



Type: Procedure	Northumbria Blood Bikes NEAS Key Management		
Owner:	Hospital Liaison	Author:	Sean Storey
Approved:	July 2025	By:	Executive Committee
Doc Ref	OPS004	Version	1.0

**A. Why do we need this Procedure**

In order to access the various NEAS bases that store our vehicles, we require the official NEAS pass key to be issued to all operational members. Given the security risk posed by the loss of a key, NBB members need to manage these keys appropriately.

**B. Who is responsible for this Procedure**

The Hospital Liaison Officer of the group is responsible for the maintenance of this procedure. The Executive Committee is responsible for approving this procedure. All relevant members are responsible for the success of this procedure and should ensure that they take the time to read and understand it.

**C. When will this Procedure be reviewed**

This 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 qualified riders and drivers.

## 1. Aim

- 1.1. To inform NBB members in possession of a NEAS key as to the security arrangements that surround their use.
- 1.2. To ensure that any loss of such a key is appropriately reported and managed in line with the NEAS in house staff procedure.
- 1.3. Adherence to this procedure is vital if we are to maintain a positive working relationship with our NEAS partner. The withdrawal of NEAS bases to store our vehicles would greatly hamper our ability to function effectively.

## 2. Key issue

- 2.1. NEAS keys will only be issued to appropriate NBB members to allow them to perform their active duties.
- 2.2. Appropriate members will be decided by role and managed by Membership & Training for operational posts.
- 2.3. For operational roles, the key will be issued as part of the uniform issue once the DBS check has been completed.
- 2.4. Shift Controllers and Fundraisers have no need for a NEAS key unless undertaking an operational role.

## 3. Key management

- 3.1. Each key carries a serial number which is logged in milestones against each appropriate member by the uniform assistant on issue. This number will be checked as part of the membership annual survey to ensure the member still has possession of that issued key.
- 3.2. Individual members are responsible for the safe keeping and use of their personal key, both on and off duty.
- 3.3. Members **MUST** never loan out their key to anyone (including NEAS staff).
- 3.4. If a key becomes damaged or defective, the individual should liaise with the uniform assistant in order to obtain a replacement. The members milestone will be updated with the key return & re-issue including the new serial number.
- 3.5. If a NEAS key is suspected as being lost, that NBB member must make every effort to recover that key as soon as they realise its loss.
- 3.6. Only after a rigorous search has been unsuccessful should the member report the key missing direct to the Committee on Call (0191 3643036). Committee on Call will verify that all efforts have been made to recover it before proceeding further.
- 3.7. When it has been established that the key cannot be located, the Committee on Call will:
  - A. Inform the member to report the incident to the Police and obtain a Police Crime Number. **This is the individual's responsibility and a key element of this procedure.**
  - B. Direct the member to submit a 'Lost NEAS Key' report which can be found in the members handbook under Riders & Drivers (*this is likely to be converted to a web based form for better data management*); and
  - C. Alert the Hospital Liaison Officer in order to instigate any procedure that NEAS have in place for lost keys.
- 3.8. No replacement key will be issued until a preliminary investigation is completed by the Hospital Liaison Officer into the circumstances surrounding the loss.

- 3.9.** The Hospital Liaison Officer will report back to Committee on any findings and further actions required.
- 3.10.** If the affected member has any future shifts booked at NEAS bases, they are responsible for removing such shifts until the investigation is concluded and a new key is issued. The Rota Manager is to monitor such bookings to ensure operational shifts are not compromised.

#### **4. Exceptions & Variations**

- 4.1** Any exceptions or variations will be at the discretion of Hospital Liaison or a Committee Member.

**Northumbria Blood Bikes Procedure:  
NEAS key Management Procedure**

**Version Control and History**

<b>Date</b>	<b>Version</b>	<b>Author:</b>	<b>Reason For Change</b>
July 2025	1.0	Sean Storey/Paul Curran	First Version