



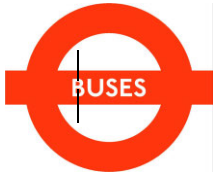
<h2 style="margin: 0;">West Croydon Bus Station Risk Assessment Record</h2>

Location:	West Croydon Bus Station	Date of risk assessment	4 November 2018
LBSL Region:	South	Assessed By:	██████████
Responsible Person:	██████████	Date of previous assessment	3 October 2017

Scheduled Review Date:	Actual Review Date:	Reviewed By:	Reason(s) For Review:	Comments	Amend	
					From	To
	12 August 2015	██████████	Review following phase 2 of works commencing			
	11 December 2015	██████████	Review following move of temporary accommodation			
	14 October 2016	██████████	Review following opening of new bus station			
	3 October 2017	██████████	Annual review			

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.

↓ |



Bus Station Risk Assessment - Matrix

Location: West Croydon Bus Station

LBSL Region: South

Responsible Person: - [REDACTED]

Assessment Date: 4 November 2018

Assessed by: [REDACTED]

Date of Previous Assessment: 3 October 2017

Effective from date: November 2018

Local Authority: Croydon

Summary Report

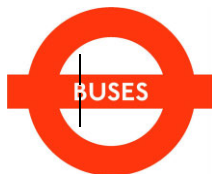
1. Location:

West Croydon Bus Station is located on Station Road, Croydon opposite to West Croydon railway station and West Croydon tram stop. The bus station is also close to the Whitgift Centre and Centrale shopping centre.

2. Layout / Operation:

There are dedicated stand facilities for 13 buses which are remote from the passenger concourse, these are lettered stands D-L and are route specific. The stand area is located on the east side of the bus station and is separated by a through vehicle lane. An alighting point is provided in St Michaels Road prior to the entrance to the bus station for buses entering via St Michaels Road. Buses departing from stands D-L that need to serve stops B1 and B2 in the bus station must depart and re-enter the bus station from Station Road in order to align correctly with the stops.

Ad-hoc rail replacement bus services use stop B5 on Station Road, but are not permitted to stand or use the bus station as part of their routing. Pedestrians are directed to use a footpath running adjacent to the bus station linking St Michaels Road and Station Road. The footpath running alongside the former Delta Point building has been closed due to long term building works to convert this building into residential property. There are pedestrian crossing points at the entrance and exit of the bus station. There is also a dedicated crossing facility from St Michael's Road to access the central passenger concourse which crosses the bus station. The centre island is protected by railings. There are no dedicated pedestrian crossing points linking the tram stop directly to the bus station. A tenant (Zan Café) occupies the retail facility open 7 days a week selling light refreshments, snacks and confectionary and having responsibility for the public toilet.



Bus Station Risk Assessment - Matrix

Location: West Croydon Bus Station

LBSL Region: South

Responsible Person: - [REDACTED]

Assessment Date: 4 November 2018

Assessed by: [REDACTED]

Date of Previous Assessment: 3 October 2017

Effective from date: November 2018

Local Authority: Croydon

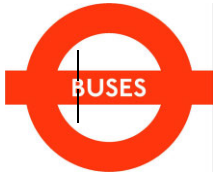
3.

Bus Operator	Routes	Buses per hour (* 24 hour route)
Arriva	60	4
Arriva	64 *	7.5 (2)
Stagecoach	75	4.5
Abellio	109	10
London General	154 *	5 (2)
Arriva	157	5
Arriva	166	3
Arriva	194	5
Arriva	198	6
Arriva	250 *	9 (2)
Arriva	264 *	6 (2)
Arriva	289	4
Abellio	367	3
Metrobus	403	5
Metrobus	405	4
Abellio	407	5
Arriva	410	5
Arriva	412	3
Abellio	433	6
Arriva	450	6
Arriva	455	3
Go Ahead	X26	2
Go Ahead	X68	4
Total		115.5 (8)



West Croydon Bus Station Risk Assessment Record

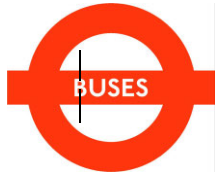
No.	1 Hazards	2 Activity / plant / Material	3 Persons & numbers that could be harmed	4 Existing Controls	Risk Rating			8 Proposed Actions	9 Completion Date
					5 Severity	6 Li/hood	7 Rating		
1.	Collision: Bus v Bus / Bus v 3 rd Party Vehicle Bus v Infrastructure Adverse Weather	Vehicle movement Access and egress to and from the bus station; Use of stand areas;	Staff; Pedestrians Other authorised vehicles	<ul style="list-style-type: none"> • The bus station operates as a one way system with one entrance and exit onto Station Road. There is also an entrance from St Michaels Road. • Drivers exiting onto Station Road have good visibility • Southbound traffic on Station Road is segregated on corner from northbound trams by traffic kerbs • Clear markings on Roadway with clearly signed 10mph limit within the bus station to minimise vehicle conflict • A designated stand area with clearly defined parking bays are provided for buses to layover; Buses are required to stand in dedicated bays lettered, D-L as outlined in the drivers guide to site. This ensures dedicated routes are in the correct stands to minimise reversing. • High level sensor controlled lighting on perimeter of bus stand; • The roadway complies with LBSL skid/slip resistant guidelines; • Regular documented safety and security checks are carried out by LBSL staff • Identified defects reported / recorded on Griffin and progress monitored until closed; • All Bus drivers trained to PCV standards • All buses have audible warning reversing signals • Signage is in place to mitigate against 3rd party vehicles entering the bus station. • Dedicated parking is provided for TfL authorised vehicles. • Rock Salt and Spill-dry available. • Roadway is programmed for periodic oil cleans 	3	2	6	A suggestion has been made to the local authority that the keep clear stop line markings on Station Road at exit could do with moving further back to assist buses turning right out of the bus station. (This is with Croydon Council pending possible pedestrian crossing to be installed also	01/06/2019



Bus Station Risk Assessment - Matrix
 Location: West Croydon Bus Station
 LBSL Region: South
 Responsible Person: - [REDACTED]

Assessment Date: 4 November 2018
Assessed by: [REDACTED]
Date of Previous Assessment: 3 October 2017
Effective from date: November 2018
Local Authority: Croydon

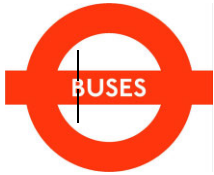
2.	Collision Bus v Pedestrian; 3rd Party Vehicle v Pedestrian	Vehicle movement Access and egress to and from bus stand; Use of stand area;	Staff; Pedestrians Contractors	<ul style="list-style-type: none"> • Good design / layout controls movement of buses • A dedicated footpath is provided for pedestrians from St Michaels Road to access Station Road. • A dedicated crossing point is available between St Michaels Road and the bus station concourse. The centre island is protected by railings and has look left/look right signage in place. • Pedestrian crossing point with dropped kerbs available at the entrance and exit of bus station in Station Road. • A clearly marked speed limit is in force (10mph) – prominent signage and road markings in place; • The roadway complies with LBSL skid/slip resistant guidelines; • High visibility clothing is worn by staff and contractors working on bus station. • Any identified defects are reported and recorded on Smart worker • Suitable and Sufficient lighting in place which is controlled by sensors. • Barriers in place on perimeter pavement to control movement of pedestrians within the bus station; • The bus station has a robust cleaning regime and spillage clean-up procedures are in place and a dedicated cleaner is assigned to the bus station. • Roadway is programmed for periodic oil cleans • Regular Speed checks are carried out by LBSL staff 	3	2	6	Roadmarking faded will need repainting	31/01/19
-----------	---	--	--	--	----------	----------	----------	--	----------



Bus Station Risk Assessment - Matrix
 Location: West Croydon Bus Station
 LBSL Region: South
 Responsible Person: - [REDACTED]

Assessment Date: 4 November 2018
Assessed by: [REDACTED]
Date of Previous Assessment: 3 October 2017
Effective from date: November 2018
Local Authority: Croydon

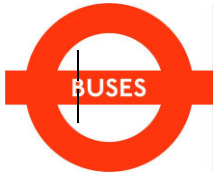
3.	Slips, Trips, Falls – On same or different levels	Moving around pavement and road areas; Accessing staff facilities;	Staff; Pedestrians;	<ul style="list-style-type: none"> • Contrasting surface finish between pavement and roadway. • Tactile paving in place on approach to crossings. • Suitable and sufficient lighting, which is controlled by timers- • Dedicated alighting / pick up points for passengers; • The bus station has a robust cleaning regime and spillage clean-up procedures are in place and a dedicated cleaner is assigned to the bus station. • Defect reporting and maintenance arrangements are in place; • Checks by LBSL staff throughout the day; • Slip resistant uniform shoes provided for LBSL staff. • Ability to isolate any identified defect with cones /barriers / barrier tape; • Roadway is programmed for periodic oil cleans • Bus Operations staff salt the bus station in adverse weather conditions. 	2	2	4	Oil Clean outstanding has been in defect since 23/016/2018	31/12/18
4.	Fumes/ noise	Statutory Nuisance Use & / or storage of hazardous substances	Staff; Contractors Customers	<ul style="list-style-type: none"> • Only competent contractors are chosen to work on site. • Requirement enforced by LBSL staff. • Vehicles are maintained to a required standard and to meet emission standards. • On going checks carried out by LBSL staff throughout day; • Cleaning materials kept in secure location when not in use; • LBSL COSHH risk assessments/data sheets are on site; • Unauthorised vehicles are prohibited – signage in place; • Notices in place advising drivers to switch off engines. 	2	1	2		



Bus Station Risk Assessment - Matrix
 Location: West Croydon Bus Station
 LBSL Region: South
 Responsible Person: - [REDACTED]

Assessment Date: 4 November 2018
Assessed by: [REDACTED]
Date of Previous Assessment: 3 October 2017
Effective from date: November 2018
Local Authority: Croydon

5.	Assault / Robbery	Anti-Social Behaviour Lone working	Staff; Contractors	<ul style="list-style-type: none"> • Staff are trained in personal security and assault awareness, • Bus station is covered by digital CCTV and Images are recorded 24 hours; • LBSL staff do not handle cash • Personal Assault alarms provided to LBSL staff; • Buses equipped with driver activated assault alarms; • Ability to summon assistance from emergency services via phone, Airwave or ibus; • Sign off procedure in place for staff with no live handover to CentreComm and NNTCs tasked to site if no sign off takes place. • A regular Police presence is maintained within the bus station and regarded as a central hub for dedicated patrol. 	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 are in a secure location accessed by authorised persons only; • Only authorised persons permitted to carry out work on bus station power supply; • Defect reporting and inspection procedures are in place; • Facilities inspections are carried out LBSL Staff have access to barriers, barrier tape and / or cones to isolate damaged infrastructure; • Emergency contact details available for LBSL owned equipment; • Portable appliances subject to regular PAT testing; • Programme of fixed electrical equipment inspections in place; 	4	1	4		



Bus Station Risk Assessment - Matrix
 Location: West Croydon Bus Station
 LBSL Region: South
 Responsible Person: - [REDACTED]

Assessment Date: 4 November 2018
 Assessed by: [REDACTED]
 Date of Previous Assessment: 3 October 2017
 Effective from date: November 2018
 Local Authority: Croydon

7.	Fire; Explosion; Vehicle Fire;	Terrorist / malicious activity; Arson; Use of ignition sources. Use of combustible materials	Staff; Pedestrians Neighbours	<ul style="list-style-type: none"> • Fire extinguishers and suppression units available on buses. • Vehicles remain in the bus station 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 – signage in place; • The bus station is cleaned regularly and spillage clean up procedures are in place and a dedicated cleaner is assigned to the bus station. • Only competent contractors are chosen to work on site. • Design minimises hiding places for suspect packages • Regular checks are carried out by LBSL staff and recorded via Smart worker • Programme of Portable Appliance Testing in place; 	2	2	4		
-----------	---	---	---	---	----------	----------	----------	--	--



Bus Station Risk Assessment - Matrix
 Location: West Croydon Bus Station
 LBSL Region: South
 Responsible Person: - [REDACTED]

Assessment Date: 4 November 2018
 Assessed by: [REDACTED]
 Date of Previous Assessment: 3 October 2017
 Effective from date: November 2018
 Local Authority: Croydon

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: 04/11/2019

		Likelihood			
		Probable	Reasonably Probable	Remote	Extremely Remote
		4	3	2	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