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Type: Procedure	Northumbria Blood Bikes Definition: Riders and Drivers Operational Shifts		
Owner:	Rota Manager	Author:	Steve Rawlings
Approved:	01/09/2025	By:	Executive Committee
Doc Ref	ROTA010	Version	2.5

A. Why do we need this Procedure

This document sets out the requirements for members to book a shift, and to cancel a shift, on the standard, riders and drivers operational rota.

B. Who is responsible for this Procedure

The Rota Manager of the group is responsible for the maintenance of this Procedure.
The Executive Committee is responsible for approving this Procedure.

All members of NBB Committee and any holder of the Riders and Driver role 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.

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 of the executive committee and holders of the Riders and Drivers role.

1. Aims of the Role

1.1. This rota operates to enable members to book shifts on the operational rota.

1.2. This rota operates for Riders and Drivers.

2. Operational Times

2.1. This rota operates 7 days per week, 365 days per year.

2.2. The evening shifts begin at 19:00 hours and end at 07:00 hours the following day or when the final delivery is completed, whichever is later.

2.2.1. The shift may be split into 2 x 6-hour slots, 19:00 – 01:00 and 01:00 – 07:00 **NOTE: These are 6 hour shifts, the early shift does NOT finish at midnight, we expect that you will return to base for 01:00**

2.2.2. If booking a shift, it is expected that the rider/driver will book both halves of the shift to complete the full 12 hours.

2.2.3. It is only permissible to book one half of the full night shift when authorised by Rota Manager, Committee on Call, or any other member of the committee who is acting on their behalf. The notes must clearly state who authorised the half shift

2.2.4. A half shift will only be allowed to be booked up to 24 hours before the actual shift is due to start. This will allow volunteers to book full shifts as this is the preference, and the half shift is typically used to prevent suspension of service.

2.3. One vehicle may operate an "Evening Support Shift" from 19.00 until midnight. The requirements for the evening support shift are defined in the procedure ROTA013 which should be consulted before booking a support shift.

2.4. The daytime shifts begin at 07:00 hours and end at 19:00 hours or when the final delivery is completed, whichever is later.

2.5. When booking a ½ shift, a shadow shift, event shift, relay or milk run, then all details of the shift must be recorded in the additional notes field

2.6. No operational rider/driver is permitted to work consecutive shifts that take them beyond 12 hours of continuous duty of any nature. For the sake of clarity, in this context, fundraising and shift coordinating are included. For example, it is not permitted to undertake an operational nightshift immediately following a fundraising event during the day. If in doubt, seek clarity from a committee member.

3. Vehicles

3.1. The operations rota may be operated by car or bike or any combination thereof.

3.2. A maximum of **Three** vehicles are to be on duty on any given day shift (*unless otherwise instructed by a member of the committee*) and a maximum of **Two** vehicles are to be on duty on any full night shift. In addition there will be any scheduled shifts required, i.e. BoB run daily, Hexham run Monday to Friday, and the Operational Support shift, also daily.

3.3. If more than **Two (nights) or Three (days)** members volunteer for any given shift, then the rota manager (or appointed deputy) will ask sufficient members to stand down to

reach the desired level of cover. Normally, the last member(s) who volunteered will be asked to select a different shift, but this remains at the discretion of the Rota Manager.

4. Operational locations and Handovers

4.1. Bikes and cars will be based at locations throughout our operational area. Vehicles available for operational shifts are indicated in the On-Line rostering System.

4.2. Members may volunteer for any available shift and indicate this, using the online system, by choosing a convenient base, normally the base closest to their home.

4.3. Vehicle handovers are performed at the bases

4.4. If the vehicle at your chosen base is not booked out prior to your shift you are allowed to collect, it early. You must record your intentions in the online rostering system.

4.4.1. For a night shift the vehicle can only be collected 3 hours prior to the start of shift and returned at the end of shift. Note, bikes must be garaged at home premises, and the volunteer must have undertaken a garage check.

4.4.2. For a day shift the vehicle can only be collected 3 hours prior to the start of shift and returned at the end of shift. Note, bikes must be garaged at home premises, and the volunteer must have undertaken a garage check.

4.4.3. Anything outside these times needs approval from the Fleet Manager. If the Fleet Manager is not available, then approval must be from the Rota Manager.

5. Colour Codes

5.1. The Online Rostering System colour codes the booked shifts. The following colour codes will be applied:

Red	= Ops Bike Night Shift
Light Pink	= Ops Bike or Car Early ½ night shift
Dark Pink	= Ops Bike or Car Late ½ night shift
Dark Red	= Ops Bike Day Shift
Blue	= Ops Car Night Shift
Dark Blue	= Ops Car Day Shift
Purple	= Ops Support Shift
Green	= Scheduled Run (Bob or Hexham at the time of writing)
Light Green	= Relays and Milk runs
Yellow	= Event - Fundraising or Publicity
Light Yellow	= Shadow shifts (shadower)
Grey	*= Contoller Shifts or Vehicle Not Available*

5.2. In order for the OLRS to display the correct colour coders, members must choose the correct “shift type” when reserving their shift. In the shift entry, or shift edit, screen:

- Click on Rota Type
- From the drop-down menu select the rota type you
    - E.g. Event, Scheduled, Ops Bike Day, Ops Car Night.

6. Shift Cancellation

6.1. It is the responsibility of the individual to try to arrange alternative cover for any shift that they wish to cancel, this can be done via personal contacts, or on the NBB members Facebook group.

6.2. The member must inform the rota manager in writing at the earliest possible time of their intention to cancel a shift. There is a contact form on the website for this purpose, however email and texts are acceptable.

6.3. The member should then click on the "Delete Shift" tab on the OLRS.

7. Booking shifts

7.1. Members can book as few or as many shifts as they wish subject to paragraph 2.5 above.

7.2. We require that every member tries to book at least two shifts a month to share the load evenly amongst the group.

7.3. Try to book shifts a month in advance wherever possible, they can always be changed or cancelled, this also gives you the best chance of using the base of your choice. Shifts can be reserved up to 90 days in advance.

7.4. Please check the rota on a regular basis to see where and when you can help out.

8. Job Logging

8.1. In order to ensure the statistics we submit to the trust are accurate, it is important that all riders and drivers enter their jobs into the Job Logger as soon as possible, and no later than 48 hours after the end of their shift.

9. Exceptions and Variations

9.1. At Christmas, New Year and Easter Bank Holidays, when we have our longest periods of continuous service, the Rota Manager may decide to introduce a more flexible shift pattern to ensure operational coverage and to limit the inconvenience to members.

Northumbria Blood Bikes Procedure: Rota Definition: Riders and Drivers Operational Shifts			
Version Control and History			
Date	**Version**	**Author:**	**Reason For Change**
21/02/2016	1.0	Steve Rawlings	First Version
1/1/2017	2.0	Michael Thompson	Includes new logo and details of evening support shift.
09/02/2019	2.1	Ronnie Paton	Added section 9, General formatting changes
12/02/2019	2.2	Ronnie Paton	Removed section 9 (Administration) Added section 8 Job Logging, changed wording 4.4
23/3/2020	2.3	Jason Cooper	Amended 4.4.1 / 4.4.2
August 2023	2.4	Ria Burnett	Periodic Review
September 2025	2.5	Mick Redpath	Updated for new OLRS