Type: Procedure	Northumbria Blood Bikes Definition: Full Suspension of Service		
Owner:	Rota Manager	Author:	Ronnie Paton
Approved:	4th Aug 2018	By:	Executive Committee
Doc Ref	ROTA002	Version	1.2

A. Why do we need this Procedure

This document sets out the roles and responsibilities to fully suspend service.

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. Aims of the Procedure

1.1. This procedure sets out the actions needed to fully suspend the service.

2. Full Suspension Requirements

2.1. The table below sets out the minimum normal **duty** staffing for any shift. If the volunteer level falls below the minimum requirement for any part of the shift, then the procedure must be implemented. **This applies particularly across the Xmas bank holidays where hospital demands can be high.**

Duty Role	Required	Minimum Level between 07:00-23:59	Minimum Level between 00:00-06:59
Controller	1	1	1
Duty Rider/Driver	3	2	1 See note 2.3

2.2. All scheduled shifts do not count towards the minimum levels.

2.2.1. If a scheduled run is not covered, a duty vehicle may be tasked by the On-Call committee to complete this task. If this would bring the number of duty vehicles below the minimum level, the On-Call Committee should take the decision if the scheduled run is to be cancelled. **The BOB run should always be completed under any circumstances.**

2.3. All members are reminded that they shouldn't feel pressured into driving/riding when they are fatigued, and to speak up when they need a break. The controller should then advise that any collections during this "break period" will be classed as a Standard job, if this is not acceptable to the customer, the controller should suggest (politely) to use other forms of transport.

3. Role Requirements

The following actions should be completed before any suspension notice is put in place

3.1. Rota Assistants

The Rota Assistants will try and ensure the shifts are covered by their normal practices, with the below as a guidance.

3.1.1. Within 24 hours of shift start, inform Rota Manager and /or On-Call Committee that the shift is not covered, whilst continuing to get the shift covered.

3.1.2. Within 12 hours of shift Start, inform Rota Manager and On-Call Committee that the shift is still not covered, and they might need to suspend service.

3.1.3. Within 2 hours of shift start, inform the On-Call Committee that the shift is not within the minimum levels.

3.2. Rota Manager & On-Call Committee

3.2.1. When informed of 3.1.1, send a request on all platforms (Email, Facebook) that we are at risk of suspending service

3.2.2. When informed of 3.1.2, send another request on all platforms and keep reviewing the rota to ensure that the shift is covered and review this procedure.

3.2.3. When informed of 3.1.3, start the Full Suspension of Service Procedure in Section 4

4. Full Suspension of Service

This is to be completed by the On-Call Committee member

4.1. Inform the affected shift members (including Scheduled runs) that the service will be suspended at the time where the shift falls below section 2 requirements.

4.2. Update the Committee Slack Channel that the service is to be suspended.

4.3. Ensure that the on-shift Controller is aware that they must change the hospital hotline to the pre-recorded announcement within Virtual Local (refer to ROTA015, section 6 – Hospital Hotline procedure for guidance).

4.4. Call the following hospitals explaining the suspension of service procedure is being implemented, giving the time from and when service will resume,

4.4.1. RVI Leazes Wing (0191 282 5800)

4.4.2. RVI New Victoria Wing (0191 282 1410)

4.4.3. NSECH Path Lab (0191 607 2237)

4.4.4. NTGH Path Lab (0191 293 2528 or 0191 293 2591 or 0191 293 2592)

4.4.5. University Hospital of North Durham Path Lab (0191 333 2443)

4.4.6. Darlington Memorial Path Lab (01325 743 167)

4.5. Contact the next Controller, if applicable (i.e. at the weekend) advising that they will not be taking over from anyone.

4.6. When the service is to be suspended, work with the on-shift controller to:

4.6.1. Ensure that affected members are at bases safely and are standing down.

4.6.2. Ensure that the hospital hotline is changed to the pre-recorded announcement within Virtual Local (refer to ROTA015, section 6 – Hospital Hotline procedure for guidance).

5. Exceptions & Variations

5.1. There are no exceptions or variations.

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Version Control and History			
Date	**Version**	**Author:**	**Reason For Change**
04/08/2018	1.0	Ronnie Paton	First Version
August 2023	1.1	Ria Burnett	Periodic review – removed Forum from 3.2.1. Added section 5.
January 2024	1.2	Ria Burnett/Paul Curran	Amended sections 2.1, 4.3 & 4.6.2 for pre-recorded announcement