

Type: Procedure	Northumbria Blood Bikes: NBB BoB Run - Cumbria No Show procedure		
Owner:	Rota	Author:	Mick Redpath
Approved:	February 2026	By:	Executive Committee
Doc Ref	ROTA004(ii)	Version	1.0

A. Why do we need this Procedure

This document sets out the process for the BoB run if Cumbria Blood Bikes are unable to meet at the designated time

B. Who is responsible for this Procedure

The Rota Manager of the group is responsible for the maintenance of this Procedure.
The Executive Committee is responsible for approving this Procedure.

All members of NBB Committee should be familiar with the information in this Procedure.

C. When will this Procedure be reviewed

The Procedure will be reviewed a maximum of Two Years following its approval.

D. How will changes be notified

The latest version of the Procedure will be made available via the members' library on the group website. New versions will be announced via email to all members of the executive committee.

1. Exceptions & Variations

- 1.1 Any exceptions or variations will be at the discretion of the Rota Manager or Committee on Call.

2. Aims of the Procedure

- 2.1. The Executive Committee of NBB recognise that on occasions there may be an instance where Blood Bikes Cumbria (BBC) are unable to meet our BoB driver at the handover point, due to late arrival, mechanical breakdown, accident or no volunteers being available.
- 2.2. This procedure sets out the steps to be followed in this event

3. Activities

- 3.1. A call would normally be received by the Committee on Call member, or the Chair, advising that BBC are unable to attend the handover point at the prescribed time, or at all. In the majority of cases this is likely to be before the BoB driver and Shift Controller have commenced shift.
- 3.2. The committee member who receives the call should take the details and act accordingly depending on the following scenarios:-
 - 3.3. Scenario 1 – Bob driver will be late:
 - 3.3.1. If BoB driver has not commenced duty (or not left RVI), advise caller that we will not collect the Cumbria box, and their rider/driver should proceed to RVI to collect and exchange boxes themselves.
 - 3.3.2. Contact BoB driver and advise not to collect box for Langwathby and only undertake the delivery to Teesside base.
 - 3.3.3. If driver is already en-route to Hexham, contact the driver, and advise to return the Cumbria box to the RVI and only undertake the leg to the Teesside base. A second standard Job receipt should be raised and entered on the OARS system reflecting this, i.e. 'RVI' to 'Other Location' (to avoid a data error) and notes placed in appropriate section to reflect it's return back to the RVI. **The original job receipt should be marked as 'VOID'.**
 - 3.3.4. Contact the Duty Controller and advise them of the situation so they are aware.
 - 3.4. Scenario 2 – BBC BoB driver unavailable due to lack of a volunteer or mechanical breakdown/accident:
 - 3.4.1. Confirm to the BBC caller that we will not collect the Cumbria blood box.
 - 3.4.2. Contact BoB driver and advise not to collect box for Cumbria and only undertake the delivery to Teesside base.
 - 3.4.3. If driver is already en-route, contact the driver, and advise them to return the box to the RVI and only undertake the leg to the Teesside base. A standard Job receipt should be entered on the OARS system reflecting this, i.e. RVI to RVI and notes placed in appropriate section

- 3.4.4.** Contact GNAAS Airdesk (numbers in NBB Confidential) to advise them of the issue, and confirm if they do require a delivery of fresh blood at Langwathby, or if the existing supply will be suitable for the next day. If suitable then no further action required. If they do require a delivery we should try to arrange, by using the WhatsApp GNAAS resupply group to get a suitable volunteer to undertake a delivery from the RVI to the Langwathby base. This will ensure we do not take a operational shift volunteer away from normal duties and leave us at risk of too few volunteers on duty (especially if only 1 night vehicle on duty).
- 3.4.5.** Once a volunteer comes forward in the WhatsApp group, give them the details and ask them to book a suitable vehicle and undertake a resupply from RVI to Langwathby. Job to be recorded as a **'Supply'** utilising the **'_BoB 3 Langwathby Airfield'** drop down location for both delivered and any collected boxes, recorded as two separate jobs where necessary.
- 3.4.6.** Contact duty controller and advise them of the situation so they are aware.
- 3.5.** Committee member can hand over control of the scenarios to the duty controller, if appropriate to do so, or manage it themselves if this will work better.
- 4.** This scenario is unlikely to happen on any regular occurrence and is purely a back up in case it does.

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Version Control and History

Date	Version	Author:	Reason For Change
March 2026	1.0	Mick Redpath	First Version