



Type: Procedure	Northumbria Blood Bikes: Incident Procedure - Members		
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Approved:	7 th May 2020	By:	Executive Committee
Doc Ref	OPS003	Version	1.3

A. Why do we need this Procedure.

This document sets out roles and responsibilities of charity members during an incident. OPS003(i) in the Committee Handbook details the roles and responsibilities for Committee 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 members 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 needing medical treatment.

3.2.2. Any incident that requires to be reported to a specific government body i.e. Police

3.2.3. An incident requiring on scene presence of a Committee Member

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 an insurance company

3.3.3. An incident requiring on scene presence of a Committee Member.

3.4. Minor

3.4.1. Any incident involving an NBB vehicle only, where there has been no third party property damage.

3.4.2. Any incident where an NBB member has been involved in an 'off vehicle' incident that does not fall into 2.1 above.

3.4.3. Any incident that requires any involvement by the Committee on Call not covered in 3.2, 3.3 or 3.4 i.e dropped bike when stationary or breakdown, it needs to be reported.

4. Role Definition

4.1. The NBB member

4.1.1. They will be the focus of all support. For any of the above categories, if the circumstances permit, report the incident to the Shift Controller or if during non operational hours activity e.g. a relay or event, to the Committee on Call at the earliest opportunity to start the incident process. (The Committee on Call number is 0191 3643036).

4.1.2. If you are involved in single or multi vehicle incident, as a duty of care you will be asked by the Committee on Call not to continue with any duties for NBB for at least 48 hours.

4.2. The Shift Controller

4.2.1. This role should only be involved in the initial reporting of the incident to the Committee on Call. (0191 3643036). After that they should then concentrate on running the shift and ~~do~~ not take part in any response. If the incident spans two Controller shifts then during the handover, they are to inform the incoming Controller of the incident and who is the Incident Controller.

- 4.2.2.** Once an incident is reported the Committee on Call member or another committee member will become the Incident Controller with responsibility for all further actions/activities that may be required.

5. Responsibilities in an 'Emergency' incident

5.1. NBB Member involved.

- 5.1.1.** As soon as possible and when and if circumstances permit, a call must be made to the Shift Controller providing key details of the incident. As a minimum the following information should be given.
- Where you are
 - What has happened
 - Are any emergency services required.
- 5.1.2.** In the case of a multi vehicle incident the member, where possible, should collect the other parties and any witnesses contact details, logging them on the 'Vehicle Accident' document which is stored within all vehicles and can be accessed from the members hand book. As a minimum the following details should include:
- Full Name
 - Contact Number
 - Full Address
 - Other parties, registration, make and model of the vehicle
 - Other parties insurance details
 - Photos of any damage and of the scene
- 5.1.3.** Where a member is required to provide insurance details to third parties and/or police at the scene, they should request this via the Committee on Call who will forward the document to the member's phone.
- 5.1.4.** Remain on scene until advised by the Incident Controller. After the incident has been closed the member will be asked by the Incident Controller to write a report giving their version of the events leading up to and during the incident.

Do not apologise or accept responsibility and if pressurised, advise that it is a matter for the Police/Insurance Companies to assess.

5.2. Shift Controller

- 5.2.1.** Once you have received notification of an incident, remember to stay calm and take as much information from the person reporting, bearing in mind that the notification may be from a member of the public.
- 5.2.2.** Call the Committee on Call and pass on all the gathered information. Until the Committee on Call has been made aware, all other shift duties are to be put on hold informing any subsequent callers of possible delays.
- 5.2.3.** As a minimum the following should be given to the Committee on Call:
- Where the incident occurred.
 - What has happened
 - Name, mobile number and radio number of the volunteer involved
 - Can the member be contacted?

- If any emergency services are on route or on scene.
- If any on-shift member is on route to assist, until Committee are on scene.

5.2.4. If the member involved has collected a job, where possible, arrange for another on-shift member to collect from the scene. Call the person who booked the job, letting them know there was an incident so they can inform the destination that the package(s) might be delayed or potentially damaged. No details are to be passed regarding the incident.

5.2.5. If the member was on route to collect a job and if the estimated time for collection will be over the SLA, call the person booking the job informing them of the delay, giving them the option to cancel and book alternative transport. If delay is acceptable reassign the job to another on-shift member. No details are to be passed regarding the incident.

5.2.6. Once reported to the Committee on Call, confirm with them that you can resume all normal duties and leave all the incident to the Committee.

6. Responsibilities in a 'Major' incident

6.1. NBB member involved

6.1.1. Follow responsibilities as for 'Emergency' incidents as at 4.1 above.

6.2. Shift Controller

6.2.1. Follow responsibilities as for 'Emergency' .as at 4.2 above

7. Responsibilities in a 'Minor' incident

7.1. NBB Member involved

7.1.1. Call the Shift Controller to advise of the situation

7.1.2. When circumstances permit call the Committee on Call (0191 3643036) and as a minimum the following should be given:

- Where you are
- What has happened
- The extent of the damage to the vehicle

7.1.3. Complete the Vehicle Accident document which is stored in all vehicles and can be accessed from the Members Handbook

7.1.4. After the incident has been closed the member will be asked by the Incident Controller to write a report giving their version of the events leading up to and during the incident.

7.2. Shift Controller

7.2.1. On receiving a report ensure that the member has called the Committee on Call as detailed in 4.1.1 above.

7.2.2. If the member involved has collected a job, where possible, arrange for another on-shift member to collect from the scene. Call the person who booked the job, letting them know there was an incident so they can inform the

destination that the package(s) might be delayed or potentially damaged. No details are to be passed regarding the incident.

- 7.2.3.** If the member was on route to collect a job and if the estimated time for collection will be over the SLA, call the person booking the job informing them of the delay, giving them the option to cancel and book alternative transport. If delay is acceptable, reassign the job to another on-shift member. No details are to be passed regarding the incident.

8. Responsibilities in Reporting

8.1. Involved NBB Member/s

- 8.1.1.** As soon as possible a call must be made to the Shift Controller before any other action, giving them an estimate of any delay. Remembering to ensure that you should not continue to ride or drive as detailed in 4.1.2 above
- 8.1.2.** Give regular updates to 'Committee on Call' when requested and where possible.
- 8.1.3.** If providing assistance at the scene of an incident, where you are **not** involved, refer to document "*OPS002 Assistance at Incidents Procedure*"

8.2. Shift Controller

- 8.2.1.** Once you have received notification of the incident and reported it to the Committee on Call, estimate any possible time delay and if required and possible, reallocate the jobs to best meet our SLA obligations.

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Version Control and History

Date	Version	Author:	Reason For Change
Not approved	1.0	Ronnie Paton	First Version
7 th May 2020	1.1	Ronnie Paton	Updated wording
July 2024	1.2	Ria Burnett	Re-designated Doc Ref to OPS003, Doc Holder to Rota Mgr and updated document wording
September 2026	1.3	Clive Franklin	Split document in 2 documents with OPS003(i) now covering Comm on Call duties