



Type: Procedure	Northumbria Blood Bikes: Incident Procedure		
Owner:	Rota Manager	Author:	Ronnie Paton
Approved:	7 th May 2020	By:	Executive Committee
Doc Ref	OPS003	Version	1.2

A. Why do we need this Procedure

This document sets out the roles and responsibilities of members during an incident, and the Executive Committee as a whole, during and after any incident that requires actions of the Executive Committee.

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.

All members of NBB 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, 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 members library on the group website. New versions will be announced via email to all members. 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. Aim of the Procedure

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

2. Incident definitions

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

2.1. Emergency.

2.1.1. Any incident that requires any involved party medical treatment.

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

2.2. Major

2.2.1. Any incident involving another party, where no medical treatment is required

2.2.2. Any incident that requires reporting to insurance company that does not fall into 2.1

2.2.3. Any incident requiring an on-scene presence from a Committee member, that does not fall into 2.1

2.3. Minor

2.3.1. An incident involving an NBB vehicle only, where there has been no third-party property damage, that does not fall into 2.1 and 2.2

2.3.2. Any incident where an NBB Member has been involved in an 'off vehicle' incident, that does not fall into 2.1.1

2.4. Reporting

2.4.1. Any incident that requires any involvement from the 'Committee on Call' not covered in 2.1, 2.2 and 2.3 i.e. dropped bike when stationary, breakdown

3. Role Definitions

There are six distinctive roles that can be involved in any incident

3.1. The NBB member/s involved - they will be the focus of all support. If the circumstances allow, report the incident to the shift controller to start the incident process, with a more detailed call with the 'Committee on Call', enabling the appropriate action to be taken.

3.1.1. Although not covered in this procedure, if you as rider or driver are involved in a 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 48hours.

3.2. The on-duty Shift Controller - this role should only be involved at the initial reporting of the incident, and once reported to 'Committee on Call' they should then concentrate on running the shift, and not take part in any response. If an incident spans 2 shifts, during shift handover they must inform the incoming Shift Controller of the incident and who is the Incident Controller.

3.2.1. If the incident happens during non-operational hours the 'Committee on Call' will replace the Shift Controller role.

3.3. The 'Committee on Call' member - may become the Incident Controller for any incident and will ask for a response team as they deem appropriate.

- 3.4. 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
- 3.5. 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.
- 3.6. The Communications Controller** - will monitor and take charge of providing updates on the incident, including all the NBB social media platforms.

It is important to note that members of the committee that happen to be on 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.

4. Responsibilities in an 'Emergency' incident

Each role will have different requirements depending on the classification of the incident. The 'Committee on Call' may not require all roles to be involved in the incident.

4.1. Involved NBB Member/s

- 4.1.1.** When and if circumstances permit, provide as many details of the incident as possible to the Shift Controller, before any other action, so they are aware and can start the incident process.
- 4.1.2.** As a minimum the following information should be given
- Where you are.
 - What has happened.
 - Are any emergency services required?
- 4.1.3.** If a multi vehicle incident and the member is able to, collect other parties and any witness contact details, logging them on the Vehicle Incident document which is stored within the vehicle and viewed in the Members Handbook. As a minimum the below details should be included:
- Full name.
 - Contact Number.
 - Full Address.
 - Other Party(s) only, registration, make and model of vehicle
 - Other Party(s) only, Insurance details if they have them.
 - Photos of any damage and of the scene.

Where a member is required to provide NBB vehicle insurance details to third parties and/or the Police at the scene, they should request this via the 'Committee on Call' who will forward the document to the member's phone. See 4.3.7 below.

- 4.1.4.** After the Incident has been closed the member/s involved will be asked by the 'Committee on Call' to write a report, giving their version of the events leading up to and during the incident.

4.2. Shift Controller

- 4.2.1.** Once you have received notification of the incident, remember to stay calm, and take as much information from the person reporting, remembering the notification may or may not come from an NBB member (i.e. member of the public).
- 4.2.2.** Call the 'Committee on Call' number (0191 364 3036) and pass all the gathered information to them. 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.
- 4.2.3.** As a minimum the following information should be given to the 'Committee on Call':
- Where the incident has occurred.
 - What has happened.
 - Name, mobile number and radio number of volunteer/s involved.
 - Can the member be contacted?
 - Are any emergency services on route or on scene?
 - If any on-shift member is on route to assist, until committee arrives on scene
- 4.2.4.** If the member has picked up a job, if possible, arrange for another on-shift member to collect from scene. Also call the person who booked the job, letting them know that 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.
- 4.2.5.** If the member was on route to pick up a job, reassign that job to another on-shift member to collect. If the estimated time of pickup will be over the SLA call the person booking the job informing them of the delay, giving them the option to cancel and book other transport. No details are to be passed regarding the incident.
- 4.2.6.** Once reported to the 'Committee on Call', resume all normal duties and leave all incident control to the 'Committee on Call'.

4.3. Committee on Call/Incident Controller

- 4.3.1.** 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'.
- 4.3.2.** Start to log all actions, if required, on "HS0004 Incident Log", which can be downloaded directly from the Slack Channel.
- 4.3.3.** If circumstances permit, call the involved member and get an update from them directly.
- 4.3.4.** If required call other members of committee to make a suitable response to scene.

- 4.3.5.** 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.
- 4.3.6.** Ensure that contact details of other parties and/or witnesses have been logged.
- 4.3.7.** Forward vehicle insurance details, where required for third parties and/or Police at the scene. The current Bike & Car policy is located in the committee library (DWNLD040).
- 4.3.8.** 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.
- 4.3.8.1.** If we cannot provide the minimum levels of cover required, the ‘Committee on Call’ is to initiate “*ROTA002 Full Suspension of Service*” procedure
- 4.3.9.** 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.
- 4.3.9.1.** 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.
- 4.3.10.** 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.

4.4. Response Team

- 4.4.1.** Provide assistance as requested by the ‘Committee on Call’ and/or Incident Controller which could include:
- Giving regular updates from the scene
 - Taking away damaged NBB vehicle
 - Bringing a spare vehicle to the base where damaged vehicle was stationed to ensure continued service.
- 4.4.2.** Provide operational cover (Controller, Rider or Driver) to ensure the continuation of service, if required in 4.3.7

5. Responsibilities in a ‘Major’ incident

5.1. Involved NBB Member/s

- 5.1.1.** As soon as possible a call must be made to the Shift Controller before any other action, so they are aware and can start the incident process.
- 5.1.2.** As a minimum the following information should be given
- Where you are.

- What has happened.

5.1.3. If a multi vehicle incident and the member is able to, collect other parties and any witness contact details, logging them on the Vehicle Incident document which is stored within the vehicle and viewed in the Members Handbook. As a minimum the below details should be included:

- Full name.
- Contact Number.
- Full Address.
- Other Party(s) only, registration, make and model of vehicle
- Other Party(s) only, Insurance details if they have them.
- Photos of any damage and of the scene.

5.1.4. After Incident has been closed you will be asked by the 'Committee on Call' to write a report. Giving your version of the events leading up to and during the incident.

5.2. Shift Controller

5.2.1. Once you have received notification of the incident, remember to stay calm, and take as much information from the person reporting.

5.2.2. Call the 'Committee on Call' number (0191 364 3036) and pass all the gathered information to them. 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 information should be given to the 'Committee on Call':

- Where the incident has occurred.
- What has happened.
- Name, mobile number and radio number of volunteer/s involved.
- If any on-shift volunteer is on route to assist, until committee arrives on scene

5.2.4. If the member has picked up a job, arrange for another on-shift member to collect from scene. Also call the person who booked the job, letting them know that there has been 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 pick up a job, reassign job to another on-shift member to collect. If the estimated time of pickup will be over the SLA call the person booking the job informing them of the delay, giving them the option to cancel and book other transport. No details are to be passed regarding the incident.

5.2.6. Once reported to the committee, resume all normal duties and leave all incident control to the 'Committee on Call'.

5.3. Committee On Call

- 5.3.1.** 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 it as a Major incident.
- 5.3.2.** Start to log all actions, if required on the “HS0004 Incident Log” document, which can be downloaded from the library or directly from the Slack Channel
- 5.3.3.** Call the involved member and get an update from them directly.
- 5.3.4.** If required call other members of committee to make a suitable response to scene.
- 5.3.5.** Ensure that contact details of other party(s) and/or witnesses have been logged.
- 5.3.6.** Forward vehicle insurance details, where required for third parties and/or Police at the scene. The current Bike & Car policy is located in the main library (DWNLD040).
- 5.3.7.** Liaise with on-shift controller to check workloads to verify if they need a replacement rider/driver for the involved member. This may also include liaising with the family of the member involved.
 - 5.3.7.1.** If we cannot provide the minimum levels of cover required, the ‘Committee on Call’ is to initiate “ROTA002 Full Suspension of Service” procedure
- 5.3.8.** 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.
- 5.3.9.** Give regular updates of the incident to the committee on the “1_Incident” Slack channel.
- 5.3.10.** After 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.

5.4. Response Team

- 5.4.1.** Provide assistance as required by the ‘Committee on Call’ and/or Incident Controller, which could include:
 - Giving regular updates from scene
 - Taking away damaged NBB vehicle
- 5.4.2.** Provide operational cover (Controller, Rider or Driver) to ensure the continuation of service, if required in 5.3.6

6. Responsibilities in Minor

6.1. Involved NBB Member/s

- 6.1.1.** As soon as possible a call must be made to the Shift Controller before any other action, so they are aware and can start the incident process.
- 6.1.2.** When circumstances permit, call the 'Committee on Call' number (0191 364 3036) and as a minimum the following information should be given,
- Where you are.
 - What has happened.
 - The extent of the damage to the vehicle
- 6.1.3.** Complete the Vehicle Incident document which is stored within the vehicle and viewed in the Members Handbook.
- 6.1.4.** After Incident has been closed you will be asked by the 'Committee on Call' to write a report, giving your version of the events leading up to and during the incident.

6.2. Shift Controller

- 6.2.1.** Once you have received notification of the incident, remember to stay calm, and take as much information from the person reporting.
- 6.2.2.** Ensure that the member involved has called the 'Committee on Call' number as detailed in 6.1.2 above.
- 6.2.3.** If the member has picked up a job, arrange if possible for another on-shift member to collect from scene. Also call the person who booked the job, letting them know that there has been 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.
- 6.2.4.** If the member was on route to pick up a job, reassign that job to another on-shift member to collect. If the estimated time of pickup will be over the SLA call the person booking the job informing them of the delay, giving them the option to cancel and book other transport. No details are to be passed regarding the incident.

6.3. Committee On Call

- 6.3.1.** Once you have received notification of the incident, notify all committee by posting on the "1_Incident" Slack channel Slack channel, to include that you are classifying it as a 'Minor' incident.
- 6.3.2.** Start to log all actions, if required on the "HS0004 Incident Log" document, which can be downloaded from the library or directly from the Slack Channel.
- 6.3.3.** If required call other members of committee to make a suitable response to scene.
- 6.3.4.** Liaise with on-shift controller to check workloads to verify if they need a replacement rider/driver for the involved member. This may also include liaising with the family of the member involved.
- 6.3.4.1.** If we cannot provide the minimum levels of cover required, the 'Committee on Call' is to initiate "ROTA002 Full Suspension of Service" procedure

- 6.3.5.** After the Incident has been closed, 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.

6.4. Response Team

- 6.4.1.** Provide assistance as required by the 'Committee on Call' and/or Incident controller, which could include:
- Replacing damaged NBB vehicle
 - Taking away damaged NBB vehicle
- 6.4.2.** Provide operational cover (Controller, Rider or Driver) to ensure the continuation of service. If required in 6.3.4

7. Responsibilities in Reporting

7.1. Involved NBB Member/s

- 7.1.1.** 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 3.1.1 above
- 7.1.2.** Call the 'Committee on Call' number (0191 364 3036) to report the incident.
- 7.1.3.** Give regular updates to 'Committee on Call' as required.
- 7.1.4.** If providing assistance at the scene of an incident, where you are **not** involved in, refer to document "*OPS002 Assistance at Incidents Procedure*"

7.2. Shift Controller

- 7.2.1.** Once you have received notification of the incident, and the estimated time delay, if required and possible, reallocate the jobs to best meet our SLA obligations.

7.3. Committee On Call

- 7.3.1.** If required provide guidance to the member involved on the next actions.

**Northumbria Blood Bikes:
OPS003 Incident Procedure**

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