



Moray Advanced Motorists & motorcyclists (MAMM)

Minutes of Committee Meeting

held at Leaside, St Catherine's Place, Elgin IV30 1TN

on Thursday 5th December 2019 at 19:30

Present: Ian Jones (Chair), Vince Dobby, Jim Mac Donald, Alan Innes, Bob Drysdale & Heather McLaren.

- 1) **Apologies:** Billy Johnson & Liz Devenport
- 2) **Minutes of previous committee meeting:** Approved
- 3) **Matters Arising:** Extraordinary Committee Meeting (GDPR)

6) Actions to protect data:

Action 2 Register of historical information.

Bob confirmed that he will securely destroy old hand written books containing personal details of members. Closed

Action 7 Website Audit. Closed

Matters Arising – Committee Meeting held on 16/05/2019

- 5) Car Section:

Vince reported that associate log books are still being delivered quickly. Two new associates received their log books with one week of being enrolled. This is a great improvement. Closed.

- 9) Ian has chased up Committee members who had not returned Automatic Disqualification declarations. All are now returned. Closed.

Committee Meeting held on 22/08/2019

- 8) Date of next AGM: 18/02/2020

Ian has emailed contract statements and nomination forms to members. He said you only need to resign contract statements if you are using photos etc. He said there are some photos of ex-members on our website. It was decided to leave them meantime. Closed.

- 4) **Treasurer's Report:**

Bob said our current bank balance is £2,020.57

He said he sent out personal emails to remind members to pay subscriptions and got a good response. We have 79 members according to the latest score card.

5) **Car Section:**

Vince went over the information on the latest IAM Score Card. He said that enrolment of new associates should be within one week, but the score card showed that our group took 15 days. There are 2 bikers awaiting enrolment. One lady associate had complained that she had not been enrolled but Vince has now sorted this out.

Training in progress: We currently have 13 associates, 7 on the car course and 6 on the bike course including 2 names from 2014 and 2015! Vince asked if they can be removed from the list. Ian and Vince discussed how to resolve this matter. Vince said inaccurate information leads to wrong figures appearing on the score card. Bob offered to check the data base to see if they are still members and report to Vince.

Vince said 2 associates membership would expire on 31/12/2019. He has contacted them to enquire if they intend to continue with the course. Two associates are in training and 2 are test ready. Vince is training another associate on a 1 to 1 basis and is encouraging her to sit the test.

On the spring course there were 5 passes including one first.

Vince told us he has had some opposition to 1 to 1 training from a member of Ian Gibb's team of observers. They said they were not prepared to take associates on drives if there were no longer classroom lectures. The team did take on a lady associate who had transferred from the Fife group. She had already done some classroom work and had already completed 8 drives. Ian and Vince both agreed that there is no requirement for lectures according to the IAM handbook. It is extra tutoring that our group provides. The IAM are now moving towards 1 to 1 training. Vince will contact the observer in question and tell them that all National Observers should be able to train associates without classroom lectures.

Alan will run the spring 2020 course. Vince will hand over the laptop etc. to Alan. Vince suggested cutting the classroom sessions from 6 to 4. Ian said he would send Alan a copy of the bike training course material as they only have 4 lectures.

Vince announced that at last we have a new examiner, Alan Ranson from Lossiemouth – cars only. Vince has put forward an associate for test but so far Alan Ranson has not contacted them to arrange a test. Vince has been in contact with the IAM about this and is awaiting a reply.

6) **Motorcycle Section:**

One Associate who had started training in 2018 has passed their test. Another who started in 2018 (an Advanced Driver at the time) had been advised to cease the bike course due to safety concerns.

Of the 7 Associates who enrolled this year, only 3 had tested. There were a number of reasons for the other 4 not reaching a test-ready standard but Associate commitment was one of them. Ian

will impress on all Observers that they must make it clear to Associates there is an obligation on them to show an acceptable level of commitment to the training. As a consequence, the bike section will start 2020 with 4 'carry overs' as well as the 2 new Associates that have already enrolled.

The bike section currently has 2 NOs, 4 LOs of which 2 had expressed a wish to step up to NO standard. There is a further Member who wants to restart his LO training after recovery from an operation.

7) Review Audit Report and identify actions required:

Ian said the report was very subjective report as it didn't identify specific requirements against which observations had been made, which is the normal audit protocol. There are some things we can improve on, but overall the report was not too bad. After some discussion Ian said we appear to be in line with other groups in Scotland.

The actions arising from the report are in Appendix 1 to these minutes, which will be used as an action tracker.

8) Advertising the Spring Courses:

Vince confirmed that the spring courses are being advertised in the Spotlight magazine and the library is booked.

9) Feedback from ASDM meeting on 16/11/2019

LO must be reassessed at least every 5 years

DTE will be withdrawn during 2020 so it is essential that Group records are as accurate as possible. Bob will carry out a review and make any corrections necessary by the end of Jan 2020. Run sheets will be compiled on the DTE replacement

It is essential to keep records of attempts to contact Associates. If an associate fails to respond after 3 contact attempts, IAM Support should be informed – all note and cascade to Observers.

IAM RoadSmart are very keen to promote closer working relationships with local authority Road Safety Officers. Rather than take a piecemeal approach Scott will provide a standard letter to send. In addition, Groups are encouraged to build relationships with local vehicle dealers, etc to increase the number of course starters. See Appendix 1 for progress.

Groups were encouraged to make full use of appropriate Corporate branded materials and equipment. Corporate logo files for letter heads, etc, are available from Paul Woosey.

Make more use of the content of IAM Inform.

Observers have 3rd party insurance liability in the event that an Associate has an RTC will carrying out an observed rides/drives however, Class 1 business insurance is still required and a standard letter is available from the IAM RoadSmart website, which should mean that Observers may not

incur an additional premium. To be covered by the 3rd party liability insurance, Observers must be registered with the IMI.

Review Scott's planned visits diary and seek to maximise his time in the area for tests, Observer assessments, etc.

10) **Northern Forum Observer and future meeting locations:**

Ian said he had received an email requesting that the location of the Northern Forum meetings be moved around the area and that Observer training days should be set up. We agreed in principle with both suggestions but Ian/Vince would canvass feedback from the observers about the content of the Observer days. Ian will notify the NF Secretary of the Group's position on the proposals.

Vince said only half of the car observers were interested in observer training days.

11) **Disposal of our "Easy-up":**

Vince asked what we should do with our Easy-up as we no longer use it. It does not have any logo on it so it could easily be sold. A new one costs approx. £400. Ian suggested we could advertise it on Moray Buy-and-Sell on face book. We decided to ask for £99 for it. Vince will measure the size of it for the advert and post it on the site. Vince asked what we should do with the second laptop. As it needs to be disposed of it was decided to give it to Reboot at Forres. It was also decided to scrap pull-ups with old information/logos.

Bob said he would update the asset register to reflect this.

12) **2020 AGM:**

a) Agenda item proposals: It was decided to include the standard items then, after the adoption of accounts to add 'Future of the Group'. Ian is standing down and we will need a new chairperson. If no one comes forward a possible merger with another group or winding up the Group would need to be discussed.

b) Notifications of non-email members: Heather agreed to send out information and nomination forms by post to those members.

c) Intention to re-stand: Ian asked the members present if they intended to re-stand for the committee.

Ian Jones	No
Vince Dobby	No, but may continue as group contact
Alan Innes	Yes
Bob Drysdale	Yes
Jim MacDonald	Yes

Heather McLaren Yes, providing the new chairperson was happy to work with her considering her very limited IT skills.

Ian asked Vince to canvass the other observers to try to find a replacement chief observer/car coordinator.

10) **AOCB:**

Alan said he had recently taken his NO re-assessment. He was surprised to be driven round the route police driver style at break neck speed. Alan passed his assessment. Ian said this is a double standard as we are not training police drivers.

Jim said he had gone ahead and had dash cams fitted to his car.

AGM 2020 Ian said the new chairperson will have to set a date for the next committee meeting after the AGM.

Ian thanked the committee for all their work while he has been the Chair.

Meeting closed at 21:10

Appendix 1 – ASDM audit actions

ASDM audit actions

Audit finding	Action required	Action Holder ¹	Target date	Action taken	Date closed
Group Engagement – the site has only had 4 posts in the year so far.	Review the Facebook page(s) and ensure they are formatted in-line with best practice for the platform to make them more appealing/engaging with users, to encourage wider use.	Liz Devenport	28 Feb 20		
Group Service Delivery - current pass rates suggest an element of ‘over-training’.	All Observers to note that if an Associate has reached the test-ready state and they have achieved the best standard they are capable of, they should be entered for test. Observers should not seek to get an Associate to a potential F1rst standard unless they clearly and readily have the potential to achieve it.	All Observers	On-going	On-going	On-going
Group Service Delivery - the course information on the Group website suggests that the library sessions are a pre-requisite for undertaking the courses	Website wording to be revised to make it clearer that library sessions are not a pre-requisite for undertaking the courses	Vince Dobby Ian Jones	31 Jan 20		
Group Branding, Values and Behaviour – there are concerns about the Group’s commitment to the focus needed on a customer-centred approach to Associates’ needs and expectations.	The Group needs to ensure that there is a full and sustained focus on a customer-centred approach to Associates’ needs and expectations.	All Observers and Committee	On-going	On-going	On-going
Group Branding, Values and Behaviour – DTE needs some improvement	All records on DTE to be reviewed and corrected/completed as required.	Bob Drysdale	31 Jan 20		
Group Branding, Values and Behaviour – no complaints procedure/guidance on the Group’s website	Complaints procedure/guidance to be made clear on the Group’s website.	Ian Jones	31 Jan 20	Text to outline the Group’s complaints procedure/guidance for updating on the Group’s website provided to Alan Adison and website updated.	30 Nov 19
Group Branding, Values and Behaviour – GDPR contracts need to be sent out along with membership renewal reminders.	GDPR contracts to be sent out along with membership renewal reminders – review in 6 months.	Bob Drysdale	30 Jun 20		

¹ All action holders to be reviewed/ revised following the AGM on 18 Feb 20.

Audit finding	Action required	Action Holder ¹	Target date	Action taken	Date closed
Summary – the bike section appears to have a more streamlined approach to Associate development.	Car section to review the bike section training material/approach and identify where lessons could be learned from the bike section approach. Ian to send the course slides to Alan Innes as a first step.	Ian Jones Alan Innes	31 Jan 20		
Development Plan – seek to develop and build relationships with local car/bike dealers to increase membership.	Discuss the possibility of working more closely together with local dealerships. Review in 6 months.	Billy Johnson Vince Dobby	30 Jun 20		
Development Plan - seek to develop and build relationships with local Authority Road Safety Officers to increase membership.	Ian will review the Moray Council's website try to identify the RSO and make initial contact.	Ian Jones	31 Jan 20		
Development Plan - seek to develop and build relationships with RAF Lossiemouth to increase membership.	Arrange a meeting with the Mechanical Transport OC to discuss options for increasing engagement.	Ian Jones	31 Jan 20		