

## Questions Raised & Responses from the Annual Membership Declaration 2025

Questions Raised	Response
Ability to have half shifts 7pm-1am for those in regular day jobs. I've heard all the debates, so understand the situation, but still.	Ops Support shifts are available to book up to 90 days in advance. We have implemented half shift coverage when we don't have full shift cover. If you are available for any half shifts for the following week, either early or late half shift, please make the Rota Manager aware and he will contact you if we require cover for that date.
There is no emergency contact in the vehicles or on the bikes, mentioned previously and Clive is aware, also mentioned to Barry for the back of membership cards.	If it is a true emergency then 999 should be used. The Committee on Call number is on each set of keys, in the vehicles and on the back of everyone's membership ID card. There is a company approaching NABB with a possible solution but we are waiting until their discussions are complete and a decision is made by NABB. We do have helmet stickers available should anyone wish to attach one to their helmet.
Allow half shifts to be booked in advance.	Ops Support shifts are available to book up to 90 days in advance. We have implemented half shift coverage when we don't have full shift cover. If you are available for any half shifts for the following week, either early or late half shift, please make the Rota Manager aware and he will contact you if we require cover for that date.
An option on OLR for a mobile phone activity recording screen ie formatted for mobile phone use making it easier for most people on shift to update during the day	ICT are currently working on 2 new websites; one customer facing and a separate private NBB site for Members only; both websites will be much more mobile friendly.
App for logging jobs. Ticked yes for doing 2 shifts, but day shifts are not always available	We would then be relying on individuals using their own phone on every handover which raises complications. We have limited ITC capacity and building an inhouse app to replace the current OLRs system is not currently on the worklist.  Day shifts are available to book up to 90 days in advance.
Avoid the duplication of data entry for recording jobs by mobile / palm top	We would then be relying on individuals using their own phone on every handover which raises complications. We have limited ITC capacity and building an inhouse app to replace the current OARS system is not currently on the worklist.
Being able to book an early half night on OLRs	Ops Support shifts are available to book up to 90 days in advance. We have implemented half shift coverage when we don't have full shift cover. If you are available for any half shifts for the following week, either early or late half shift, please make the Rota Manager aware and he will contact you if we require cover for that date.
Communication.	Emails and Facebook notifications are regularly sent out, emails are always used where something is important. We have 2 Open Meetings and an AGM every year, but usually the same people turn up. Doing more meetings would put additional pressure on the committee and not achieve anything.
Day shifts	Day shifts are available to book up to 90 days in advance.
Define what a 12-hour shift entails in terms of its start and end times. For example, if I collect my vehicle by 06:20, and I need to be at the RVI by 07:00, should I return to its base by 18:20? As I work out Spennymoor Fire Station, I should be leaving the RVI in time to make the journey back, via a fuel refill stop, to be back at Spennymoor at 18:20? This would require me to leave the RVI at 17:40. I just wondered, as our controllers who work seven-hour shifts from home always seem to stick to their seven hours, without problem!	The majority of this query is captured on Shift Notices; Shift Controllers, Riders & Drivers must work together to ensure that all Riders & Drivers should aim to have vehicles back to their respective home base by the end of the shift - this includes allowing time for any vehicle refuelling, cleaning and travel. Ideally 12 hr shift times should be kept to as near 12 hours as possible, it just needs to be a reasonable approach by all parties.  On a standard shift, if you have a distance to travel to reach the RVI, it is acceptable to collect the vehicle, complete all vehicle checks and be ready to leave the home base at the start of shift time. This does not apply to the BoB Run, the Hexham Run or the Ops Support shift; Riders & Drivers completing these shifts must leave sufficient time to travel from their home base in order to meet the agreed collection times.  We are one large Team and we would not be able to complete any work if we didn't have both Shift Controllers or Riders & Drivers
Digital forms instead of paperwork (even better would be a dedicated App) Digital vehicle check list (again baked into App)  Nice to have... Better storage on bikes for spill kit and paperwork one or two tall bike options of the likes of a honda NT1100	We would then be relying on individuals using their own phone on every handover which raises complications. We have limited ITC capacity and building an inhouse app to replace the current OARS system is not currently on the worklist.  No additional storage is available. We are in the process of removing Fire Extinguishers & possibly First Aid kits.  We do not have the ability to maintain chain driven motorcycles, as they need checking every 500 miles, with possible cleaning, lubing and adjusting. Fleet team have enough to do without complicating it by adding extra work.
Getting volunteers to book shifts without constant reminders!	Unfortunately all we can do is request that volunteers book shifts in a timely manner. We have over 200 volunteers and if everyone could fulfil their 2 shifts per month, this problem would resolve itself but sadly this doesn't happen for many reasons. We can only encourage volunteers, not order them.

<p>I have a few ideas</p> <p>1/ One thing I do notice is the collection boxes, how complicated they look. I asked my friends once what are the collection boxes on a counter. They had to look for the Blood bike one "twice" as it was simply too much information on there. It should be just Blood bikes in big writing and not all the fancy pictures and the badge which is just too much to read. When someone gets their change, they look at the collection tin, see something they recognise and drop it in. They need to decide immediately, they do not want to stand and read them all to decide.</p> <p>2/ Awareness in our region, I notice that at Darlington classic car and bike night at the Nook, random members just show up and park the bike generally near the building entrance. there are a lot of people who pass the bike and you hear them talking about it and the charity. I know we show at the rallies but many of the people who attend are outside Northumbria territory and we are aiming at one type of people (Motorcyclist) and I get it. But why not show at country shows like Northumberland County Show (Northumberland's biggest show), Powburn Show, Slaley Show, Wolsingham Show (Durham's biggest show) we have many agricultural shows in our region.</p> <p>3/ When I am on duty, riding a bike you must prepare for all weathers during your shift. Spare gloves incase your hands become wet in bad weather, Spare clothing incase they become wet, carrying a waterproof over suit etc as well as snacks and drinks. But the issue is there is no where to hold them while on shift. It would be great if we had a couple of lockers available to us at the RVI to put these items in at the beginning of shift and remove at the end of shift.</p>	<p>1/ We will take your feedback on board for when new collection boxes are designed and ordered. Our logo is large and clear on each tin and bucket, our registered charity number and a photo of our fleet which is not a lot of information.</p> <p>2/ As you have mentioned, we are targeting events that primarily attract those people that have an interest in motorbikes and cars as we are trying to both recruit new volunteers and raise our awareness at events that do not charge us to attend. We also have a finite group of people, despite being advertised on the Events calendar, that volunteer for these events. Occasionally we have to cancel our attendance at some events as we cannot get volunteers to cover them so we have to be selective about which events we attend. Wolsingham show is held on the first weekend in September which clashes with our regular attendance at Stormin' The Castle which is a great fundraiser for us and increases NBB awareness. Northumberland Show both charges for exhibitors for each day and quite a large amount of money and clashes with the Ushaw College Classic Car show where we are already booked to attend.</p> <p>3/ No additional storage is available on the bikes however we are in the process of removing Fire Extinguishers &amp; possibly First Aid kits. I will enquire about the possibility of getting lockers at the RVI but this is very unlikely. If you can carry them on the bike (assuming in the panniers as I have never seen anyone strap anything to the trays) then they can surely stay in the panniers. Samples are usually small so can be accommodated at the same time, and if not they will be in a transportable box.</p>
<p>I'm still in the induction phase. I'm using nbb website on my iPhone and find the page very unfriendly</p>	<p>ICT are currently working on 2 new websites; one customer facing and a separate private NBB site for Members only; both websites will be much more mobile friendly.</p>
<p>If better facilities were available to stand down at the RVI overnight, drivers/riders may be more inclined to do longer shifts. There is little comfort in sitting in the conservatory or cafe area or even the reception. This has been brought up on several occasions but has not been resolved</p>	<p>We do not have access to any other area in the RVI to use as a rest area solely for NBB. We have been offered free office space but it is an industrial estate outside of Durham however this is too far away from our centre of operations to be viable. We have asked for any available free office space in Newcastle but at the current time, nothing is available. If any becomes available we will review the location and if it is suitable - travelling time to the central hospitals, vehicle security etc, we will consider the benefits of utilising this. As a Charity, we cannot afford to rent or lease a property within Newcastle solely for the use as a rest area for Riders &amp; Drivers</p> <p>Netherby Ambulance Station can be used as a stand down venue. On our Locations page for Netherby the accompanying YouTube video makes mention of this. However, if a NEAS crew arrive to take their break, any NBB personnel using the Netherby Ambulance crew room <u>must</u> vacate the area as the crew only have a 30 minute unpaid break. Failure to do so could place our use of all NEAS premises in jeopardy.</p>
<p>If was possible go digital or bar code scanner make bike life so much easier and save time and be less paper work to do.... as if will go straight to controller with time and information he needs then no confusion over jobs</p>	<p>We would then be relying on individuals using their own phone on every handover which raises complications. We have limited ITC capacity and building an inhouse app to replace the current OLRs system is not currently on the worklist.</p> <p>In an ideal world we would have a GPS and time logged system that would log everything into a central database with automated reporting. That is outwith our remit currently as it is cost prohibitive. It is unlikely we would ever have bar codes as every single item would need a bar code generating eg notes to a Care Home, every sample box and every blood box which is simply not feasible</p>
<p>Instead of two 12hr shifts could it not be possible to consider 3 8hr shifts. This might encourage more participation and reduce the number of emails from the shift controller. Everyone I've spoken to outside of NBB since I started, thinks 12hrs, particularly on a bike is ridiculous for volunteers.</p>	<p>This would bring a lot of complexity to our rota. We only work for 12 hours on Mon - Thursday. The 24 hour coverage begins on a Friday at 19:00 so using this model we would be looking for volunteers to work the following shifts: 19:00 - 03:00, 03:00 - 11:00 and 11:00 - 19:00. I personally think that this would disengage more Riders &amp; Drivers than it would attract.</p> <p>Before joining NBB we advertise what the shift expectations are and this is discussed in detail at every Induction Session. We do offer shorter shifts such as the Ops Support, Hexham Run and BoB Run shifts and all of these shifts are bookable 90 days in advance. We have recently introduced the option of 6 hour shifts when we are struggling to fully cover shifts so I believe that there are plenty of options available for everyone.</p>
<p>It would be great if the dates of advanced tests were save here so I dont have to find them again.</p>	<p>This field only captures what is declared when someone joins NBB and doesn't record any subsequent qualifications from RoSPA/IAM. If you wish me to update these fields for you just drop me an email with the details on.</p> <p>I'm not sure of the value of this question in our survey and I am likely to remove it from subsequent surveys as both Training and I hold copies of any Advanced qualifications received during induction or passed after induction.</p>
<p>Make shifts more flexible for 6 hours instead of 12 hours. I believe this would be an incentive to have more volunteers available and consequently more vehicles doing the work.</p>	<p>Ops Support shifts are available to book up to 90 days in advance. We have implemented half shift coverage when we don't have full shift cover. If you are available for any half shifts for the following week, either early or late half shift, please make the Rota Manager aware and he will contact you if we require cover for that date.</p>
<p>More joined up working and clear/ open transparent consultations more regular meetings with others and perhaps working groups with operational shift members and committee involved. This would ensure continuity and that ops staff experiences both positive and negative are considered? ( please not to be seen in a negative way, but ops staff thoughts and ideas are valued and at least considered sometimes)</p>	<p>I'm not sure what meetings and working groups you are referring to; it's pointless having meetings or working groups without an agenda or a defined goal. If you want to contact me directly, feel free to do so with an ideas you may have to increase engagement or productivity.</p> <p>We do involve people where necessary for example, the current new website testing where we selected members from each role. We cannot run the Charity by having a vote on every decision, you elected the Trustees so should accept they will manage things for the Charity's benefit.</p>
<p>More people on shift as it's getting more difficult to fill the rota.</p>	<p>Unfortunately all we can do is request that volunteers book shifts in a timely manner. We have over 200 volunteers and if everyone could fulfil their 2 shifts per month, this problem would resolve itself but sadly this doesn't happen for many reasons. We can only encourage volunteers, not order them.</p>

<p>Motivation seems to be an area that needs some attention judging by the number of e-mails asking for shift cover.</p> <p>Some of that I think could be achieved just by allowing riders, drivers and shift controllers have some stats about what they are achieving and how they're helping.</p> <p>Some real life examples of their efforts coming to fruition. Though I see there are GDPR challenges there.</p>	<p>Due to the nature of our work, it is very unusual to be informed of the individual outcome of the majority of our work due to many reasons including GDPR. The only recent job we have publicised is the Relay on Christmas Day to support a haemophiliac who required an urgent specialist blood product from Leeds; we successfully completed the Relay and the recipient contacted me to send his gratitude to the individuals that completed the Relay. Publicity has recently discussed with the committee the idea of featuring volunteer shifts on our socials and website however this will be carefully carried out so that we comply with GDPR and our social media policy.</p>
<p>NBB Facebook page</p>	<p>Could you expand on this and get back to me directly?</p>
<p>On the members contact page include what they do, phone numbers are there but would be helpful to know their role</p>	<p>There is a drop-down menu available to select different roles: Committee Member, Rider, Driver, Controller &amp; Fundraiser</p>
<p>Please accept the following as constructive. I apologise that I was unable to make the AGM this year again.</p> <p>I believe that there is much discord amongst members and listening to many talking when on a shift there is a feeling that they are not listened to by the Committee. Often members have said that they have suggested solutions to issues or offered ideas on improving efficiency, but these suggestions are ignored or worst still, fobbed off. Personally I have observed that at times the communications from the Committee can be condescending. Sometimes I think that it may be forgotten that we are all volunteers, including everyone from the newest member to the Chairman, and although some will have the time to give more, many have other commitments as well. We all join to give to the charity and support the cause, but many feel that they have no voice even when they may have contacts or skills that would certainly improve our circumstances.</p> <p>Please may I suggest a couple of options:  A 6-monthly survey of some kind, similar to an engagement one that many large companies put out. Perhaps it may need someone to analyse survey results and feedback in order to improve engagement. I am guessing that there may be 'off the shelf' software that could create such surveys? Perhaps incentivise members, in particular for the graveyard shift. How again I am not sure, but it may be worth the conversation.</p> <p>A very long narrative and answer to the question above, I hope that you will accept this as constructive. We all just want to make things better and the one thing that I would suggest we could improve at NBB, is to listen and be more open to its members suggestions.</p>	<p>I totally agree that we are all volunteers and some individuals do give more time than others, we all have a life outside of NBB which can be very challenging at times impacting on the amount of time we can share with NBB. If you are experiencing any issues that impact on your ability to volunteer, please let me know at the soonest and we can look to work around this.</p> <p>Please share any examples of where we can improve efficiency or any solutions you have to any issues we encounter.</p> <p>There are a couple of issues with off the shelf surveys; one being the cost and the second is getting individuals to respond to surveys! We have 2 Open Meetings and the AGM where we have a Q &amp; A session - I realise that not everyone may be comfortable speaking publicly but if anyone has anything they wish to raise, either drop me an email or give me a call and I can raise it on your behalf. We run this survey once a year, it would be pointless doing it more than once. A lot of the things raised are repeat of previous years, and if we could have resolved them we would have.</p> <p>On the note about communications from committee being condescending, I cannot recall any that have been sent out that would fall into this category. Sometimes we have to say it like it is, and these are factual. We never forget that we are all volunteers, the Trustees/Committee are also volunteers and we cannot emphasise enough the amount of work required by them to ensure the charity runs and functions effectively.</p> <p>Incentivisation is tricky as we are a Charity; we cannot give any monetary reward of service for completing shifts but happy to have the conversation if you have any other ideas. In 2024 we ran an event for volunteers where we laid on games and food, but it was not that well attended so unless any other ideas come forward we will not be doing this again. There is a limit to what we can do, as the funds raised are for the running of the charity.</p>
<p>As a member who still works full time, also on shifts and with a rota in that work, I am not able to book NBB shifts well in advance and so sometimes when I have availability the roster is already full. There is a lack of availability of daytime shifts which those not working often take well in advance. I am not sure of a solution to this but just wanted to give feedback (same for other members that I have spoken with) in that sometimes we are unable to complete as many shifts as we may want to.</p>	<p>Day shifts are available to book up to 90 days in advance, however I realise that this may not fit with everyone's home life. The only thing I could suggest would be something along the lines of a Facebook post declaring that you realise that the day in question is fully booked but you are available if someone wishes to stand down from their booked shift. Obviously this will need some work and this is a very simplistic viewpoint but it may be worth considering.</p>
<p>Please inform controller's to stop asking volunteers to work past 12 hours as it's a risk to everyone</p>	<p>This query is captured on Shift Notices; Shift Controllers, Riders &amp; Drivers must work together to ensure that all Riders &amp; Drivers should aim to have vehicles back to their respective home base by the end of the shift - this includes allowing time for any vehicle refuelling, cleaning and travel.</p> <p>We are one large Team and we would not be able to complete any work if we didn't have both Shift Controllers or Riders &amp; Drivers</p>
<p>Provide monthly stats to volunteers covering the number of daily jobs completed within time periods (say up to 1am and 1-7am) to demonstrate value of the work done and to confirm the need for 2 overnight shifts</p>	<p>If anyone does have any suggestions on how we could improve our Operation, please drop me a line or give me a call.</p>
<p>Putting numbers in when recording jobs. Some numbers don't correctly register e.g. 2. When logging 22.00 it recognises 20.00 instead. Some other numbers are the same. Maybe this will be corrected on the new website?</p>	<p>We are addressing this issue; unfortunately it is how websites store "Times" and it is something we are stuck with however, we are looking at a way to reduce the impact of this issue. We are currently updating OARS and this should be a positive change</p>
<p>Restore notifications of day time Milk runs / Relays etc to give opportunity to all members, not just Mick &amp; friends.</p>	<p>If you are interested in undertaking Milk Runs or Relays, please contact Mick or Clive. There is a WhatsApp group that provide notifications of these runs. Please be aware that if you work Monday - Friday this is when the majority of the runs are undertaken so availability is key for example, when we need a same day relay or a GNAAS same day re-supply.</p> <p>Several people approached Mick at the Open Meeting to show interest or complain. We will not go back to email notifications for these relays as most are 1-2 days notice at most and as most people cannot undertake them it would just be more emails for them to delete/ignore. People who asked about it were told to send an email to Chair and they could be added to the WhatsApp group if they could respond at short notice. Only 1 person sent an email and they were added.</p>
<p>Shift times, I'm often available after a day shift in work but cannot get to base and collect car by 7.</p>	<p>Please contact the Rota Manager directly and discuss possible solutions</p>
<p>Shorter shifts</p> <p>Due to family, children, work and relationship commitments, I struggled to commit to 12 hour shifts.</p>	<p>Ops Support shifts are available to book up to 90 days in advance. We have implemented half shift coverage when we don't have full shift cover. If you are available for any half shifts for the following week, either early or late half shift, please make the Rota Manager aware and he will contact you if we require cover for that date.</p>

<p>The annual general meeting to have a break in the middle of the meeting</p> <p>I am open to a conversation, how not to allow some of us to become lazy and just getting out of the habit.....just my thoughts</p>	<p>Having a break would just extend the meeting unduly. We did this when we celebrated 10 years of operations and the meeting then went on to 22:45. It is better to get through everything so people can leave at a reasonable time.</p> <p>Happy to have a conversation around this, give me a ring and we can discuss your thoughts</p>
<p>The approach to Planning &amp; Scheduling</p>	<p>If you could expand on this and bring any ideas to me directly it would be much appreciated, unfortunately all we can do is request that volunteers book shifts in a timely manner</p>
<p>There is, in my opinion. a need to improve engagement with members to improve uptake on shifts rather than the last minute call / response regularly required to avoid suspension.</p>	<p>Unfortunately all we can do is request that volunteers book shifts in a timely manner. We are trying to increase Engagement by holding regular Coffee Mornings. If you have any thoughts on how to increase engagement, please let me know directly</p>
<p>Try and find a way to get shifts covered without having to plead with people to prevent suspension.</p>	<p>Unfortunately all we can do is request that volunteers book shifts in a timely manner. We have over 200 volunteers and if everyone could fulfil their 2 shifts per month, this problem would resolve itself but sadly this doesn't happen for many reasons. We can only encourage volunteers, not order them.</p>
<p>Two things:</p> <ol style="list-style-type: none"> <li>1. Get all volunteers to do two duties per month.</li> <li>2. Arrange our own room at the RVI or Freeman for Riders/Drivers to use as a rest area.</li> </ol>	<ol style="list-style-type: none"> <li>1. Unfortunately all we can do is request that volunteers book shifts in a timely manner. We are looking closer at those not covering shifts for long periods of time to see if they need to be better encouraged or removed from the charity as inactive volunteers as these individuals create extra work for Training and Fleet managing annual assessments &amp; DL checks.</li> <li>2. Netherby Ambulance Station can be used as a stand down venue. On our Locations page for Netherby the accompanying YouTube video makes mention of this. However, if a NEAS crew arrive to take their break, any NBB personnel using the Netherby Ambulance crew room <b>must</b> vacate the area as the crew only have a 30 minute unpaid break. Failure to do so could place our use of all NEAS premises in jeopardy.</li> </ol>
<p>Update above form, I am currently not authorised to do any roles but I have had to pick one to complete the form. I have therefore said I am a driver as that is likely to be approved first</p>	<p>I'll make a note of this</p>
<p>Website to be compatible with smart phones and Apple devices</p>	<p>ICT are currently working on 2 new websites; one customer facing and a separate private NBB site for Members only; both websites will be much more mobile friendly.</p>