| Type: Procedure | Northumbria Blood Bikes<br>Shadow Shifts | | |
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| Owner: | Training Officer | Author: | Paul Curran |
| Approved: | 7th April 2025 | By: | Executive Committee |
| Doc Ref | TRG001 | Version | 1.0 |

## A. Why do we need this Procedure

This Procedure sets out the requirements for undertaking shadow shifts with new members.

## B. Who is Responsible for this Procedure

The Training Officer of the group is responsible for the maintenance of this procedure.
The Executive Committee is responsible for approving this procedure.

All NBB shadow riders and drivers must 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 qualified riders, drivers, shift coordinators and the executive committee.

## 1. Aim

**1.1.** To provide guidance and consistency of training delivery when new members are undergoing their shadow shift prior to being signed off for operational duties.

## 2. Shadow shift preparation

**2.1.** The Training Officer will monitor the progress of new members and determine when they are ready to undertake a shadow shift, ensuring all elements of training are complete along with the issue of ID, Uniform/NEAS key and being added to the appropriate registers and insurance.

**2.2.** The Training Officer, assisted by both Fleet & Rota Managers (where applicable) will select a suitable date, location and shadower to undertake the shift. Once agreed with all parties, the Training Officer will circulate the appropriate email to both parties stating all the above information as well as the learning expected from the new member.

**2.3.** Ideally a weekend dayshift is best suited given the amount of information to be covered on the shift and will be the preferred option, however this can still be done on a weeknight shift but to avoid overloading the new member, it may be appropriate to cover the **Online Activity Recording System (OARS) & Online Rostering System (OLRS)** systems on the following day ensuring all the job details have been captured from the shift.

**2.4.** An OLRS 'new user' profile will be created for that member by the Training Officer (or Fleet Manager), who would then book out the appropriate vehicle for that shadow shift using the new members OLRS access details as generated above. This allows for the shadower to instruct the new member in how to operate OLRS by logging on with the temporary password (as issued in 2.5 below). The new member can then be instructed on how to change that password as well as deleting and booking a shift with their individual login details.

**2.5.** The Training Officer will email the shadower with the new members OLRS temporary password (as in 2.4 above) to enable appropriate OLRS training to take place on the shadow day. **This password is not to be issued to the new member until that shadow shift is underway.**

**2.6.** If it's a rider shadow shift, then the shadower would be booked onto a separate bike as an 'Event' stating that its booked for a shadow shift.

**2.7.** For a driver shadow (where the same vehicle is shared), the shift is again booked in the new members name as an Ops Car Day or Night (as appropriate) and the Training Officer will ensure the shadower also receives a shift credit by identifying them on the shadow shift milestone.

**2.8.** Those shadowers who are only qualified riders can undertake both riding & driving shadows however, shadowers who are only qualified as drivers can only undertake driving shadow shifts.

**2.9.** The shadower will contact the new member prior to the agreed date to ensure the process is fully understood and answer any questions the new member may have, consulting with the Training Officer as appropriate.

## 3. Shadow shift completion

**3.1.** The new member is responsible for ensuring they have undertaken adequate preparation by studying the locations and procedures detailed in their shadow shift email (see 2.2). It is understood there may be a lot of information to take in, therefore the shadower can prompt and guide the new member being mindful not to undertake the shift for them.

**3.2.** On bike shadow shifts, the shadower will follow the new member and only intervene as required. The shadower is not there to judge the riding skills of the new member, however any concerns applicable to safe riding or safety of both bike & rider should be highlighted to the new member. If further concerns arise, the shadow shift should be terminated immediately and the new member escorted back to home base. The training officer should be informed as soon as possible to investigate if a further riding assessment is required. Similarly, if any other operational issues arise i.e. lack of shift preparation or confidence to fulfil the role, then terminate the shift and inform the training officer for further actions.

**3.3.** On car shadow shifts, the shadower will occupy the passenger seat and the same criteria applies as detailed in 3.2 above.

**3.4.** If the shadower hands over the shift part way through, they should only do so when completely happy that the new member can operate comfortably on their own. The shift controller should be informed and along with other shift members can provide necessary guidance to the new member as required.

**3.5.** **Ensure all the points on the shadow shift checklist (available in the Members Handbook/Riders & Drivers section – see DWNLD002 ) have been covered and if necessary leave the checklist with the new member as further guidance.**

**3.6.** On return to base, the new member should ensure the vehicle is suitably fuelled up and cleaned (where facilities are available) and check that no personal items are left within vehicles.

## 4. Site Security

**4.1.** At shift end, ensure both bikes & cars are left fully secured (**bikes to have no steering locks applied and left in Neutral gear**). Return vehicle keys & fobs back to appropriate key safe boxes (as applicable) ensuring security codes are thoroughly scrambled.

**4.2** Ensure that site doors & gates are locked on exit and you leave the location as you found it.

**Remember, we are trusted partners with both the Fire & Ambulance Services hence we must ensure station security is maintained at all times.**

## 5. Exceptions & Variations

**5.1** Any exceptions or variations will be at the discretion of the Training Officer, or a Committee Member.

| Northumbria Blood Bikes Definition:<br>Shadow Shifts | | | |
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| **Version Control and History** | | | |
| **Date** | **Version** | **Author:** | **Reason For Change** |
| April 2025 | 1.0 | **Paul Curran** | First Version |