Risk Assessment Form

Title of Risk Assessment	On-campus e-scooter and bike here operation – Sixth 12 month review	Date of assessment	27/03/2026
Department	Estates	Date review due	30/03/2027
Description of Task/Process	The purpose of this risk assessment is to assess the hazards/risks involved with the operation of hire e-scooters and bikes on the University of Warwick Campus and apply appropriate mitigations. WMCA have awarded a regional contract to Lime to 2032. The scheme is now in the process of being re-started under the new operator, Lime, that was selected via a West Midlands Combined Authority led competitive tender process. To cover the 'activity' risks (i.e. the risks involved with using the e-scooters and bikes in the domain), Lime have produced a risk assessment that was provided to the University. The University has worked with Lime to obtain a risk assessment from them, covering the 'activity' risks to the standards/quality expected by the University. This risk assessment details the 'space' risks and mitigations owned by the University of Warwick.		
Assessment carried out by	George Saxon – Head of Transport Systems, Estates, University of Warwick		

Additional information	As part of a UK Government Department for Transport (DfT) initiative to legalise the use of rental e-scooters, an e-scooter and bike provider (LIME) has been selected by the West Midlands Combined Authority to provide an e-scooter and bike rental service on a trial (recently extended again, to May 2028) basis across the West Midlands. The trial commenced in November 2020. LIME will be responsible for the management of the trial and day-to-day operations. The West Midlands trial zone includes the University of Warwick Campus and has recently been extended out to Cannon Park shopping centre (Coventry City Council) near campus. Discussions are ongoing with Coventry City Council and Transport for West Midlands regarding further extension of the trial zone back into Coventry. As the campus land is privately owned, an agreement between the University and the e-scooter/bike hire operator is required before the on-campus areas can be used as part of the trial. This risk assessment is an important part of permitting the rental e-scooters to be used on campus alongside bikes and details the risks and mitigations owned by the University. Lime have provided a reciprocal risk assessment (operator) ahead of the trial commencing. From a University of Warwick perspective, the trial will be led by Estates in support of the 'Transport and Mobility' area of the Campus Masterplan.

Hazards and how they may cause harm	**Who may be at Risk?**	**Existing Control Measures**	**Current Risk Level** (VL,L,M,H,VH)	**Where current risk is M, H or VH, what additional Control Measures are required?**	**Action required by whom & by when?**	**Final Risk Level**
Road and/or cycle lane surface imperfections/weather induced conditions/insufficient lighting (e.g. potholes, low grip surfaces due to weather conditions, deliberate speed	e-scooter Rider, public, Other Road User, Vulnerable Road User	The Estates Service Centre is available for reporting issues with roadways, cycle paths and shared spaces. In the context of this risk, this can be to notify the University Estates Department of any surfaces or infrastructure defects, affecting e-scooter operation, which require attention/rectification. The Estates Service Centre can be contacted as follows:	**M** (Severity - Serious, Likelihood - Likely)	Safety surveys will be conducted on roads and footpaths/ shared spaces on campus on an as required basis by the University of Warwick Estates team. This forms part of the	The Transport & Mobility team will regularly inspect roadways and footpaths regardless of e-scooters and co-ordinate with Maintenance to resolve any issues	**L** (Severity – Serious, Likelihood – Possible) To be confirmed based on action effectiveness *Risk level and effectiveness of mitigations will*

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humps, vegetation, debris) **May cause harm due to rider falling from e-scooter or bike, collision with pedestrian or other road user, causing injury.**		Online Service Desk Phone: +44 (0)24 765 75100 Email: Estates.Servicedesk@warwick.ac.uk Out of hours: +44 (0)24 765 22083 If an incident were to occur on Campus involving an e-scooter, Campus Security should be contacted in the first instance via: 24-hour Control Centre (general enquiries) 22083 or 024 7652 2083 Emergency (fire, police, ambulance) 22222 or 024 7652 2222. Details of incidents or near misses should be reported post-incident (e.g. by the e-scooter/bike rider, University of Warwick member of staff or student) to the University via the Assure system (link here). Reports will also be submitted on behalf of Lime for incidents they are made aware of.		University's duty of care requirements under Health and Safety legislation. The e-scooter Operator (LIME) will provide the e-scooter rider with training and guidance on safe operation of the e-scooter via the e-scooter Operator's app. This will be provided prior to the rider using the e-scooter. The full details of the e-scooter operator risk mitigations can be found within the Operator's risk assessment.		*continue to be monitored. Quarterly reviews of near-miss and accident reporting .*

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		Lime completed a site visit where no concerns were raised regarding road conditions.		LIME will visit the University campus to review the parking locations and geo-fencing requirements. As part of this the ability of the e-scooter to ride over speed humps will be assessed.		
Transmission of infectious diseases (e.g. COVID-19) via the e-scooter touch points (e.g. handlebars, grips, buttons, levers) due to ineffective rider hygiene or non-adherence to social distancing rules whilst riding **May cause harm due to effects of contracting COVID-19, onward transmission via subsequent e-**	UoW Staff, UoW Students, e-scooter Rider, general public, Vulnerable Road Users	The University of Warwick has implemented mitigations in response to the COVID-19 pandemic, to minimise the risk of transmission and ensure compliance with the UK Government COVID-19 prevention measures. The University has a standard set of procedures for dealing with COVID-19 or similar infectious diseases. Details of the current (October 2024) University of Warwick mitigation measures can be found here.	**L** (Severity – Serious, Likelihood – Possible)	No further measures are required. This hazard is to be monitored through the trial and additional mitigations put in place if required. *The risk level remains low. The processes and guidance for infectious diseases is managed via*	N/A	**N/A**

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scooter or bike user, general public or transmission onto other surfaces e.g. building entrances, door handles.				*normal University business.*		
Theft or vandalism of the e-scooters and/or supporting equipment (e.g. anti-social behaviour, e-scooters deliberately damaged, knocked over when docked/parked). **May cause harm if the e-scooters or bikes are left in an unsafe state e.g. across pavements, building entrances, leading to an increased risk of trips, falls and reduced building access. High levels may have a financial impact for the e-scooter**	Operator, e-scooter rider, bike rider, trial users (e.g. staff and student population), wider campus users	As a preventive measure, Campus Security are aware of the action to take in the event of a theft (report any instances of theft or vandalism to LIME, the e-scooter operator). There is no requirement for campus security to take 'direct' action in the event of a theft, however Campus Security should be informed of all instances of theft by campus users/riders and can assist in any investigation.	**L** (Severity – Serious, Likelihood – Possible)	No further measures are required. This hazard is to be monitored through the trial and additional mitigations put in place if required. *First 12-month review comment (04/10/21): No reports of theft or vandalism. No further mitigations required at this stage. Risk level and effectiveness of mitigations will*	Monthly monitoring with Lime.	N/A

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operator and impact the viability of the trial.				*continue to be monitored.* *12-month review (18/10/2024): This is to be monitored with Lime via a monthly dashboard or similar.*		
Increase in use of privately owned e-scooters, which remain illegal on roads, cycle paths and pavements. **May cause harm through the same routes to injury as the rental e-scooters or bikes, however risk is higher as some mitigating measures highlighted in this risk assessment cannot be applied** (e.g. potential for lower rider standards, behaviour,	UoW Staff, UoW Students, e-scooter Rider, general public, Vulnerable Road Users	The guidance issued by the UK Government Department for Transport makes clear that, whilst rental e-scooters are legalised for the trial duration, personal/ privately owned e-scooters will remain illegal to use on campus (and across the UKs roads, pavements and cycleways). Campus Security are not required to take action against personal e-scooter use, if the rider is riding in a considerate manner. If instances are reported to Campus Security, Campus Security will investigate where appropriate and forward for internal investigation.	**H** (Severity – Serious, Likelihood – Very Likely)	Campus Security will be made aware of the visual differences between the Lime rental e-scooters and privately owned e-scooters. Through e-scooter communications on Campus (planned through Estates and Communications teams), campus users will be made aware that		**M** (Severity – Serious, Likelihood – Likely) To be confirmed based on action effectiveness Use of private e-scooters has not been a particular issue on campus. It was noted that the communications on campus have been effective, including raising awareness of the severity of being caught using a private

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obstructing pavements, access/egress routes).				personal/privately owned e-scooters will remain illegal to use on the campus. *12-month review (18/10/2024): Updated communications will be issued to the campus population in conjunction with Lime.*		e-scooter (points on driving licence). West Midlands Police are now confiscating private e-scooters ridden on pavements/public roads. Risk level and effectiveness of mitigations will continue to be monitored.
Illegal and/or improper use of rental e-scooters or bikes (e.g. rider using e-scooter on pavements, rider under the minimum age limit, rider under influence of drugs or alcohol, overloading of the e-scooter via luggage or carrying passenger(s))	UoW Staff, UoW Students, e-scooter Rider, general public, Vulnerable Road Users	Campus Security will support the e-scooter Operator and Local Authorities to investigate instances of illegal and/or improper use of e-scooters where appropriate. Incidents can be reported to Campus Security via: 24-hour Control Centre (general enquiries) 22083 or 024 7652 2083 Emergency (fire, police, ambulance) 22222 or 024 7652 2222.	**H** (Severity – Serious, Likelihood – Very Likely)	This risk and its mitigations will be owned and controlled by the e-scooter Operator (Lime). For example, geofencing can be used and managed by the e-scooter operator to prevent e-scooters being used in		**M** (Severity – Serious, Likelihood – Likely) To be confirmed based on action effectiveness with new provider (Lime) Lime e-scooter parking docks will be aligned with the cycle hire docking stations.

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May cause harm through injury due to rider falling from e-scooter or bikes, collision with; object, other road user e.g. pedestrian, other rider, street furniture, infrastructure e.g. building.		Where this involves a University of Warwick student or Staff member, Campus Security will forward for internal investigation where appropriate. Standard University disciplinary procedures will be used where appropriate.		certain locations on campus. The additional mitigations for this hazard will be contained within the Lime risk assessment and will be confirmed via a review of the e-scooter operator's risk assessment prior to the trial commencing.		The parking bays and general parking behaviour/compliance by users will be monitored by Lime.
Increased construction vehicle activity on campus	Vulnerable road users (pedestrians, cyclists, e-scooter riders, motorists)	- Gate Marshalls at entrance to STEM compound to manage delivery vehicles arriving/exiting - Construction management plan for the site -Restricted delivery times - Speed limit of 20 mph for all vehicles. - TSRGD-compliant signage and traffic delineation to control vehicle flow.	**H**	- Implement **temporary traffic control measures** during peak construction times (e.g., lane closures or traffic lights). - Capital Programmes & Transport and Mobility to conduct	Mark Evans and Transport to agree frequency of monitoring	**M** (Severity – Serious, Likelihood – Likely)

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				monitoring of traffic flow near construction areas. - Require all constructors to adhere to CLOCS standards		
E-scooters or bikes operating unsafely within the one-way system (e.g. travelling in the wrong direction against the flow of vehicles)	Vulnerable road users (pedestrians, cyclists, e-scooter riders, motorists)	- E-scooter operation managed by rental provider terms and conditions. - Speed limits enforced for e-scooters. - Designated crossing points to separate pedestrians and vehicles -Signage installed informing cyclists/e-scooters where to ride instead of the road - Slow speed and No-go areas can be implemented on campus and will be used to mitigate high-risk areas	**M**	- Work with Lime to implement their one-way monitoring feature which can detect when riders go against a one-way - Conduct awareness campaigns to educate users on the correct routes to take.	Ongoing coordination with scooter operator by Transport and Mobility to take enforcement action against those who are recorded to travel against the one way & promote guidance for riding on campus. Collaboration with scooter operator on developing a set of measures to divert or stop scooters from	**L**

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					high-risk areas on campus (e.g. near the STEM works compound, bus interchange etc)	

The following hazards and mitigations will be covered via the e-scooter Operator's risk assessment (LIME):

- Rider distraction/inattentiveness while using the e-scooter (rider falling from e-scooter or bike, collision with; object, other road user e.g. pedestrian, other rider, road furniture, infrastructure e.g. building).
- Inexperienced/first time e-scooter/bike users
- Improper/poor use of or parking of e-scooters or bike (slips, trips, falls from e-scooter parked inappropriately/fallen over, inability to evacuate building effectively during emergency, crowding due to reduced entry/exit space immediately outside buildings, campus appearance, University reputation)
- Illegal and/or improper use of rental e-scooters or bike (e.g. rider using e-scooter on pavements, rider under the minimum age limit, rider under influence of drugs or alcohol, overloading of the e-scooter via luggage or carrying passenger(s))
- Charging of Lithium Ion (Li-ion) batteries – to be done off-campus (LIME to operate a battery swap system rather than charging e-scooters on campus)
- Transmission of infectious diseases (e.g. COVID-19) via the e-scooter touch points
- Theft or vandalism of the e-scooters and/or bikes and supporting equipment
- Use of e-scooters or bikes in adverse weather conditions (e.g. in snowy or icy conditions)

Work should not be carried out until the assessment is completed and all required control measures are in place.

Overall Final Risk Rating (Highest level in final column above)	**M**

Additional Comments from Risk Assessor (e.g. funding or practical implications)	A reference to the e-scooter Operator's risk assessment will be added to this document.

Approved By	Parvez Islam
Date	27/03/2026

Position	Director of Environmental Sustainability and Infrastructure

Please print a copy, sign it and keep for your records

Document History

Version	Date	Reviewer	Comments
0.1	21/10/2020	David Evans	Issue 1 of the risk assessment
0.2	18/11/2020	David Evans	Updated with comments re: campus roads safety surveys (pages 2 and 3, Action Required Column) following meeting between Parvez Islam, Richard Campbell-Kelly and David Evans on 18/11/2020.
0.3	05/10/2021	David Evans	Comments and changes from 12-month review (George Saxon and David Evans). Consulted with Graham Hakes re: COVID-19 risk level.
0.4	20/10/2022	David Evans	12-month review
0.5	18/10/2024	David Evans	12-month review and update to reflect change of e-scooter operator from LIME to Lime.
0.6	24/10/2024	George Saxon	Review of document post risk assessment submitted from Lime and FP20 signatory feedback.
0.7	30/01/2025	George Saxon	Addition of specific risks related to construction traffic and one-way following review with Director of Health and Safety
0.8	04/02/2026	George Saxon	12-month review

0.9	27/03/2026	George Saxon	Review with new Operator Lime and inclusion of bike hire

	Severity				
Likelihood	Superficial	Minor	Serious	Major	Extreme
Unlikely	**Very low**	**Very low**	**Low**	**Low**	**Moderate**
Possible	**Very low**	**Low**	**Low**	**Moderate**	**High**
Likely	**Low**	**Low**	**Moderate**	**High**	**Very high**
Very likely	**Low**	**Moderate**	**High**	**Very high**	**Very high**
Extremely likely	**Moderate**	**High**	**Very high**	**Very high**	**Very high**

Risk Level	
Very low	Acceptable risk - no action required
Low	Tolerable risk - further control measures not required, but status must be monitored
Moderate	Further control measures required to reduce risk as far as is reasonably practical
High	Urgent action required to allow activity to continue
Very high	Risk intolerable - activity must cease until the risk has been reduced

See 'Matrix for risk evaluation' for further guidance.