



Type: Procedure	Northumbria Blood Bikes: Lone Working Procedure		
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Approved:	01/09/2025	By:	Executive Committee
Doc Ref:	OPS007	Version:	1.0

A. Why do we need this Procedure

This document sets out the roles and responsibilities of members when working alone on shift, and the actions of the controller supporting the rider/driver

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 when working alone during a shift with no other vehicles on duty.

2. Rider/Driver

The rider/driver should adhere to the following rules:

2.1. Location

- 2.1.1.** The rider/driver should keep the controller, including Vocare, aware of their location at all times, when stood down, and should not move to another location without informing them.
- 2.1.2.** The rider/driver should notify the controller, when NBB controller on shift, at each point of the job, i.e. when they leave to collect the package, when they have collected the package and are about to leave, when they have delivered the package and are returning to a stand down location, when they arrive at the stand down location.
- 2.1.3.** In the case of working when Vocare is dispatching the jobs, the driver should give an estimate of the time it will take for them to complete the job, This to be the total time to travel to the collection point, collect the package, travel to the delivery point, deliver the package. As an example this could be :
 - Stood down at RVI
 - Collect blood from NHSBT
 - Deliver blood to Queen Elizabeth Hospital Gateshead.
 - 5 minutes to travel to NHSBT, 10 minutes to collect blood, 20 minutes to travel to QE Hospital Gateshead, 5 minutes to deliver blood to Pathology Laboratory. Total time expected to take will be approximately 40 minutes.
- 2.1.4.** If the rider or driver is delayed for any extended period of time (traffic build up due to something further up the road, extended diversion etc) they must ring Vocare and confirm a new ETA

2.2. Controller

- 2.2.1.** The controller to be aware of where rider/driver is stood down at all times, and be able to verify this using radio tracking system
- 2.2.2.** Ensure that the rider/driver keeps you updated at every step of the journey, and be able to verify this using the radio tracking system
- 2.2.3.** If controller feels that there has been too long of a time delay between each of the rider/driver check in points they should confirm location using the radio tracking system. If any concerns as to being off route, or not moving the controller should contact the rider/driver using the radio system or mobile phone as applicable to confirm they are okay.
- 2.2.4.** If unable to contact the rider/driver they should allow an appropriate length of time for that element of the job to be completed, considering any delays that may have occurred such as road closures and diversions, continue to monitor the radio tracking system, and call the rider/driver as required.

- 2.2.5.** If unable to contact the rider/driver after this time a call should be made to the Committee on Call number and declare a potential incident of a missing rider/driver.
- 2.2.6.** The controller should refuse any further jobs coming in until it is confirmed the rider/driver is okay and working normally. No details should be given to the caller, just advising we are unable to cover the job at present

2.3. Vocare

- 2.3.1.** Vocare to be aware of where the rider/driver is stood down, which should be communicated to them by said rider/driver
- 2.3.2.** When giving a job to a rider/driver who is on shift alone they must ask for an estimated time for the completion of the job. Using the example in 2.1.3 of 40 minutes the rider/driver would inform Vocare of this time.
- 2.3.3.** **If the rider or driver is running late or delayed for any period of time they must contact Vocare to update them as to new ETA as in 2.1.4**
- 2.3.4.** Vocare should expect to hear from the rider/driver at the end of this stated period. If they do not hear from them, they should give them a reasonable amount of time to take into account potential road closures, diversions etc, and if still no response they should call the rider/driver again to establish if any issues and confirm all is okay with them. In the example of the time in 2.1.3 an additional 20 minutes would be appropriate to allow before recontacting.
- 2.3.5.** If Vocare are unable to raise the rider/driver after the extended time period they should escalate this to the "Committee on Call" who will take over as a potential incident of missing rider/driver
- 2.3.6.** Vocare should refuse any further jobs coming in until it is confirmed the rider/driver is okay and working normally. No details should be given to the caller, just advising we are unable to cover the job at present

2.4. Committee on Call

- 2.4.1.** If notified of a potential missing rider/driver the CoC should access the radio tracking system and confirm last known location.
- 2.4.2.** They should attempt to contact the rider/driver by radio and/or phone to establish they are okay.
- 2.4.3.** If no response is received, they must consider:
- Contacting last known person to confirm time of leaving (if unavailable from controller)
 - Attending last known position shown on radio, and potentially travelling route to establish that there are no incidents on the route
 - Calling out another member of the committee who would be closer and could potentially attend the location in a much quicker time
 - Reporting a potential lost rider/driver to the police and asking for their assistance
- 2.4.4.** If confirmed the rider/driver is missing, proceed as a major incident

3. Exceptions & Variations

3.1. There are no exceptions or variations

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Version Control and History

Date	Version	Author:	Reason For Change
September 2025	1.0	Mick Redpath	Initial issue