

Risk Assessment Template for Each Route / Passenger

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Operations Manager
Version	1.0
Effective date	06.06.2026
Review date	06.06.2027
Approved by	Director

Purpose

This template ensures each route or passenger with additional needs is assessed before transport starts and reviewed when circumstances change.

Scope

Used for school, SEND, adult, NHS-related, vulnerable passenger and any higher-risk account route. The template may be adapted for council-specific forms.

Responsibilities

The Operations Manager completes or approves the assessment. The DSL advises on safeguarding controls. Drivers and escorts must read relevant controls before deployment and report changes.

Procedure

Complete this assessment before the route starts, brief the approved driver and escort where applicable, and keep a copy with the contract or route file. Review after any incident, change in need, change of address, change of driver/vehicle/escort, failed handover or council/client instruction.

Template

Section	Field	Response / notes
Assessment details	Passenger name or reference	
Assessment details	Date of birth or age category, if relevant	
Assessment details	Council/client/account reference	
Assessment details	Route name or reference	
Assessment details	Pickup address	
Assessment details	Drop-off address	
Assessment details	Days/times of travel	
Assessment details	Review date	
Assessment details	Completed by	
Assessment details	Approved by	
Passenger needs	Mobility needs	
Passenger needs	Wheelchair/accessibility needs	
Passenger needs	Communication needs	
Passenger needs	Medical notes relevant to safe transport	
Passenger needs	SEND or vulnerability notes	
Passenger needs	Behaviour risks	
Passenger needs	Safeguarding risks	
Passenger needs	Sensory needs	
Passenger needs	Anxiety/distress triggers	
Passenger needs	Known absconding risk	
Passenger needs	Passenger can travel alone: yes/no	

Section	Field	Response / notes
Passenger needs	Escort required: yes/no	
Passenger needs	Reason escort is required, if yes	
Driver/vehicle controls	Approved driver	
Driver/vehicle controls	Alternative approved driver	
Driver/vehicle controls	Vehicle type required	
Driver/vehicle controls	Wheelchair accessible vehicle required: yes/no	
Driver/vehicle controls	Specialist equipment required: yes/no	
Driver/vehicle controls	Driver briefing completed: yes/no	
Driver/vehicle controls	Escort briefing completed: yes/no	
Handover controls	Authorised collection person/location	
Handover controls	Authorised drop-off person/location	
Handover controls	Password or ID check required: yes/no	
Handover controls	Passenger can be left independently: yes/no	
Handover controls	Failed handover procedure	
Handover controls	Emergency contact details	
Route risks	Traffic/parking risks	
Route risks	Unsafe location risks	
Route risks	Long journey risk	
Route risks	Isolated location risk	
Route risks	Weather/seasonal risk	
Route risks	Previous incidents	
Route risks	Known contact restrictions	
Route risks	Other passengers travelling	
Control measures	Boarding support required	
Control measures	Seatbelt support required	
Control measures	Seating position	
Control measures	Communication method	
Control measures	De-escalation method	
Control measures	Check-in points	
Control measures	No route deviation unless authorised	
Control measures	What to do if passenger refuses travel	
Control measures	What to do if passenger becomes distressed	
Control measures	What to do if driver/escort is delayed	
Risk rating	Low / Medium / High	
Risk rating	Reason for rating	
Risk rating	Additional controls required	
Risk rating	Approved to commence: yes/no	
Risk rating	Review trigger	
Authorisation	Operations Manager name/signature/date	
Authorisation	DSL name/signature/date, if safeguarding risk	
Authorisation	Client/council approval required: yes/no	
Authorisation	Client/council approval received: yes/no	

Records kept

Completed risk assessments, approvals, briefings, review notes and updated route instructions.

Review

Risk assessments are reviewed at least every term for school/SEND routes, every 6 months for ongoing adult/vulnerable passenger routes, after any incident, and whenever passenger need, address, school/setting, vehicle, driver, escort or contract instruction changes.

Approval

Signature	
Name	MOHAMOUD MOHAMED
Position	DIRECTOR
Date	06.06.2026