



Bux & Oxon 4x4 Response Group

4x4 Volunteers Supporting the Community

www.borg4x4.org

BORG Guide to Response

BORG 4x4 Response Group is a club with members who volunteer their time, with the use of their vehicles, in support of the community. This guide aims to describe the services that BORG can offer and how it is intended to be provided. Such is the nature of volunteer work, rather than a binding contract, this sets out to describe expectations, a Memorandum of Understanding.

BORG Mission Statement

BORG is determined to bring together an enthusiastic group of 4x4 drivers who can share experience and skills with each other. In doing this we strive to provide support into the community applying these skills, with our 4x4 vehicles, assisting with logistics across several areas, usually when there are bad weather conditions.

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BORG Service offering

BORG should be viewed as a service which strives to help business continuity during periods in which it has become difficult to work usually because of adverse weather and road conditions. It should be noted BORG are not 'First Responders' but can help emergency services with logistical assistance.

BORG is diverse and may assist in many areas such as:

- Logistic support for movement of people in adverse weather.
- Movement of equipment both carried within vehicles and towed.
- Car park marshalling both large and small events.
- Event marshalling including controlling several marshal points with radio contact and main event controllers.
- Assistance with traffic control, currently on private roads although the club is working with local authorities to get this expanded to public roads.
- Assistance in the evacuation of persons affected by an incident.
- Assistance in the monitoring and response to weather related incidents
- Assistance with recovery of vehicles from most situations, again on private land. BORG is not a breakdown service.

BORG is a group of volunteers, members providing their time and services free of charge based on good will and support in the community.

We have the expectation that our members will not be unacceptably out of pocket through offering their help. Mileage expense claims and any reasonable subsistence costs will be covered by the Service User requesting help from BORG. These costs will be identified on an invoice raised by BORG to the Service User. This needs to be processed promptly to not cause unnecessary delay and inconvenient to the volunteer.

- Mileage for logistic support is charged at 45p or 100p per mile
- Running vehicle engine for long periods of time in a static position, for warmth, charging batteries or electrical equipment – equivalent of 4 miles per hour.
- Meals for volunteers when on support and an active call lasts over agreed time

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The journey will typically start from the volunteer leaves home until returning at the end of a shift; with a mileage being recorded for the entire shift. This will be supported with Post Code for start, finish and for each drop off or pick up point whilst deployed.

When ferrying a care worker around town, it is only the collection point of the care worker and the final drop off that care worker that is records, not each individual stop along the way.

For all Event marshalling BORG does not charge for members time being volunteered to help, nor the use of their vehicles. Again, there is an expectation of subsistence being catered for and any mileage due according to the nature of the support.

To provide a good quality of service, our members take part in practise and skills development work. We have the expectation that the Service User recognised the benefit and will make contribution to the club to assist in the running costs of such preparation effort.

Insurance:

Vehicle and Insurance:

Volunteers will be driving their vehicles using their own motor insurance cover. Any motor vehicle accident or claim will be a claim against their policy. Loss of no claims discount is not compensated for nor covered by the service user nor BORG club.

It must be highlighted that any passenger travels at their own risk.

Damage to a volunteer's vehicle that is outside the scope of their motor insurance, which resulted from the action of carrying passengers or equipment will be covered by the Service User. For instance, the cleaning or repairs following any spillages or vehicle damage, through no fault of the volunteer, will be covered by the Service user.

Equipment and property:

Volunteers carry and/or use their own equipment and property at their own risk.

Volunteers accept no responsibility to any damage to equipment being transported in their vehicle or being carried by hand on behalf of the Service user.

Public liability:

Claims made by any other party resulting from an activity performed by volunteers on behalf of the Service User will be covered wholly in the first instance by the service user. If the Service User holds no public liability insurance for this activity, then the claim will be against BORG's public liability provided by Zurich.

Volunteers operating on the Buckinghamshire or Oxfordshire County Council's behalf are covered by the 'County Council's Public Liability policy'. This covers accidental personal injury to third parties or accidental damage to third parties' property arising from the county council activities or responsibilities.

Service Users other than county council, have the responsibility of insuring their equipment and property where they feel it is appropriate.

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General Requirements from Service User

This is a list of what is needed before service can be provided by BORG.

This is not an exhaustive list and is constructed in the spirit of cooperation and partnership between BORG and the service user.

- Public liability insurance is to be provided by the Service User covering BORG members and any equipment being carried in our vehicles.
- Confirmation of authorised persons that can request service from BORG. The BORG MoU reference number will need to be quoted when requesting services.
- Confirmation on contact details authorised to accept invoices on behalf of the Service User and the procedure for submitting of the same.
- A completed MoU in place and reviewed yearly between both the service user and BORG
- Description for our members to understand the nature of the tasks that we may be involved in. where possible, it would be very helpful for the users to attend a club night. It would also be useful for selected members to attend the service users work place or potential areas of operations to understand the work and get to know the people involved.

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Coordination during Response

BORG Response are using the computer system ARM for the support and coordination of members during a response and in preparation for response work.

We have a small number of controllers who are skilled in the use of this system for the safe and successful deployment of our members assistance.

The Controller oversees the distribution of personnel to assist those in need by looking at both the availability of the volunteer and their capability to safely help those in need.

The Controller will look at:

The volunteer's current location, to see if they can respond within a reasonable time.

The length of time the volunteer will be available to assist or remain on standby.

When called upon two members BORG aim to rendezvous within an hour of the initial call.

However, should multiple volunteers be required the rendezvous time can be up to two hours of initial callout.

The duty manager coordinates alongside the volunteer to make a note of the different postcodes travelled through to work out an accurate cost of fuel.

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Response Role Guidance Given to Members

As an organisation, we are set up to simply supply 'logistic' support in an emergency to the Agencies who may call upon us. We supply our vehicles and driving skills to move equipment and personnel around in conditions where their normal transport is rendered unsuitable.

We are not 'First Responders' – but can carry Paramedics and other medical teams to the scene of an incident or where needed and back them up as requested.

Similarly, we are not 'Search & Rescue' – but may be asked to assist them with our capabilities and skills. This is the case with any other Agency we may be deployed with, we operate under their instruction which means we are operating within their terms of liability.

We ask that you do not place yourself in a position you are not comfortable with – especially in relation to the vulnerable. Always have an accredited member of the Agency we are deployed with in attendance at all times and remain in your vehicle unless specifically asked otherwise.

Do not place yourself in danger and please only operate within your ability – remember – you are a volunteer and can stand down at any time (but please inform our control).

An individual member cannot 'self-deploy'. If you come across a situation where you feel the group can be of service, call our Emergency Planning Liaison Officer (EPLO) and he will give authorisation if appropriate. You can then continue under our jurisdiction with the correct liability cover in place.

It is the responsibility of our Nominated Control to allocate the personnel and vehicles to the tasks requested of him as he sees fit, based on type of vehicle, ability of driver and location etc.

Members in the Response role will be provided with certain specific pieces of equipment related to that role – a tabard bearing the BORG logo, a reflective plaque bearing the BORG Response logo (to be displayed on the vehicle whilst deployed), personal photo ID (to be used in conjunction with a current membership card) to be carried visibly whilst deployed and a buoyancy aid (due to cost, a returnable deposit is required and not all members are required to have this item). All this equipment remains the property of BORG and should be returned if you leave the group.

Vehicles

The volunteer privately owns a vehicle with four-wheel drive and seeks to use it during a time of crisis to help the community and provide business continuity. Because of this, the owner of the vehicle is solely responsible for the insurance and maintenance of the vehicle making sure it is road legal and meets the requirements in 4x4 Response activities.

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BORG Grading for response workers

Within the club we assess the skills of our team to understand their ability, both themselves and their vehicles, as well as the confidence to tackle the task in hand.

Most work that our responders carry out is easily done by level 1 and level 2 responders. Those predominately higher than this level, are likely to be with formal external training.

We also have a letter grading for their vehicle. A responder of 2-A grading, is personally level 2 as below and their vehicle rated as level A.

Stage Grading level 1:

Safety and Legal first – Legal to drive with valid current driving licence.

Insurance with paperwork to show MOT and insurance. Such documents are carried

Below shows how all our drivers are graded:

1. All drivers regardless of experience start at level 1, at this level drivers are sent out in twos and must attend one of the 4 BORG response assessment events that we hold throughout the year to move up a level. At this point we as a club help and share knowledge on basic skills i.e., map reading, radio communication, manual handling etc.

At our response events we cover controlling a vehicle on loose ground we cover limitations of the different vehicles and forward planning. Again, this is done with other level responders both as refreshers but also so the team can share their skills to help level 1 responders move on up.

2. This is the level of most of our responders and this is that they have attended one of our response events in the last year and have also demonstrated basic driving skill and understanding of the vehicle they drive. They have also demonstrated ability to follow a map and understand and relay communication over radios. They have also been a part of a self-recovery demonstration.
3. Has completed cold water training and reached everything required in level 2
4. Has completed NVQ in off road driving

All responders are required to attend one of the response events that we hold within each membership year to allow for skills to be refreshed and vehicles to be assessed if after that year they have not been seen at an event they will be given the grade of 1 and be required to go out on live jobs with another vehicle.

We also have a grading for the vehicle, and this is below:

- A. This is given to most vehicles if they have the ability to drive with all 4 wheels i.e., they are 4x4
- B. The vehicle is fitted with a snorkel or has a larger than normal wading depth.
- C. This is given to vehicles that have heavier than normal recovery equipment i.e., heavy duty recovery points or lifted to allow for more ground clearance.
- D. This is given when the vehicle is fitted or has the means to fit a winch.

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Terminology Jargon Buster

BORG: Bux & Oxon 4x4 Response Group

Trading as: Bucks and Oxon 4x4 Response Group

EPLO: Emergency Planning Liaison Officer

MoU: Memorandum of Understanding

Service User: The company using BORG for their planning

NVQ: National Vocational Qualification

Self Recovery: The removal of a stuck vehicle without another vehicle.

Responder: The BORG member providing response volunteer work, possibly with their 4x4 vehicle. (Not to be confused with “First Responder” that may refer to the emergency services)



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4x4 Volunteers Supporting the Community

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Memorandum of Understanding

[Ref Number: 2020-xxx]

Between
Bux and Oxon 4x4 Response Group (BORG)
And

Name:
Title:
Date:

BORG
Name:
Title:
Date:

BORG Response contact details 2020

EPO / Liaison officer for Buckinghamshire and Oxfordshire:

Simon Avery-Sutton:

Phone: 07540 190586

Email: response@borg4x4.org

Main Emergency Response Controller:

Ron Welch:

Phone: 07714 100457

email: RW90@aol.com

Dep Emergency Response Controller/Call-out system Controller

Carol Watt:

Phone: 07766 714138

email: membership@borg4x4.org

BORG Treasurer (dep controller)

Susan Sansom:

Phone: 07851 453909

Email: treasurer@borg4x4.org

BORG other contact details

BORG Chairman and Dep EPO for Oxfordshire:

Chris Watt:

Email: chairman@borg4x4.org

BORG Club Secretary

Keith Richards:

Phone: 07785 351886

Email: keith.a.richards@btinternet.com or secretary@borg4x4.org