



Type: Procedure	Northumbria Blood Bikes: Incident Procedure – Committee Members		
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Approved:	September 2026	By:	Executive Committee
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A. Why do we need this Procedure

This document sets out roles and responsibilities of Committee members during an incident. OPS003 in the Members Handbook details the roles and responsibilities for operational members during an incident.

B. Who is responsible for this Procedure

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

C. When will this Procedure be reviewed

This Procedure will be reviewed a maximum of Two years following approval, or when a procedure is changed requiring it to be reviewed.

D. How will changes be notified

The latest version of the Procedure will be made available via the Committee Library.
New members voted or co-opted to a position on the NBB Committee should be made aware of this document during the Committee induction process

1. Exceptions & Variations

- 1.1.** There are no exceptions or variations

2. Aim of the procedure

- 2.1.** This procedure sets out how all NBB Committee should act and/or respond to any type of incident, giving guidelines of what actions need to be taken.

3. Incident definitions

- 3.1.** The incidents that might be reported will be varied, but should fall into one of the categories below:

3.2. Emergency

- 3.2.1.** Any incident that requires any involved party requiring medical treatment.
- 3.2.2.** Any incident that requires to be reported to a specific government body, i.e. Police.

3.3. Major

- 3.3.1.** Any incident involving another party, where no medical treatment is required
- 3.3.2.** Any incident that requires reporting to insurance company that does not fall into 3.1
- 3.3.3.** Any incident requiring an on-scene presence from a Committee member, that does not fall into 3.1

3.4. Minor

- 3.4.1.** An incident involving an NBB vehicle only, where there has been no third-party property damage, that does not fall into 3.1 and 3.2
- 3.4.2.** Any incident where an NBB Member has been involved in an 'off vehicle' incident, that does not fall into 3.2 or 3.3
- 3.5.** Members are advised that any incident that requires any involvement from the 'Committee on Call' not covered in 3.2, 3.3 and 3.4 i.e. dropped bike when stationary or breakdown needs to be reported.

4. Role Definition

- 4.1.** Committee members should acquaint themselves with the roles and responsibilities of members involved in an incident. Refer OPS003 - Incident Procedure – Members
 - 4.1.1.** The 'Committee on Call' member - may become the Incident Controller for any incident and will ask for a response team as they deem appropriate.
 - 4.1.2.** The Incident Controller - this can be the 'Committee on Call' member or another member of the committee who will be better placed to deal with the incident
 - 4.1.3.** The Response Team - this will be made up of any available committee member and if appropriate any NBB member required to respond, i.e. Fleet Assistants. In certain circumstances the incident control might be passed to a more qualified/appropriate member of the committee.
 - 4.1.4.** The Communications Controller - will monitor and take charge of providing updates on the incident, including all the NBB social media platforms.
- 4.2.** It is important to note that members of the committee that happen to be on operational shift during the incident, unless you are directly involved (as detailed in 3.1 above), should continue with the normal shift duties first, and only assist if jobs/taskings allow and under the direction of the Incident Controller.

5. Responsibilities in an 'Emergency' incident

5.1. Committee on Call/Incident Controller

- 5.1.1. If circumstances permit, call the involved member and get an update from them directly.
- 5.1.2. Start to log all actions, if required, on "*HS0004 Incident Log*", which can be downloaded directly from the Slack Channel (see 'Files' tab in "1 incident" channel).
- 5.1.3. Forward vehicle insurance details to the member involved, where required, for third parties and/or Police at the scene. The current Bike & Car policy is located in the committee library (DWNLD040).
- 5.1.4. Ensure that contact details of other parties and/or witnesses have been logged, where possible.
- 5.1.5. Liaise with the on-shift controller to check workloads and verify if they need a replacement rider/driver for the involved member.
- 5.1.6. If we cannot provide the minimum levels of cover required, the 'Committee on Call' is to initiate "*ROTA002 Full Suspension of Service*" procedure.
- 5.1.7. If near a shift changeover and the involved vehicle was to be handed over, inform the oncoming shift member that the vehicle will not be available and instruct them to go to another base, asking them to inform the shift controller on an estimated time of when they will sign on shift.
- 5.1.8. Once you have received notification of the incident, notify all committee by posting on the "*1_Incident*" Slack channel, to include that you are classifying the incident as an 'Emergency'.
- 5.1.9. If required call other members of Committee to make a suitable response to the scene.
- 5.1.10. Consider any liaison with the family of the member involved. Next of Kin contact details are held in the Member's profile
- 5.1.11. Give regular updates of the incident to the committee on the "*1_Incident*" Slack channel, if deemed necessary call the Chair and/or Vice-Chair.
- 5.1.12. When time permits advise any member that was due to use the vehicle within 2 days that they may have to rebook another vehicle/base.
- 5.1.13. After the Incident has been closed, the Incident Controller should write a detailed report and present it at the next Committee Meeting. If the incident happens close to the next committee meeting a brief report can be provided, with the detailed report made available before the following committee meeting.

6. Response Team

- 6.1. Provide assistance as requested by the 'Committee on Call' and/or Incident Controller which could include:
 - Giving regular updates from the scene
 - Arrange removal of damaged NBB vehicle
- 6.2. Provide operational cover (Controller, Rider or Driver) to ensure the continuation of service, as required.

7. Responsibilities in an 'Major' incident

- 7.1.** Follow procedures as detailed at 5 above. With reference to 5.1.7 above, the incident classification will be 'Major'

8. Responsibilities in a 'Minor' incident

- 8.1.** If circumstances permit, call the involved member and get an update from them directly.
- 8.2.** Start to log all actions, if required, on "*HS0004 Incident Log*", which can be downloaded directly from the Slack Channel (see 'Files' tab in "1 incident" channel)
- 8.3.** Liaise with the on-shift controller to check workloads and verify if they need a replacement rider/driver for the involved member. This may also include liaising with the family of the member involved.
- 8.4.** If we cannot provide the minimum levels of cover required, the 'Committee on Call' is to initiate "*ROTA002 Full Suspension of Service*" procedure
- 8.5.** If near a shift changeover and the involved vehicle was to be handed over, inform the oncoming shift member that the vehicle may not be available and instruct them to go to another base, asking them to inform the shift controller on an estimated time of when they will sign on shift.
- 8.6.** Once you have received notification of the incident, notify all committee by posting on the "*1_Incident*" Slack channel, to include that you are classifying the incident as an 'Minor'.
- 8.7.** If required call other members of Committee to make a suitable response to the scene.
- 8.8.** Consider any liaison with the family of the member involved. Next of Kin contact details are held in the Member's profile
- 8.9.** After the Incident has been closed, the Incident Controller should write a detailed report and present it at the next Committee Meeting. If the incident happens close to the next committee meeting a brief report can be provided, with the detailed report made available before the following committee meeting.

9. Response Team

- 9.1.** Provide assistance as requested by the 'Committee on Call' and/or Incident Controller which could include:
- Giving regular updates from the scene
 - Arrange removal of damaged NBB vehicle
- 9.2.** Provide operational cover (Controller, Rider or Driver) to ensure the continuation of service, as required.

10. Responsibilities in Reporting

- 10.1.** If required provide guidance to the member involved.

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Version Control and History

Date	Version	Author:	Reason For Change
September 2026	1.0	Clive Franklin	Split original document OPS003 into 2 parts. OPS003 now covering Member only duties