleans; Regular safety and security checks are carried out by LBSL staff throughout the day & recorded via Smart Worker; A clearly marked 10 mph speed limit in place; Taxis to the rail station have a defined set down and pick up area; Bus Drivers are trained to PCV standard, All other drivers trained to Road Traffic Act(s) standards; Drivers are provided with vehicle type training and route learning; Signage in place to advice cyclist to dismount when entry the bus station. Speed ramps installed by stand C to reduce vehicle speed for traffic approaching pedestrian crossing. 	3	3	9	<p>Requested for NOM / Police teams to arrange for enforcement action on cyclist cycling through the Bus Station. Needs further reports to be run to identify if there is an actual problem. Near misses from driver's do not reflect this to be an issue at London Bridge.</p> <p>Road markings in and around the station need refreshing. The markings have been logged as a defect and are in the process to be remarked after the NR works are completed.</p> <p>Signage at Guildable Manor Street directing passengers to stay on foot way is deteriorating or damaged. New signs requested. Delayed by Transformation.</p>	<p>September 2018</p> <p>September 2018</p> <p>September 2018</p>



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3.	Slips, Trips, Falls – On same or different levels	Moving around pavement and road areas; Accessing staff facilities;	Staff; Pedestrians;	<ul style="list-style-type: none"> Defect reporting and inspection procedures are in place; Contrasting surface finish between paving and roadway. A regular cleaning regime is in place and spillage clean up procedures are in place; Bus stand is programmed for periodic oil cleans; Regular safety and security checks are carried out by LBSL staff & recorded reported; Slip resistant uniform shoes provided for LBSL staff; Pedestrian circulation areas are level; Buses maintained to required standard as to reduce Spillages. Suitable and sufficient lighting on all islands and within shelters. High Visibility Clothing worn by Staff and Contractors whilst on the Bus Station 	1	3	3	Carriageway around two manholes breaking up in Station Approach by the entrance of the station. Temp repair in situ awaiting permanent solution when the station is resurfaced after NR works are completed in July/August 2018.	September 2018
4.	Statutory Nuisance	Fumes/Noise Use & / or storage of hazardous substances	Staff; Contractors Customers	<ul style="list-style-type: none"> Unauthorised vehicles are prohibited to use bus lanes A and B – appropriate signage is in place. Only competent contractors are chosen to work on site. Bus Operators vehicles are maintained to a required standard and to meet vehicle emission standards. Regular safety and security checks are carried out by LBSL staff throughout the day & recorded via Smart Worker; LBSL and Cleaning Contractor COSHH Risk Assessments available; Costain (Network Rail Contractors) use hoardings to secure their storage area and stop unauthorised access near stop A. 	1	2	2		



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5.	Assault / Robbery	Anti-Social Behaviour Lone working	Staff; Contractors	<ul style="list-style-type: none"> Bus Station covered by 24/7 digital CCTV and can be downloaded as required. LBSL Staff are trained in Personal Security and assault awareness, Buses are fitted with CCTV which is recorded 24/7 and can be downloaded as required. Suitable and sufficient lighting on Lamp Columns Buses are equipped with driver activated assault alarms Emergency services can be summoned quickly via CentreComm using on bus radio; The design of the Bus Station provides few places for a potential assailant to hide. Personal Assault alarms provided to LBSL staff; Airwave radios issued to LBSL response staff; 	2	2	4		
6.	Electricity	Unauthorised access to electrical supply(s); Damaged bus station electrics; Damaged lamp columns	Staff; Contractors;	<ul style="list-style-type: none"> Electrical mains boards kept in locked room accessed by authorised persons only; Electric mains and Lamp Columns protected by fuses / RCB's; Only authorised persons permitted to carry out work on power supply; Defect reporting and PGI procedures are in place; LBSL Staff have access to barriers, Barrier Tape and / or cones to isolate damaged infrastructure; Emergency contact details available for LBSL owned equipment regarding repairs; Portable appliances subject to regular PAT testing; 	3	1	3		



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7.	Fire; Explosion; Vehicle Fire;	Terrorist / malicious activity; Arson; Use of ignition sources. Use of combustable materials	Staff; Pedestrians Neighbours	<ul style="list-style-type: none"> • Fire extinguishers and suppression units are available on buses. • Vehicles remain on bus stand for short layover time only; • Drivers are trained on procedures to follow in the event of an emergency. • Contingency plans in place to deal with emergency situation. • Emergency services can be summoned quickly through CentreComm / i-Bus • Buses are fitted with CCTV which is recorded 24/7. • Defect reporting arrangements are in place • Arrangements in place for communicating known terrorist / malicious activity to drivers and LBSL staff • Unauthorised vehicles are prohibited to use bus lanes A and B – signage in place; • A regular cleaning schedule of the bus station is in place and spillages clean up procedures are in place. • Only competent contractors are chosen to work on site. • Design minimises hiding places for suspect packages • Regular safety and security checks are carried out by LBSL staff and recorded via Smart Worker. • Programme of Portable Appliance Testing in place; • Litter is removed by cleaning contractors; • The majority of bus station is external, except TfL staff accommodation and toilets. 	2	2	4		



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Risk Rating Matrix

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 below.

Review Date: May 2019

		Likelihood			
		Probable 4	Reasonably Probable 3	Remote 2	Extremely Remote 1
Severity	Fatal 4	16 Intolerable	12 High	8 High	4 Medium
	Severe 3	12 High	9 High	6 Medium	3 Medium
	Major 2	8 High	6 Medium	4 Medium	2 Low
	Minor 1	4 Medium	3 Medium	2 Low	1 Low