

IAM RoadSmart Group Affiliate Handbook

V3.0 March 2019



Institute of Advanced Motorists

IAM RoadSmart Group Handbook

Version	V3.0
Author/creator	Amanda Smith
Authoriser	Patrick Doughty
Owner/department	Charity & Operations
Document classification	Unrestricted
Document Status	Approved

History and Revisions				
Version	Created by	Document Classification	Revision History	Date Published
V3.0	Amanda Smith	Unrestricted	March 2019	

Authorisation			
Version	Authorised by	Department	Date
V3.0	Patrick Doughty	Unrestricted	March 2019

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IAM RoadSmart Handbook

Introduction

The following document outlines the daily requirements that groups should always consider when functioning as an affiliate group of IAM RoadSmart. It consists of general advice and specific requirements, including outlines of support available to groups. This document is the first point of reference for all group related enquiries in relation to IAM RoadSmart.

The Group Rules of Affiliation are incorporated within this document. See page 8

The IAM RoadSmart handbook can be found on the Group Management dashboard of the IAM RoadSmart website. It is version controlled and will therefore always be the most up to date Handbook. Any changes will be advised in Inform.

All new Group Committee Members should be familiar with this document

Any suggestions for revisions to this document should in the first instance be discussed with the Area Service Delivery Manager responsible for the group, and then sent to support@iam.org.uk with a proposed new wording for the section in question and an explanation for the suggested amendment. These suggestions will be considered for subsequent updates to the Guidelines.

Group Rules of Affiliation

The Group Rules of Affiliation are not permitted to be added to or amended in any way by the group.

Committee Standing Orders or Group Local Rules are permitted, but these cannot contradict the Group Rules of Affiliation or be contrary to the aims or constitution of IAM RoadSmart.

If there is a conflict between Committee Standing Orders or Group Local Rules and the Group Rules of Affiliation (or the aims or constitution of IAM RoadSmart), the latter documents shall have precedence.

IAM RoadSmart Charitable Objectives and Goals

Aims and Objectives of IAM RoadSmart

The aims and objectives of the IAM RoadSmart are very simple:

1. To improve the standards of driving and riding on the roads
2. The improvement of road safety or greater road safety or the promotion of road safety
3. The administration of a nationally recognised advanced test

Strategic Goals of IAM RoadSmart

- To be a sustainable charity that, with its subsidiaries, further develops the IAM RoadSmart charitable objectives and reinvests to further its aims
- To be central to powerful alliances and hold key influencing positions. To be the go-to body for standards and expertise by government, stakeholders, industry organisations and employers, as the recognised authority on driving and riding standards
- To develop and support viable customer products for IAM RoadSmart's markets in keeping with the charitable objectives and the IAM RoadSmart standards and values
- To advise, promote and sell IAM RoadSmart's expertise and services in driving and riding skills
- To deliver a highly engaged and performance driven organisation that recognises and rewards the right behaviours, innovation, business results and customer focus
- Reduce costs and increase efficiency through progressive IT improvement and lean business techniques
- To be a trusted household organisation for the mission and reach all our public, market, membership and internal audiences using modern marketing and communications

IAM RoadSmart Policy on Road Traffic Regulations

Statement from Richard Gladman Head of Standards

IAM RoadSmart prides itself on developing driving and riding standards to the highest civilian level. Adherence to the rules and regulations of the road, courtesy to and co-operation with other road users form the backbone of our advanced driving and riding methods.

To perform at the highest level a sound understanding of the Highway Code is essential. The rules and regulations contained within it when applied correctly allow us to share the road safely and effectively with other road users.

Applying the system of car or motorcycle control will allow brisk progress where permitted and an ability to identify where restraint is prudent. All of our driving and riding plans will be made within the speed limits and with due regard for our fellow road users.

As the UK's leading independent road safety organisation we are committed to making safer drivers and riders. By applying advanced driving and riding principles correctly we will not only make our roads safer but often improve the enjoyment we get from driving or riding.

By constantly challenging our own performance we can start to enjoy the journey and not just the destination.

When we achieve the 'quiet efficiency' expected of the expert driver or rider our learning is just beginning.

IAM RoadSmart Brand

Guidelines

IAM RoadSmart is the umbrella brand for the Institute of Advanced Motorists and all its established subsidiary companies. The following explains what our brand looks like and describes how we present the future of better driving and riding in the UK.

Our brand is all about equipping ourselves to grab that future and continuing to deliver the aims laid down by our founders 60 plus years ago.

What do we do?

We make better drivers and riders. We develop the skills of all licence holders through our nationally recognised coaching, which includes our advanced course, programmes for businesses and short courses available to everyone.

To stay at the forefront of road safety, we must appeal to all road users and make riding and driving enjoyable for all.

We want to encourage all drivers and riders to develop their skills.

IAM and RoadSmart should always be used together. In text, RoadSmart should be written as one word, with capital 'R' and 'S'.

Our new colours and pantones are:

IAM RoadSmart Blue

Pantone® 306c C:77
M:00 Y:07 K:00 R:0
G:178 B:226 Hex:
#00B2E2

IAM RoadSmart Dark Grey

Pantone® 7546c C:33
M:07 Y:00 K:85 R:44
G:61 B:74 Hex: #2C3D4A

IAM RoadSmart Light Blue

Pantone® 297c C:48
M:00 Y:00 K:00 R:116
G:208 B:246 Hex:
#74d0f6

IAM RoadSmart Dark Blue

Pantone® 307c C:100
M:12 Y:00 K:27 R:0 G:124
B:176 Hex: #007CB0

The IAM RoadSmart logo doesn't replace the familiar red, green and blue roundels. These are retained for the use of members who have earned the right to display them by passing our advanced tests.



The IAM RoadSmart Brand has a new tone of voice that is straightforward, captivating and easier to understand.

Our target audience is any licenced driver or rider, so we use plain English, avoid jargon and keep sentences and paragraphs short. We stimulate, encourage and celebrate excellence in the development of driving and riding skills.

All images capture the point of view of the driver or rider whatever the subject matter, be it the view of the road ahead or a classroom, creating a unique and 'ownable' style of imagery.

Marketing Toolkit

The IAM RoadSmart marketing toolkit enables your group to quickly and easily order printed marketing material online. There is a huge range of items to choose from with many items able to be personalised with your group name and logo.

Many of the leaflets are funded by IAM RoadSmart, group merchandising and clothing items are chargeable. Only items purchased via this site which are endorsed as having the correct branding by IAM RoadSmart will be considered for financial assistance if requested.

The site is available at: <https://ftsolutions.infigosoftware.com/iam/>

All you will need to use the site is:-

- A group logo in jpg or gif format
- The capability to use Adobe Reader
- Your 4 digit IAM RoadSmart group number
- Means to pay for chargeable items such as credit/debit card, PayPal, etc

Objectives of a Group

The objectives of the group are to promote improvement in the standards of driving and riding and the advancement of road safety for the overall benefit of the public.

To enable achievement of these objectives, the group should:

- Encourage and assist drivers and riders to become members of IAM RoadSmart and, thereafter, to maintain their IAM RoadSmart membership
- Publicise IAM RoadSmart and its work throughout their local area
- Provide road safety events for group full members, group associate members, group honorary members, group friends and the general public. Driving /riding events on public roads must not be competitive and must not be timed
- Arrange and provide for, or join in arranging and providing for, the holding of exhibitions, meetings, lectures, classes, seminars and courses
- Create and distribute papers, books, periodicals, pamphlets or other documents or films in line with IAM RoadSmart standards
- Raise funds and invite / receive contributions by way of subscriptions and otherwise, provided that the group shall not undertake permanent trading activities in raising such funds
- Invest the monies of the group not immediately required for the said objects in such investments as may be thought fit, subject to such conditions (if any) as may be imposed or required by law; and
- Do such other lawful things as are reasonable and necessary for the attainment of the said objectives:
 - Represent IAM RoadSmart objectives and viewpoints at all times
 - Promote IAM RoadSmart benefits, products and guidelines
 - Adhere to IAM RoadSmart standards

Group Composition

The following outlines the composition of a group and incorporates Group Rules 2000 which are the Group Rules of Affiliation, which can only be changed by the IAM RoadSmart Council of Trustees.

Introduction

The name of the group is “..... Group of Advanced Motorists”, or

“..... Group of Advanced Motorcyclists” or “.....Group of Advanced

Motorists and Motorcyclists” affiliated to the Institute of Advanced Motorists. (The Institute of Advanced Motorists is hereinafter referred to as “IAM RoadSmart”).

Affiliation to IAM RoadSmart does not authorise any representation which would involve IAM RoadSmart in any liability whatsoever.

IAM RoadSmart has the power to cancel the affiliation of the group at its absolute discretion and to restore such affiliation upon such terms as it sees fit, provided that the group will first be given the right of appeal to the IAM RoadSmart Council. Each case will be judged on its own merits.

The name, scope and geographic area of operation of the group may be amended by the IAM RoadSmart Council, having given prior notice of implementation of the intended change(s) to the group committee.

Group Name “Known As”

The formal name of the group registered with the Charities Commission and IAM RoadSmart should be as the introduction, however it is acceptable for group to also register a “Known as” name, with both the charity commission and IAM RoadSmart.

The naming should include IAM RoadSmart. i.e. IAM RoadSmart Better Drivers Anytown

The “Known as” name should first be approved by IAM RoadSmart and then added to the group's charity registration on the Charity Commissions website. The link to the website is in appendix 3.

Group Committee Composition

The group committee shall comprise fully paid up group full members who are current full members of IAM RoadSmart. The Committee must consist of a minimum of 3 (three) officers (being a Chair, a Secretary and a Treasurer), a Vice Chair, (optional) and a minimum of three other duly elected group full members. The total number of the group committee members must not exceed 20 (twenty).

No group full member may hold an officer position with another IAM RoadSmart affiliated group or similar organisation, where this creates (or may be seen to create) a conflict of interest. Any group full member denied eligibility on such grounds will have the right of appeal to the IAM RoadSmart Council.

Members disqualified by law from acting as a charity trustee are not eligible to serve on any group committee.

All officers and one-third of the remainder of the group committee members must retire annually by rotation and may offer themselves for re-election by group full members at the Annual General Meeting (“AGM”).

Nominations for committee members should be submitted to the Secretary and received not less than 7 (seven) days prior to an AGM. Nominations must be proposed and seconded in writing, by letter or email, by group full members.

Nominations will only be accepted from the floor of an AGM if a written nomination for that committee position has not been received prior to the meeting and the person nominated from the floor is present and agrees to be so nominated and seconded.

The IAM RoadSmart Council may at any time appoint a representative of IAM RoadSmart to any group committee. Such representatives appointed by the IAM RoadSmart Council are authorised to attend group committee meetings (without voting rights). The Secretary of the group must advise any such designated representative of the date, time and place of all meetings.

Group Membership Categories

A group may only have the following membership categories:

- Group full members
- Group honorary members
- Group associate members
- Group friends

Group Full Members

Group full members must be current members of IAM RoadSmart.

Group committees may invite IAM RoadSmart members or non-IAM RoadSmart members to be a President or a Vice-President of the Group. Non-IAM RoadSmart members holding such positions must not describe themselves as members of IAM RoadSmart.

The group committee will be obliged to accept as a group full member any current member of IAM RoadSmart on completion of the group application form and payment of the annual group subscription. The group committee is not obliged to accept an application from any person who has previously been expelled from any group, but in such cases the IAM RoadSmart member has the right of appeal to the IAM RoadSmart Council.

Group Honorary Members

Honorary members are permitted in recognition of past membership of (or services to) the group, but they must be fully paid up members of IAM RoadSmart. If they become active on the group committee or as an IAM RoadSmart Observer, the appropriate group subscription must be paid and they must hold the appropriate IMI qualification if they act as an Observer.

Group Associate Members

The group committee may accept as associate members people wishing to become full group members. They must also be associate members of IAM RoadSmart

Group associate members may continue in that membership category as such for a period of up to one year only, during which time they should endeavour to be accepted into full IAM RoadSmart membership. In individual cases where there are special circumstances, this period may be extended at the discretion of the group committee.

Group Friends

The group committee may at its discretion accept applications from individuals to become group friends, on such terms as the group committee may decide.

This category is not intended:

- For those who have in the past been group full members
- For those who have been and are no longer IAM RoadSmart members; or
- For those who have been group associate members (unless they have taken and failed the IAM RoadSmart advanced test)

Examples of Friends:-

- An IAM RoadSmart full member whose partner wants to take part in group activities such as ride outs as a passenger but has no intention of becoming an advanced rider or driver or member of IAM RoadSmart or becoming an official of the group.
- Those that have voluntarily stopped riding or driving through health or other issues but still wish to be involved in road safety.

Roles and Responsibilities of the Group Committee

- To further the objectives of the group
- To encourage and assist drivers and / or riders to become members of IAM RoadSmart
- To foster and maintain interest in IAM RoadSmart among members and to keep them informed by way of a periodic newsletter
- To arrange road safety and other events which further the objects of the group
- To ensure no group member derives pecuniary benefit from group resources through their membership of the group
- The group committee must ensure all group full members are current IAM RoadSmart Members and must exclude from group membership any group full member if their IAM RoadSmart membership has ceased
- Generally to co-operate with the IAM RoadSmart Council and employees of IAM RoadSmart
- To record and retain minutes of meetings of the Committee, AGMs and EGMs for a minimum of ten years.
- To respect IAM RoadSmart's copyright in its badge or logo
- To use the IAM RoadSmart Badge and logo in Group literature in accordance with the brand guidelines set out for their use by IAM RoadSmart
- To report any unauthorised use of the badge or logo to IAM RoadSmart and endeavour to prevent the badge or logo from being otherwise reproduced without the consent of the IAM RoadSmart Council
- To endeavour to ensure the good name of IAM RoadSmart and the group is maintained and is not brought into disrepute by the conduct of the group or any group member

Committee Meetings

The Secretary of the group committee will convene ordinary meetings of the committee at least once every three months.

If a vote on a resolution is required and ends in a tie, the Chair shall exercise a casting vote.

A quorum of the group committee will be one third of all committee members or three, whichever is the greater.

Annual General Meetings and Extraordinary General Meetings

Each group must convene and hold an AGM once in each calendar year and no more than 18 months after the previous AGM. The Secretary will ensure at least 21 days' notice of the AGM is given to all group full members. Publication of the notice of the AGM in the group newsletter shall be deemed sufficient in this respect. (See Appendix 2 "for sample pro forma" AGM notice.)

An Extraordinary General Meeting ("EGM") may be convened at any time by the group committee to deal with items deemed by the committee to be special business. The Secretary will ensure at least 21 days' notice of the EGM is given to all group members, accompanied by the appropriate resolution and / or details of the special business to be discussed.

Group full members may also convene an EGM. The resolution / matter(s) for discussion must be submitted to the group Secretary, with a resolution to convene an EGM signed by at least five group full members or five per cent of the total number of group full members, whichever is the greater. The group Secretary must convene the EGM within 36 days, giving group full members a minimum of 7 days' notice of the meeting and will provide details of the resolution / business to be discussed.

A quorum for an AGM or EGM will be 5 group full members or 5% of the total number of group full members, whichever is the greater.

Finance

The group committee shall have the following responsibilities:

- To safeguard the group's assets, maintaining adequate insurance cover for such assets and against third party liabilities as appropriate
- If considered appropriate and approved by the Charity Commission (in England and Wales), OSCR (in Scotland) and Charity Commission (in Northern Ireland), to arrange and maintain trustee indemnity insurance
- To open and operate a bank or building society account in the name of the group. The group committee shall designate the Treasurer, the Secretary and other members of the group committee as required as authorised signatories to the account for the purposes of making payments (either by cheque or by electronic means). It is recommended the group bank mandate stipulates all cheques and / or electronic payments must be signed / authorised by two authorised signatories
- To maintain and keep proper records of income and expenditure, assets and liabilities, such records to be retained for a minimum of 7 years
- To apply the assets and funds belonging to the group only for purposes in furthering the objectives of the group
- To prepare annual accounts and reports, approved by the group committee, submitted to group full members for approval at the AGM and subsequently forwarded to IAM RoadSmart

Expulsion of Group Member

It is recommended that the complaints procedure in the section on Code of Conduct on page 33 is utilised in relation to expulsion of a group member.

The group committee may expel a group full member, associate member, honorary member or group friend from membership of the group for inappropriate conduct or conduct inconsistent with the aims and objectives of IAM RoadSmart and / or the group.

In considering the conduct of a member, the group committee must have regard to the rules of natural justice, discussing the allegation(s) / issue(s) with the individual concerned, considering the case fully and fairly and recording all details. The group committee shall endeavour to complete their investigations and reach a finding in a timely manner.

As the final element of the process, the group committee shall invite the individual concerned to attend a formal disciplinary meeting to consider and, if appropriate, decide on their continuing group membership. The individual concerned may be accompanied to such a meeting by a friend who should be a full member both of IAM RoadSmart and the group, but not a group committee member or officer.

The group committee may expel a Group Full Member, Group Associate Member, group Honorary Member or Group Friend from the Group for conduct inconsistent with the aims and objects of IAM RoadSmart and/or Group, but any such person shall first be given the opportunity to submit representations to the group committee and shall always have the right to appeal to the Council of IAM RoadSmart.

Winding-up

If the group committee by a simple majority decides at any time on any grounds it is necessary or advisable to disband or wind up the group, the Secretary shall convene an EGM as set out in this Handbook with a resolution for the winding up of the group. A resolution to wind up the group shall require a two-thirds majority of those present and voting to be carried, whereupon the committee shall instigate the winding up the group.

Any surplus assets remaining after settlement of all liabilities shall be immediately transferred to IAM RoadSmart to be applied in pursuance of IAM RoadSmart's charitable objects.

1. For groups in England and Wales, if IAM RoadSmart is no longer in existence when the group is wound up, then the surplus assets will be paid to such charity or charities as the group committee will select to be applied for similar charitable purposes.
2. For groups in Scotland, if IAM RoadSmart is no longer in existence, the residuary assets will be paid to such charity or charities as the group committee will select, which are charitable in accordance with Section 7 of the Charities and Trustee investment (Scotland) Act 2005.
3. For groups in Northern Ireland, if IAM RoadSmart is no longer in existence, the residuary assets will be paid in accordance with guidance issued by the Charity Commission for Northern Ireland, as contained in the publication entitled "Mergers and Closures", to such charity or charities as the group committee will select, to be applied for similar charitable purposes."

Day-to-Day Leadership of the Group

The leadership of a group is vested in a committee responsible to all members of the group. The group committee must abide by Group Rules.

Where the group is a registered charity in its own right, all members of a group committee assume the responsibilities of trustees of the charity. All committee members are jointly responsible for ensuring the group is run according to Group Rules and appropriate charity law. IAM RoadSmart recommends all group committee members are made aware of the requirements and appropriate guidance (see Appendix 3 -Charity Commission)

Group committee members are entitled to reimbursement from group funds for out-of-pocket expenses properly incurred.

All group committee members must be fully paid-up members of both IAM RoadSmart and the group.

Group committees may form standing and ad hoc sub-committees as required.

Roles and Responsibilities – Group Officers

Appendix 4 page 99 of these guidelines provides templates for role profiles of each of the Group Officers roles where an * is present, these should be used in conjunction with the following descriptions.

Roles and Responsibilities – President

It is not essential for a group to have a President, but it may be an advantage. A President may add to the standing of a group within its area of operation. A President and / or Vice-Presidents are not required to be members of IAM RoadSmart. Chief Constables, Senior Police Officers and Road Safety Officers may be appropriate for such positions, but there may be other candidates worthy of consideration.

Roles and Responsibilities – Vice President

A group may appoint Vice-Presidents as it wishes. It is recommended such appointments are not made in recognition for past services (where honorary membership may be more appropriate) but are made with future benefits to the group in mind.

Roles and Responsibilities – Chair

The Chair should understand the various aspects of running a group and ideally will have previously held one or more of the other officer positions on the committee. The Chair should set an example of leadership, understand how to chair meetings, be at the forefront of group activities and be prepared to attend meetings and events as required. The Chair should also ensure that the group engage and embrace IAM RoadSmart standards and strategy.

There will be occasions when urgent decisions have to be made out of committee. In these cases, the Chair should consult as appropriate with other group committee members and make any necessary decisions, which should be ratified at the next committee meeting.

It is recommended an individual holds this post for no more than 3 years and there be a minimum break of one year before accepting nomination again.

Roles and Responsibilities – Vice-Chair

IAM RoadSmart recommends groups elect a Vice-Chair, not only as a substitute for the Chair, but also as the future Chair in training. For this reason, groups should avoid electing the immediate past Chair to this post.

Roles and Responsibilities – Secretary

The Secretary is a key position on the group committee. The overall success of a group depends a great deal on the performance of this function.

A group should elect a person equipped to fulfil this role and effectively carry out the requisite duties. It may be beneficial for the Secretary to have an assistant: for example, the job of minute taking is commonly separated. The responsibility for accuracy of the minutes and any other tasks delegated in this way remains with the Secretary as the elected officer.

The Secretary must have a good understanding of Group Rules and committee proceedings. Prompt attention to all contacts, particularly in relation to new associate members, is essential. The Secretary may assume responsibility for membership and subscription records, though these functions may be performed by a Membership Secretary.

The Secretary's contact details are held by IAM RoadSmart and are made available only to IAM RoadSmart officials, unless the Secretary also holds the position of Group Contact. Details of the Group Contact are updated only on receipt of information from the group.

Roles and Responsibilities – Treasurer

The group committee, through the Treasurer, is responsible to group members for the proper safeguarding of assets, particularly group funds. Charity trustees have a duty to safeguard the group's assets.

The committee is responsible for the holding of group funds in an appropriate bank or building society account.

Group Rules do not allow any groups to have funds lodged in any personal account. A simple current bank account in the name of the group is required, plus a deposit account is recommended to allow the group to earn interest when funds permit. A mandate will be required for signing cheques / authorising electronic payments.

Groups should maintain proper accounting records, with all receipts and payments recorded under appropriate headings. External advice may be sought on maintenance of accounting records and reporting thereon where such expertise is not present within the committee.

No committee or group member should be expected to bear their own expenses properly incurred on behalf of the group and it is recommended groups use a standardised expense claim form to facilitate the claiming and reimbursement of such expenses. Purchase receipts should be attached to expense claims wherever possible. Expense claims should be signed and authorised for payment, prior to reimbursement being made.

For committee members who make regular purchases, an agreed float may be provided and the money spent from the float each month topped up to the agreed amount on production of an authorised expense claim form and appropriate receipts.

As a group grows, it may start to accumulate its own equipment such as a computer, photocopier or Mobile Display Unit. All equipment should be recorded in an "Equipment Register", showing date of acquisition, cost and where it is stored. At the date of purchase, an annual depreciation percentage should be agreed, as this will be required for preparation of the group's annual accounts.

Once a group has its own equipment, funds should be set aside for maintenance, repair and possible eventual replacement. Equipment should be insured as appropriate.

All groups, as charities, have a duty to apply charity funds within a reasonable time of receiving them. Should a group retain funds beyond their immediate needs, a statement should be included in the group's annual report justifying its holding of the reserves, for which the group committee should establish and regularly review a "reserves policy", based on a realistic assessment of the group's needs.

Notes:

For more information on “Reserves” see Appendix 3 page 98 - Charity Commission

For more information see Group Rules 2000 Appendix 1 on Page 87.

Succession Planning

IAM RoadSmart recommends all group officials should hold their post for no longer than three years. There should be a break of at least one year before being nominated again.

During the first year in office all officials should start to develop a succession plan for their role.

An example of how this looks is as follows, in this example the role of ‘chairman’ is used.

Chairman			
1st year in role	2nd year in role	3rd year in role	1st year as new Chair
Newly elected Chair is mentored by outgoing Chair	Chair establishes a list of potential replacements:- <ul style="list-style-type: none"> • provides them with role profile • enables them to shadow for a minimum of 3 months • Committee formerly approach preferred candidate to stand as Vice Chair at AGM 	Vice chair shadows the Chair for the last 6 months of their tenure Vice Chair stands for election as Chair at AGM	New Chair is mentored by outgoing Chair for a minimum of 3 months in role.

Group Committee Members

The Chair, Secretary and Treasurer are the officers of a group committee. The committee (which must have no fewer than 6 and no more than 20 members) is made up of elected members, all of whom should be allocated specific responsibilities. Committee roles may include but are not limited to:

- Group Data Manager
- Membership Secretary
- Newsletter Editor
- Young Driver/Rider Advocate
- Safer Roads Partnership Liaison
- Technology and Social Media
- Marketing and PR
- Events Co-ordinator

Responsibilities may be allocated to one individual to carry out on behalf of the group or committee, but this does not mean the rest of the committee can take it for granted that these responsibilities have been properly discharged. Every committee member has a responsibility for ensuring the group is run properly.

A group may consider having a local rule along the lines: “Any committee member failing to attend 3 consecutive committee meetings (with or without apologies) between consecutive AGMs may at the discretion of the committee be deemed to have resigned from the committee”. The committee member in question may apply for reinstatement, which will be at the sole discretion of the committee.

Such a rule enables a group committee to replace a committee member who is not sufficiently active.

IAM RoadSmart Group Communications

All IAM RoadSmart circulars, invoices and general mailings are addressed to the group secretary by name.

IAM RoadSmart’s preferred method of communication to groups is by e-mail.

An updated list is held by IAM RoadSmart and its accuracy is dependent on information received from each group. It is the responsibility of the group secretary to keep this up to date.

Please Note

All changes to group committee members must be notified to IAM RoadSmart. Please complete and submit the group committee member change form which can be found on the IAM RoadSmart website – Group management dashboard (see Appendix 3)

Charitable Status

Group Rules have been accepted by HM Revenue & Customs (HMRC & Charity commission for Northern Ireland) and the Charity Commission. Under the applicable Charities Acts, groups in England and Wales are legally obliged to register with the Charity Commission if they have an income from all sources greater than £5,000 per year.

Groups in Scotland and Northern Ireland must register with the Office of the Scottish Charity Regulator or the Charity Commission for Northern Ireland regardless of their income levels.

In England and Wales, all groups are considered charities because their objectives are charitable and they are therefore obliged to register as above if the annual income threshold is exceeded. If a group ignores this obligation, its committee members (i.e. the trustees) will have failed to carry out their duties and the Charity Commission could, as a last resort, take action against those trustees.

Groups needing to register should do so online at the appropriate website see Appendix 3. There are different rules for Scotland and Northern Ireland and some variations for groups in the Isle of Man.

For groups not registered as a charity, applications for eligibility to claim the charitable tax exemptions should be made to HMRC Charities, as detailed above, after studying the information on the HMRC website on Applications for Charitable Status. See Appendix 3.

Registered charities must prepare each year a statement of income & expenditure and a balance sheet reflecting assets and liabilities and must keep records to enable them to do this. Each year they must make a return to the Charity Commission (or Charity Commission for Northern Ireland as appropriate) of these statements, together with a report by the group committee on the group's activities during the year. (NB. this is a statutory requirement in Northern Ireland).

ALL groups with annual income or expenditure in excess of £10,000 must, by law, have their accounts independently examined. It is recommended groups with annual income or expenditure below those limits should have their accounts independently examined.

Groups with an annual income of £5,000 or less are still considered to be charities, as they have charitable aims and objectives. Provided all income is applied for charitable purposes, the Inland Revenue exempts the group from income tax on bank interest.

Trading activities are not permitted unless they are within the charitable objects of the group (i.e. directly related to road safety through encouraging good driving and riding) or are incidental to the charitable aims of the Group. Types of allowable activities include:

- Providing road safety and advanced driving and riding information and advice to the public
- Holding meetings, lectures, courses and demonstrations for the public on road safety or advanced driving and riding
- Holding competitions to interest the public in advanced driving and riding skills and road safety
- Holding meetings of the group to decide on advanced driving and riding activities
- Fund raising for charitable purposes (i.e. for road safety and advanced driving and riding skills) by means of donations, Gift Aid and legacies
- Social activities principally for the enjoyment of group members
- Production of publications for group members

- Competitions open to the public or where driving / riding skills or road safety are involved (e.g. as part of fund raising for charitable purposes). Trading type fund raising where goods or services are offered for sale e.g. entrance fees to fund raising events, sales of merchandise unless they fall within the Inland Revenue guidelines for bazaars, jumble sales, carnivals, firework displays and similar activities where:
 - The group is not regularly carrying on these activities (no more than 3 of each type held in one year); Trading is not in competition with other trades
 - Activities are supported because the public is aware that the profits are for charity
 - The profits are used for charitable purposes (see above) and not to finance other activities

Following the introduction of self-assessment, groups may be requested by HMRC to complete an annual tax return. However, correct completion should be a formality and not result in tax being payable.

Banks and building societies should be notified of the group's registered charitable status so deposit interest can be paid without the deduction of tax.

Group monies must not, in any circumstances, be paid to any other party.

Isle of Man (IoM)

Charitable organisations based in the Isle of Man can register with the IoM Courts of Justice and a registration pack downloaded from their website.

See Appendix 3 for more information.

Groups registered as a charities and wanting to take advantage of available gift aid should consult the HMRC website. (the website address is listed in Appendix 3)

Gift Aid: Group Membership Subscriptions

IAM RoadSmart groups in the UK are treated as charities and are able to recover from HMRC basic rate income tax paid by their full group members relating to subscriptions paid under a gift aid declaration or deed of covenant.

The gift aid scheme operates as follows:

- The group member signs an appropriately worded gift aid declaration, certifying he / she pays income tax and / or capital gains tax at least equal to the tax that the group is seeking to reclaim
- The member continues to pay the normal amount of the annual subscription by whichever means (i.e. direct debit, cheque or Banker's Standing Order etc.) is more convenient
- The group claims the appropriate amount of gift aid from HMRC
- The gift aid declaration completed by members may be for an unlimited term and the amount of gift aid claimed will vary if the subscription rate changes and / or the basic rate of income tax changes. Groups should also note that the wording of the gift aid declaration may be varied by HMRC from time to time

The gift aid scheme does not involve the group member in any additional payment, either to the group or to the Inland Revenue.

If the group member pays income tax at the higher rate, he / she may also reclaim the tax on a gift aided subscription amounting to the difference between the basic rate and the higher rate of tax actually paid.

Note: Gift Aid declarations must not be obtained from group associate members preparing for test until they pass their advanced test, as the value of the preparation delivered to the associate by the group would be deemed to exceed HMRC allowable limits for the value of benefits a member can receive.

Group Annual General Meeting

The AGM is the most important meeting in the group's calendar and members should be encouraged to attend.

The participation of representatives/employees of IAM RoadSmart is not required at Group AGMs

Preparation for the AGM

When the date has been agreed, notice of the AGM should be published in the group newsletter giving at least 21 days' notice, and no more than 60 day's notice

Nomination forms for the committee must be made available to all members.

Copies of the previous year's AGM Minutes must be prepared for circulation to members (they may be distributed at the meeting).

An Agenda should be prepared and distributed.

It may be useful at the AGM to seek authorisation for an increase in subscriptions for the following year. In this case, a resolution may be passed at the AGM stating:

"The committee be authorised to increase the subscription for the (next year's date) if deemed necessary, but subject to that increase not exceeding £.... per annum."

How to Conduct the Election at a Group AGM

Only group full members may:

- Nominate committee members
- Be nominated to committee or as an officer; or
- Vote at the AGM

An AGM must be held once in every calendar year. Notice must be given in advance to all members and be received at least 21 clear days before the scheduled date.

This advance notice of the AGM must be communicated to all group members and may be published in the group newsletter, which if distributed to all group members shall be considered sufficient. The notice must include a list of serving officers and an indication of whether they are willing to stand for re-election for a further 12 months in office.

All group officers and one-third of the other committee members must retire by rotation and may offer themselves for re-election by group full members at the AGM.

The notice must contain the names of the one third of the committee members retiring by rotation and whether they are willing to stand for re-election.

Nomination Forms must be made available to all group full members in advance to allow nominations to be made for the vacant positions on the committee. These forms should be included with the group newsletter. See Appendix 2 for suggested template

A proxy vote can be given to a third party with instructions to vote as they have indicated on the form (the third party can be the Secretary) or they can ask the third party to vote as they see fit at the meeting. These proxy forms (if not sent to the Secretary) would need to be verified at the AGM

Best practice is for members who can't attend the AGM to complete the proxy form and send it to the Secretary.

Verifying the forms means that you would need to ensure that the absent member is a current full member of the group and that they have given authority to the person holding the proxy to vote on their behalf.

- Proxy votes are permitted
- Postal votes are not permitted

Nominations for committee members must be submitted to the Secretary and received not less than seven clear days before the AGM. This gives the Secretary time to produce ballot papers if necessary. If there are more nominations than vacancies, the election must be conducted by secret ballot and not by a show of hands.

Nominations must be proposed and seconded by group full members and have a signed acceptance of the nomination from the nominee. Nominations should be accepted from the floor of the meeting only if insufficient written nominations have been received and the person nominated from the floor is present and agrees to be nominated.

An independent adjudicator (e.g. the Area Service Delivery Manager or any full member who is independent of the committee and acceptable to the full members in attendance) should undertake the counting of the ballot papers etc. and announce the result of the ballot. The Chair of the meeting has a casting vote and, if there is equality in voting, should, if appropriate, cast a vote for the status quo.

If the committee so decides, nominees may be given an opportunity at the AGM, before the election takes place, to give a short election address. This procedure should be clearly laid down in the Group's Local Rules or on the Nomination Forms. Canvassing by letter or in person prior to the AGM is only allowed if equal opportunity is given to all nominees.

The only named elected positions are for the Officers:

- Chair
- Vice Chair
- Secretary and Treasurer
-

The Committee appoints

- The Newsletter Editor
- Publicity Officer
- Chief Observer, etc. The Chief Observer must be a qualified National Observer

All officers must be elected by the full members at an AGM.

All elections for positions of officers are to take place before election of other committee members.

If they so wish, an unsuccessful nominee for an officer position may be considered to be nominated for the committee.

If a member of the Committee resigns other than at an AGM or has to be replaced or if there is a vacancy, a suitable group Full Member may be co-opted to take on the responsibilities of that committee post until the following AGM.

In a group where all the Committee was elected at one time (e.g. at the formation of a new group) the committee members may hold a ballot prior to the following two AGMs to select the retiring one third of the committee.

NOTE: All elected and co-opted group committee members are charity trustees, irrespective of whether the group is registered as a charity or not.

In Scotland, OSCR's Guidance for Charity Trustees publication gives details of those eligible to serve as trustees. See Appendix 2 for details.

Group Associate Schemes

The success and growth of any group is dependent on the group having an associate scheme run in an efficient and business-like manner.

There should be one group member in overall charge of the scheme, with administrative assistance provided by other members as and when required. Groups have different titles for this individual: the title "Associate Co-ordinator" is used for the purpose of these notes.

Groups cannot obtain new associates without publicity, especially at a local level. It is recommended groups publish contact details for their Associate Co-ordinator. A permanent contact point is essential in running an efficient scheme. This Group Contact is listed by IAM RoadSmart on its website <https://www.iamroadsmart.com/local-groups>. Enquirers are in the first instance likely to know little or nothing about IAM RoadSmart, the advanced tests and how the group can help them to prepare for the test. A covering explanatory letter on group headed paper, the appropriate brochure and a copy of the current newsletter can help.

The group has a responsibility towards all its associate members. Each associate should be treated as an individual and not just a number in the register. Adopting this approach will help the group to attract and retain sufficient numbers of associates.

Types of Associate Schemes

There are three different approaches to training of associates, each type has its merits, they are listed below in the preferred order of usage and customer service:

1. Appointment
2. Courses
3. Mass Guidance

Appointment

This involves allocating an associate to a specific observer, who lives relatively near. Observer and associate make their own arrangements for observed drives / rides and the associate usually remains with the same observer until ready for a pre-test check run. It is not unusual for an observer to work with several associates at the same time. During the test preparation period, observers are encouraged to bring their associates to the group's monthly meeting, making the travelling there and back an observed run.

Courses

Groups should run courses regularly. Experience suggests groups running mass guidance-based courses generate more tests and lose fewer associates than those groups that do not.

The advantages are:

- Course start dates give a focus for publicity
- New associates are all given the same correct information
- At the first course meeting, associates meet all key group committee members
- The relevant paperwork can be readily completed
- Payment of the full package can be collected, thus giving commitment
- Questions that may worry new associates can be answered; and
- Approximate test dates can be agreed: early commitment by associates reduces wasteful drop-outs before test

Mass Guidance

This involves all associates and observers getting together each month, with every associate going out with a different observer, unless prior arrangements have been made. The advantages of this method are that associates are able to meet, mix with and get to know other group Members and to get used to having another person sitting alongside them. The disadvantage is it can exclude those who have other engagements that clash with the date / time of the Mass Guidance meeting.

IAM RoadSmart Group Member Awards

Each year IAM RoadSmart Group Member Awards will be awarded during the Spring Forum season. Nominations are invited for these awards, namely:-

- Fred Welch Rose Bowl
- Lord Strathcarron Award
- IAM RoadSmart Group Achievement Awards
- Group Newsletter of the Year
- Group Social Media Award

Fred Welch Rose Bowl

The Fred Welch Rose Bowl is a silver rose bowl presented to IAM RoadSmart by the late Fred Welch in 1969. Fred was a member of the Liverpool Group of Advanced Motorists and was the first group member to be elected to the Council of IAM RoadSmart. It is awarded annually to the full car group member who, in the opinion of a panel of judges, has in the past, and is currently, contributing most to promoting the aims and objectives of IAM RoadSmart.

Lord Strathcarron Award

The Lord Strathcarron Award is a trophy in memory of the late Lord Strathcarron, who was a very active motorcycle rider, being the first motorcyclist to take the IAM RoadSmart advanced motorcycle test in 1976. He continued riding motorcycles until he was into his 90s and was an IAM RoadSmart Council Member from 1973 to 1992. The award is made annually to the full bike group member who, in the opinion of a panel of judges, has in the past, and is currently, contributing most to promoting the aims and objectives of IAM RoadSmart.

Nomination Process for Both Awards

Nominations will be invited 8 weeks before the Spring Forum season.

Nominations can be submitted by electronic format using word, email etc. as a guide no more than 250 words should be used. As the nominee may not be known to the judges, the quality of the supporting submission is paramount.

Details of the judging and scoring process will be given in the note requesting nominations. The results remain confidential until officially announced. The recipient holds the trophy for one year and receives a permanent trophy.

Area Service Delivery Managers, IAM RoadSmart Examiners, Road Safety Officers and IAM RoadSmart Staff may not be nominated as they promote the aims and objectives of IAM RoadSmart as a matter of course.

IAM RoadSmart Group Achievement Awards

These awards are presented annually.

Cash prizes are given to those groups who achieve first, second and third places. Additional groups are highly commended.

The criteria taken into consideration when selecting the winners include:

- Percentage increase in recruitment over last 2 years
- No substantiated complaints
- Use of social media
- Quality of newsletter
- Discounts and incentives offered for recruitment
- Attendance at IAM RoadSmart events
- Number of days from enrolment to test pass

Group Newsletter of the Year

These awards are presented annually.

A cash prize is given to one car and one motorcycle group for their Newsletter.

The criteria taken into consideration when selecting the winning newsletters include:

- Design (hard copy or web based)
- Content
- Information
- Originality
- Entertainment value
- Advertising

To enter, simply ensure that your Newsletter Editor includes your Area Service Delivery Manager and IAM RoadSmart support (Groupmail@iam.org.uk) on their postal (or e-mail) distribution.

Group Social Media Award

This award is presented annually.

A trophy and a cash prize for the group that in the opinion of IAM RoadSmart utilizes social media in the most effective manner.

The criteria taken into account when selecting the winning group include:

- Regularity of posts (ideally daily)
- Interaction with the main IAM RoadSmart account (tagging @IAMRoadSmart in posts, responding to @IAMRoadSmart tweets, retweeting and favouriting @IAMRoadSmart's tweets, liking and commenting on IAM RoadSmart Facebook posts)
- Active promotion of IAM RoadSmart's work and volunteer activity using their own feed
- Making the team at IAM RoadSmart aware of their local activity through promoting their own work and events using their social media accounts
- Directly contacting the IAM RoadSmart social media account via Twitter/Facebook direct messaging to raise any issues/ask for assistance
- Use of engaging media such as photos and video
- Supporting the external campaigns supported by IAM RoadSmart

Code of Conduct

In pursuing its goals, IAM RoadSmart serves the interests of those applying to become advanced drivers and riders through a number of products. Employees and volunteers work with each other and the members of public at large. The following Code of Conduct (“the Code”) is designed to allow IAM RoadSmart to preserve its tradition of integrity and credibility with the public and within the organisation.

This Code applies to all volunteers (those in face to face contact with members), Group committees, regional forum committees if applicable, all associates, all employees (permanent full-time, hourly, fixed term contract, permanent part-time), and any third party service provider in face-to face contact with our clients.

The code covers the following items:

- a. Group Complaints Policy
- b. Anti-Harassment and Bullying Policy
- c. Equal Opportunities

Code of Conduct Principles of IAM RoadSmart

- We treat everyone equally and fairly
- We adhere to policies of IAM RoadSmart
- We only communicate the IAM RoadSmart position
- We take responsibility for our actions & decisions
- We take pride in where we meet and host events
- We respect confidentiality of information gained as an official via memo/data
- We respect confidentiality of individual personal information
- We respect all members regardless of gender or beliefs
- We are proud to be part of IAM RoadSmart

Group Complaints

IAM RoadSmart groups have a responsibility to ensure complaints received are responded to and dealt with in an effective and timely manner.

Definition of a Complaint: where a customer or group member expresses dissatisfaction with an IAM RoadSmart group, member, product or service or failure in processes.

Aims of an IAM RoadSmart Group Complaints Policy

The aims of your policy are to ensure that your group has a complaints process that is flexible and responsive to the needs of individual complainants. In addition, it should emphasise the need to communicate effectively with complainants.

The policy should seek to ensure:

- Complainants are listened to and treated with courtesy, empathy and fairness
- Complainants are kept informed of the progress and outcome of investigations into their complaint
- Apologies are given where appropriate
- Action to rectify the cause of the complaint is identified, implemented and evaluated
- IAM RoadSmart groups learn from complaints to continually improve relationships, products and services; and
- Complaints handling complies with confidentiality and General Data Protection Regulations (GDPR).

All IAM RoadSmart group committee members must be familiar with the complaints handling process. This includes details of how customers and group members can make complaints and to whom.

It is recommended that one group committee member is ultimately responsible for dealing with complaints. They may delegate this task to another committee member but they remain responsible.

The committee member delegated to handle the complaint is responsible for:

- Managing the specific complaint
- Ensuring action is taken to address issues raised in complaints and, where appropriate, identifying improvements to processes and procedures
- Ensuring group members are aware of, and understand, the Complaints Policy
- Ensure the complainant is aware of the complaints policy and process
- Ensure that the person or persons that are the subject of the complaint are made aware of the complaint and provided with the opportunity to provide their version of events on the complaint content.
- Keeping the complainant informed as to progress and resolution of their complaint
- Ensuring that fair and unbiased review of the complaint is conducted
- Ensuring all complaints have been logged
- Identifying improvements to processes and procedures.

Receiving a Complaint

Ensure your complainant provides full details of the complaint, preferably in writing in an email or letter.

It is important to note, failure to pass a test or assessment related to an IAM RoadSmart product such as Advanced Driving or Riding or Masters etc. cannot form the basis of a complaint against an IAM RoadSmart examiner.

Managing a Complaint

Response times: It is important to set a response time to complaints for example;

- Send an acknowledgement within 24 hours (if e-mailed) 7 working days (if posted and e-mail unavailable)
- Allocated group committee member will contact the complainant via telephone within 2 working days after the acknowledgement receipt, as more details may be required to investigate the complaint

Contact the person or persons who are subject of the complaint and notify them of the existence of the complaint and content within 4 working days.

Ensure the person or persons subject of the complaint are provided with sufficient time to record their versions of events, normally this should be within 5 working days.

After the first contact, the complainant should expect an update on the progress of the complaint review in writing within 10 working days. The full duration of the complaint process should not exceed 28 working days.

If the complaint cannot be resolved within this time frame, the complainant should be given regular updates on the progress of the investigation.

It's important to emphasise that all complaints received will be dealt with confidentially and in accordance with the requirements of the General Data Protection Regulations (GDPR) and that no confidential information relating to complaints will be disclosed to any third party without the prior consent of that party.

Remember to:

- Ensure you take time to listen and fully understand the concerns of the complainant and the person or persons who are the subject of the complaint, which may mean asking for clarification where elements are unclear.
 - Both the complainant's input and the person or persons that are subject of the complaint must submit all responses regarding the complaint in writing with full detail, do not accept verbal input.
- Reassure the complainant and the person or persons that are the subject of it that the group welcomes complaints as a means of enabling your service to improve and that it will be handled in a fair and unbiased manner.

The group committee member responsible for investigating the complaint should:

- Ensure the complainant and the person or persons are responded to within the timescales
- Maintain an accurate record (with dates) of all communications with the complainant and the person or persons that are the subject of the complaint
- Document the original complaint and other relevant information
- Document the issues considered
- Document decisions or actions taken; and
- Keep copies of responses and other information collected during the investigation

Complaint Escalation

Should the complaint be of a serious nature such as the items outlined in the Anti-Harassment and Bullying policy or of a criminal nature they should be brought to the immediate attention of the Area Service Delivery Manager.

Should the complainant remain dissatisfied with the outcome of their complaint, they should be advised that their final point of escalation is IAM RoadSmart. All escalations must be notified to the Area Service Delivery Manager.

If IAM RoadSmart considers there are no grounds for appeal the complainant will be informed of this decision in writing within 10 working days.

If IAM RoadSmart considers there are valid grounds for appeal this will be investigated as appropriate.

IAM RoadSmart will inform the complainant in writing of the outcome of the investigation within 10 working days. If for any reason the investigation continues beyond this deadline, the complainant will be informed of the reason for the delay and when they can expect a decision.

Although issues relevant to a particular group should be resolved by, and with the group, support and help are available from IAM RoadSmart who will be happy to give advice in confidence.

Any complaint regarding the conduct of tests or examiners should be forwarded to your Area Service Delivery Manager for investigation and action.

Complaints Process and Procedures

Ensure complaint is in writing and bona fide and ensure anyone who is the subject of a complaint is made aware (Secretary)

Stage one – Receipt and qualification of complaint (Secretary)

Stage two – Receipt and qualification using secretary report (Chairman)

Stage three - if qualified – investigation plan developed – delegated to sub group (Chairman)

Stage four - sub group investigate utilising interviews as appropriate and report to Chair a recommendation and/or action plan

Note:- Up to three panellists, normally committee members should form the interview panel. Scripted guidelines are recommended. The complainant and the person or persons that are subject of the complaint can be accompanied by a friend for support but not to play any part in the interview.

Stage five - committee approval

Stage six – Complainant and person or persons that are the subject of the complaint are made aware of the committees decision in writing, together with any actions proposed.

Stage seven – All parties are provided with 5 working days to respond to the outcomes

Best Practice

The process is designed to protect the IAM RoadSmart/ Group/ Member Complained Against (MCA) / Complainant

Assign a Single Point of Contact (SPOC) for member complained against (MCA) and complainant.

- All correspondence via single point of contact
- The process is in confidence
- The process must be fair and unbiased
- Correspondents to complainant or person or persons that were the subject of the complaint must be in writing via either letter or email
- The committees decision is final and should be published if appropriate

Examples of endorsements that may be applied by the committee as a result of a complaint. (Note:- this is not an exhaustive list and provided for guidance only)

- Time bound suspension of member from the group or group activity such as observing etc.
- Full quality assurance before resuming observer or official roles
- Immediate suspension from group roles during investigation
- Expulsion from the group
- Non participation in the complaints process during investigation of the complaint, then committee to suspend member immediately
- Written apology to the complainant or person or persons that are subject to the complaint depending on the outcome of the investigation
- Written warning to the complainant or person or persons that are subject to the complaint depending on the outcome of the investigation

Anti-Harassment and Bullying Policy

The purpose of this policy is to ensure that all IAM RoadSmart volunteers, staff and representatives are treated and treat others with dignity and respect, free from harassment and bullying. Harassment and bullying not only contravene our ethical standards, but are also unlawful and, therefore, will not be tolerated.

It is the responsibility of everyone to treat their colleagues with dignity and respect and to consider whether their words or conduct could be offensive to others. Even unintentional harassment or bullying is unacceptable. For this policy to succeed, every member of staff, volunteer and representatives should ensure that they take the time to read and understand it.

IAM RoadSmart will take all allegations of harassment or bullying which in any form, is seriously and address them promptly and confidentially where possible.

Victimisation of those who have made an allegation under this policy in good faith, or those supporting someone in such a complaint and/or someone accompanying them to a meeting, is also a disciplinary offence.

IAM RoadSmart has a zero tolerance policy with respect to harassment and bullying, in any form is strictly prohibited and may be grounds for termination as a volunteer, or, in the case of an employee, immediate dismissal for just cause without notice or pay in lieu of notice.

IAM RoadSmart also takes seriously the misuse of this policy against someone to gain an unfair advantage or cause them to be investigated unnecessarily.

Anti-Harassment

Harassment is any unwanted physical, verbal or non-verbal conduct which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment.

Harassment often (but not exclusively) targets the gender, sexual orientation, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age of the victim. It may involve conduct of a sexual nature (sexual harassment). Harassment also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past. Harassment is unacceptable even if it does not fall within any of these categories.

Harassment may include (but is not limited to), for example:

- **Unwanted physical conduct or “horseplay”:** physical conduct ranges from touching, pinching, pushing or brushing past someone or invading their personal space, to grabbing, shoving, punching and more serious forms of physical or sexual assault
- **Unwelcome sexual advances or suggestive behaviour:** may involve unwanted suggestions, advances, propositions or pressure for sexual activity, and suggestions that sexual favours may further a career or that a refusal may hinder it. The harasser may perceive such behaviour as harmless flirting
- **Other unwanted verbal conduct:** includes (but is not limited to) continued suggestions for social activity within or outside the workplace after it has been made clear that such suggestions are unwelcome, or offensive, insensitive or intimidating comments or jokes. Other examples of other unwanted verbal conduct are racist, sexist, homophobic or ageist jokes, or derogatory or stereotypical remarks about a particular ethnic or religious group or gender
- **Unwanted non-verbal conduct:** includes (but is not limited to), the sending or displaying of material that is pornographic or obscene or that some individuals or groups may find offensive (for example emails, text messages, video clips and photographs taken or sent using mobile phones or via the internet), ignoring or shunning someone, (for example, by deliberately excluding them from a conversation or a workplace social activity), and inappropriate behaviour whether in the form of offensive, insensitive or intimidating gestures or pranks

- **Other conduct:** which disparages, denigrates, ridicules, intimidates or is physically abusive of an individual or a group. This could include mocking, mimicking or belittling a person's disability, or outing or threatening to out someone as gay or lesbian

Harassment is unacceptable even if it does not fall within any of the above categories.

A person may be harassed even if they were not the intended "target". For example, a person may be harassed by racist jokes about a different ethnic group if they create an offensive environment for him or her.

Bullying

Bullying is offensive, intimidating, malicious or insulting behaviour involving the misuse of power intended to undermine, humiliate, denigrate, threaten or injure another person. Power does not always mean being in a position of authority, but can include both personal strength and the power to coerce others through fear or intimidation.

Bullying is often a form of harassment and can undermine an individual's self-confidence, competence and self-esteem.

As with harassment, bullying can take the form of physical, verbal and non-verbal conduct. Bullying may include (but is not limited to):

- Physical conduct: such as physical threats, for example raising your fist at someone, or using physical presence to intimidate someone, for example by standing over someone in a manner that is likely to intimidate them
- Verbal conduct: such as shouting at, being sarcastic towards, ridiculing or demeaning others, psychological threats or inappropriate remarks about someone's performance
- Non-verbal conduct: overbearing and intimidating levels of supervision, abuse of authority or power by those in positions of seniority or deliberately excluding someone from meetings or communications without good reason

Bullying is unacceptable even if it does not fall within any of the above categories.

Legitimate, reasonable and constructive criticism of a worker's performance or behaviour, or reasonable requests made of staff in the course of their employment, will not amount to bullying in of itself.

The examples given in this policy of harassment and bullying are by no means an exhaustive list of the conduct constituting either harassment or bullying.

Informal Steps to Resolve Bullying or Harassment

If someone feels they are being bullied or harassed, they should initially attempt to resolve the problem informally with the person responsible. If they feel able, you should explain clearly to them specifically that their behaviour is unwelcome or makes you uncomfortable and that it should stop immediately. The perpetrator may not realise the effect their behaviour is having on someone.

Investigating Bullying and Harassment Allegations

If a complaint remains unresolved it should be immediately documented and investigated using the Group Complaints Procedure.

The Area Service Delivery Manager should also be advised of any complaints so that IAM RoadSmart can assess any reputational risk that may need addressing.

Equal Opportunities

IAM RoadSmart is committed to a policy of promoting equality of opportunity for all staff, volunteers, members, representatives and membership applicants.

We aim to create a harmonious and positive environment in which all individuals:

- Are treated fairly, with dignity and respect at all stages of involvement
- Are able to make best use of their skills, free from discrimination or harassment;
- All decisions are based on merit

We do not discriminate against any person on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics).

All are to have an equal chance to contribute and achieve their potential, irrespective of the above.

Examples of Discrimination

Discrimination by or against a individual within an organisation is generally prohibited unless there is a specific legal exemption.

Discrimination may be direct or indirect and it may occur intentionally or unintentionally or by association or perception in certain circumstances.

Direct discrimination occurs where someone is treated less favourably because of one or more of the protected characteristics set out above. For example, rejecting an applicant on the grounds of their race because they would not “fit in” would be direct discrimination.

Indirect discrimination occurs where someone is disadvantaged by an unjustified provision, criterion or practice that also puts other people with the same protected characteristic at a particular disadvantage. For example, a requirement to work full time puts women at a particular disadvantage because they generally have greater childcare commitments than men. Such a requirement will need to be objectively justified.

Harassment related to any of the protected characteristics is prohibited. Harassment is unwanted conduct that has the purpose or effect of violating someone’s dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment is dealt with further in the Anti-Harassment and Bullying Policy.

Victimisation is also prohibited. This is less favourable treatment of someone who has complained or given information about discrimination or harassment, or supported someone else’s complaint.

Resolving Complaints Regarding Equal Opportunities

If a complaint is made regarding discrimination it should be immediately documented and investigated using the Group Complaints Procedure.

The Area Service Delivery Manager should also be advised of any complaints so that IAM RoadSmart can assess any reputational risk that may need addressing.

Group Operational Guidelines and self-assessment audit toolkit

Purpose

IAM RoadSmart is committed to providing an excellent service to its customers, throughout their entire relationship with the organisation from first contact onwards.

Our customers include IAM RoadSmart members, associates and members of the driving and riding community that require assessment etc.

The role of these guidelines is to outline recommended deliverables by all representatives of IAM RoadSmart to ensure that IAM RoadSmart customers receive a professional and high-quality service in relation to all enquiries and requests.

Scope

The scope of this section is:

Part 1: Characteristics of a High Performing group

- Code of conduct
- Associate Contacts Guidelines
- Meeting Place Guidelines
- Dress code

Part 2: Operational Guidelines

- Engagement with IAM RoadSmart
- Quality assurance by IAM RoadSmart
- Observer qualifications
- Observer training
- Associate training
- Post development for members
- Complaints

Part 3: Group self-assessment audit tool kit

Part 1: Characteristics of a High Performing Group

This section sets the standard all groups should aspire to achieve in relation to customer service; as with all guidelines there is scope for some reasonable flexibility made necessary by local conditions and circumstances that a group might experience

Code of Conduct Principles of IAM RoadSmart

- We treat everyone equally and fairly
- We adhere to policies of the IAM RoadSmart
- We only communicate the IAM RoadSmart position
- We take responsibility for our actions & decisions
- We take pride in where we meet and host events
- We respect confidentiality of information gained as an official via memo/data
- We respect confidentiality of individual personal information
- We respect all members regardless of gender or beliefs
- We are proud to be part of IAM RoadSmart

Adherence to the Associate Contact Guidelines

IAM RoadSmart recommend the following guidelines for contacting associates or responding to enquiries:

Type of Communication	Contact Period
Contact with associate following receipt of a lead or notification from IAM RoadSmart	2 days
Response to Emails	2 days
Response to telephone call or voicemail from an associate	1 day
Starting an associate in training	2 weeks
Regularity of observed runs	At least fortnightly
Issue of Pass Certificate if by group	1 month

Meeting Place Guidelines

The following tables outline the guidelines towards selecting a meeting place that reflects the brand and image of IAM RoadSmart and is somewhere that customers who are not familiar with your group will feel comfortable in visiting for the first time.

The venue should have a bright welcoming outlook and not reflect any activity that drivers or riders may feel are unattractive or places they would not normally visit such as funeral parlours, hospices etc.

Location

Recommendations	Items to keep in mind
<ul style="list-style-type: none"> • Reflects the brand values of IAM RoadSmart • Safe & comfortable • Suitable for purpose, i.e. : <ul style="list-style-type: none"> • Holding of committee meetings • Observed runs start place • Social meetings • Class room training sessions • Observer meetings, etc. 	<ul style="list-style-type: none"> • Accessibility to the building and overall location • Location relative to the committee members home address (for Committee meetings) • Location relative to the majority of members • Location of suitable roads for observed runs

Room Hire, Access and Equipment

Recommendations	Items to keep in mind
<ul style="list-style-type: none"> • Timing of meeting, allow for set-up • Utilisation of group funds to ensure a modern clean facility is hired • Appoint a member of the group to meet and greet attendees into main building on arrival & whilst on premises at all times • Large enough room for function booked and private • Should be ground floor unless there is a lift • Does venue provide extension leads and rubber strip to go over? • Projector and screen or suitable pale wall space 	<ul style="list-style-type: none"> • Allow time for set up of room and IT • Who is responsible for <ul style="list-style-type: none"> • Booking • Gaining access on the day and liaising with venue staff • Hosting meeting • Disabled access • Observers and committee members may be carrying lots of resources upstairs which is a health and safety issue • Your own extension lead may not be long enough/could overload • Does the venue charge for providing <ul style="list-style-type: none"> • projectors, screens or flip charts

Customer Comfort

Recommendations	Items to keep in mind
<ul style="list-style-type: none"> Room temperature can be controlled, If no air conditioning, should be able to open windows providing not too noisy Room should be bright, but requires the facilities to control the light, i.e. to have dimmable- lights, curtains/blinds etc. Sufficient facilities to provide appropriate refreshments or catering required for event There should at least two toilets, including one with accessible facilities 	<ul style="list-style-type: none"> Temperature and light should be adjustable so attendees are comfortable

Car and Motorcycle Parking

Recommendations	Items to keep in mind
<ul style="list-style-type: none"> Safe car park with adequate spaces for event or alternatively adjacent safe, free on street parking Suitable motorcycle parking – smooth tarmac etc. Well-lit car park 	<ul style="list-style-type: none"> Remember you may have resources to unload: laptop, speakers, etc. Car parking is charged at some venues

General Guidelines

Recommendations	Items to keep in mind
<ul style="list-style-type: none"> Meetings should start and end at a public place with plenty of people around. There should be sufficient parking as well as facilities available. Avoid multi-storey car parks, dark areas and poorly made up road surfaces Suitable locations include: <ul style="list-style-type: none"> Supermarkets Motorway service stations Public Libraries Public sports halls 	<ul style="list-style-type: none"> For safety and welfare reasons associates should not be invited into an Observer's home address, nor should Observers arrange to meet an associates at their home address

Dress Code

All IAM RoadSmart volunteers are expected to dress appropriately as a representative of both their group and IAM RoadSmart. It's important to maintain a professional appearance and be aware of the responsibility to promote a positive image of IAM RoadSmart to customers, stakeholders and the general public at all times. It is therefore important for all IAM RoadSmart volunteers to be dressed appropriately and have a presentable appearance whenever they may have an impact on the reputation of the organisation. IAM RoadSmart only recommend the clothing that is available through their channels as being fully representative of the brand guidelines.

Consideration should be given to ensuring all Observers and members meeting the public are easily identifiable, with IAM RoadSmart branded clothing and equipment, together with an identification badge on an IAM RoadSmart lanyard. Motorcycle Observers are asked to lead by example and wear appropriate protective clothing.

Car Observers are asked to wear appropriate clothing i.e. smart/casual, however try to avoid appearing too formal as this can be off putting to younger associates and members of the public.

Part 2: Operational Guidelines

This section sets the standards all groups should aspire to achieve, in relation to delivering Advanced Driver and Rider Course training. As with all guidelines there is scope for some reasonable flexibility made necessary by local conditions and circumstances that a group might experience

The additional comments following each section identify the likely sources of additional information the ASDM would like to see. They will also support completion of the overall group performance self-assessment.

1.Engagement with IAM RoadSmart

Item	Required	Criteria
Uses all IAM RoadSmart material	✓	The Group must operate to the IAM RoadSmart Handbook, achieving 80% Customer Satisfaction on associate survey, display exemplary attitude towards riding/driving, understand and work within IAM RoadSmart Strategic Objectives.
Designated training/lead observer	✓	
Succession plan for observing team	✓	
Succession plan for committee	✓	
Adherence to IAM RoadSmart Handbook and Code of Conduct	✓	
Customer Satisfaction of 80%	✓	
Comprehensive use of DTE	✓	

How do you record succession planning? Do you include information on committee size and experience of committee officers and members – for example a register with years served in the role on the committee?

2. Quality Assurance – By IAM RoadSmart

Item	Required	Criteria
Observed session with an Local Observer using National Observer assessment format	✓	IAM RoadSmart Assessor will review data, DTE, training plans, meeting minutes and scorecard prior to On Road QA.
Review training plans and minutes from previous year meetings	✓	
Observe National Observer delivering this product	✓	
Scorecard data	✓	
Audit of Associate Portfolios	✓	

3. Observer Qualifications

Note: Group circumstances, geography and population density will be taken into account when reviewing these criteria.

Item	Required	Preferred	Criteria
Sufficient Local Observer Assessor to deliver observer training requirements	✓		Numbers of LOAs will depend on factors such group size and geographic circumstances. Using experienced NO qualified observers to mentor less experienced observers is good practice in terms of passing on skills and experience; it is also a core part of succession planning. Groups are encouraged to implement observer mentoring in line with their needs and capacities.
Sufficient National Observers to deliver required observer mentoring requirements		✓	
At least 1 Local Observer Assessor with Masters Pass		✓	
At least 1 x National Observer with Masters Pass		✓	
No more than 10% of Observers in training	✓		The Masters qualification is an aspirational driving/riding qualification and groups are encouraged to set an example of continuously improving driving/riding standards by participating in the Masters programme. Normally a level of no more than 10% observers in training will reflect a sensible training load for the observer trainers in each group, however there may be specific group circumstances where a significant number of new observers need to be trained, the Assessor will take account of these circumstances

You may wish to create an observer team tree, maybe using the following example as a starting point, to help you assess how well your current observer team fits with your group needs, including for example the number of active associates assigned to each observer.

4. Observer Training

	Required	Criteria
2 standards meeting per year (usually spring and autumns and after Forum meetings if held)	✓	All observers must attend one of standards meetings each year
LO training plan	✓	Comprehensive training plans in place and actively followed. Accurate Observer records, utilising DTE and QA process within group.
NO training plan	✓	
Radio training plan - if applicable	✓	

How do you record and share meeting minutes, meeting attendance records and training plans

5. Associate Training

Item	Required	Preferred	Criteria
Training tailored to individual associate	✓		Options for delivering training in order to provide a varied choice for the associate
1:1 - personal observer		✓	Whilst training must be tailored for the individual associate, taking account of their needs and preferred learning styles, the preferred options listed here will form the basis of the tailored training plan using one or more than one options as appropriate .
1:1 - 'pot luck observer'		✓	
Fast track		✓	
Fixed course		✓	
Slow manoeuvring		✓	
Time to test ready status less than 170 days	✓		Accurate use of DTE, test ready is defined as being marked by the group as test ready on DTE

How do you record training programmes and numbers? Do you have Associate names for follow up interview by the ASDM if needed?

6. Post Test Development for Members

	Required	Criteria
F1rst	✓	Group must offer aspirational development to members
Masters	✓	
Observing	✓	

How do you record training programmes and numbers?

Do you have participant names for follow up interview by the ASDM if needed?

7. Complaints

	Required	Criteria
No substantiated complaints within a 12 month rolling period	✓	<p>Group to follow IAM RoadSmart Handbook policy when dealing with complaints</p> <p>A Substantiated Complaint, is a complaint against a Group or individual or Officer of the Group, that has been investigated and upheld.</p> <p>Groups are advised to have in place a robust and fully documented system for handling complaints, an important part of such a process must include a 'lessons learnt' section at the conclusion of a Complaint, and particularly in the case of a Substantiated Complaint.</p> <p>Complaints to groups and about groups will be a fact of life, it is less important in the eyes of the IAM RoadSmart that a complaint has been made when compared to how well the complaint has been handled. As and when they become involved the ASDM will always make a pragmatic assessment of all the circumstances of the complaint, the process to handle it and especially the actions taken to implement any lessons learned. The ASDM can be a supportive part of the learning of the lessons and a help in the implementation of any necessary actions.</p>

Part 3: Group self-assessment audit toolkit

This section is a self-assessment questionnaire to help groups gather information and understand their current situation in order to plan their improvements and set their own priorities for improvement.

This document will support groups to assess their own performance in terms of delivering good customer service and to deliver IAM RoadSmart products at a good standard.

This self-assessment can be used to identify those areas where success should be celebrated within the group and within the IAM RoadSmart and also to identify those areas where the group would like to make improvements, often with the support of IAM RoadSmart and other colleague groups.

IAM RoadSmart Area Service Delivery Managers (ASDMs) will use the completed self-assessment in their review of groups, not by reviewing every single piece of information provided but by sampling key matters raised by the group. Their focus will always be to provide support to enable the group to improve their performance. Where good examples of innovation or good practice are found they will look to share that within their own geographical area and more widely.

All groups are strongly encouraged to use the toolkit to prepare their self-assessment and to use it to prepare their plans for improving the way they manage their groups, even the best group can always make improvements.

The self-assessment audit is completed online via survey monkey and can be found on the group management dashboard:

<https://www.iamroadsmart.com/my-dashboard/group-officials/running-a-group>

Group Assistance Team

The IAM Strategy Group, a group consisting of almost exclusively experienced group officials working with IAM RoadSmart senior staff, has established a Group Assistance Team (GAT) from amongst the Strategy Group members. The GAT will produce advice and support for group committees with an emphasis on the passing of knowledge and experience gained in the job but also including an eye on the future direction of the IAM RoadSmart organisation and its groups. GAT, its members and its outputs will be a valuable source of advice and support as groups plan their further development towards becoming a high(er) performing group. Initially requests for support from the GAT will go via your ASDM.

Group Scorecard

In 2014 IAM RoadSmart introduced the Group Scorecard; the purpose of the scorecard is to help Groups understand the information being held within the DTE system, together with comparisons to regional averages etc.

The scorecard shows regional averages, looking at groups within a similar geographical location and potential similarity in population.

The purpose of the information is to help group committees discuss the status of their group regarding key items such as IMI Qualifications, Advanced Driver/Rider enrolments and test pass rates etc.

The scorecard is emailed to the Group Chair and Secretary each month.

The scorecard is sectioned into 4 main areas.

The scorecard is the only formal measure used for Awards and Membership by Group sign off etc.

Area 1: Observers

This area relates to observers who are linked to each group as recorded on the Driver, Trainers Examination system (DTE).

1. Total Observers includes IMI National & Local
2. Pass – relates to number of IMI Nationals
3. Referred – relates to IMI Nationals not reaching required competency level
4. OS- National applied for awaiting assessment

Area 2: Advanced Rider/Driver Status Service Performance

5. **OS Enrolments** - is the number of new associates that have either nominated a group or been allocated to a group, which are still shown as not group enrolled on DTE
6. **Average Days** - is the number of days on average a group are shown as taking to enrol candidates, this figure includes those associates who are proving difficult to contact or booked on to a fixed course in the future, if either of these apply please inform support@iam.org.uk and those associates will be flagged in DTE
7. **OS Test Ready** - is the number of associates that are awaiting test, after application. NOTE: - Please only apply for test when associate is ready, not at start of preparation. This can all be done via DTE
8. **Average Days** – equates to the total number of days from enrolment to test pass

Overall Regional averages are shown for groups within each region allowing Groups to compare how they are dealing with the associate experience.

Area 3: Advanced Rider/Driver Status Sales Performance

This area relates to all of the recorded Advanced Driver/Rider enrolments that have been either been Group direct recruitment/sale or IAM RoadSmart web/phone purchase, giving a breakdown for the last month, 3 month and 12 month periods.

Comparison is shown for regional averages for the same periods.

Area 4: Group Performance

This final area gives more detailed information regarding:

- Advanced Driver/Rider allocation,
- Enrolments
- Test ready candidates

Over the three periods, last month, 3 month average and last 12 months. They also show the regional averages for the same periods.

- Test Results- show the overall number of candidates presented for test by a group during the previous 12 months. Giving breakdown of FIRST, recommended/pass and not recommended/fail, as well as a group's overall percentage % pass rate

Please contact your Area Service Delivery Manager if you have any questions regarding the group scorecard.

Associate Satisfaction Index

At IAM RoadSmart we value customer feedback as a way of continually improving the customer experience.

An online survey to measure the level of satisfaction of an associate's experience of IAM RoadSmart advanced driving and riding from purchase through to test is sent to all associates on completion of the Advanced Driver or Rider course.

The survey consists of a number of questions, each question will be asked to be scored between 1 and 5, in which:

1. Dissatisfied
2. Somewhat dissatisfied
3. Satisfied
4. Very satisfied
5. Extremely satisfied

Alternatively, the question will have multiple choice answers provided together the opportunity to provide feedback.

Survey Feedback

Feedback will be reviewed and issued to groups and used within IAM RoadSmart to improve customer service.

Any direct praise or feedback to an individual group, observer or examiner will be highlighted and sent to the Chair or Area Service Delivery Manager for attention and action as appropriate

Information Technology

DTE Usage

In 2011 IAM RoadSmart started to look at ways to modernise our processes and procedures, to ensure we delivered a modern and efficient service to our members and volunteers. We had identified that the internal process of getting a driver or rider from associate level to membership was laborious and time-consuming, it therefore made sense to look at ways to make the process more efficient – quicker, and more cost-effective by reducing the costs associated with processing the paperwork involved with observing and testing associates.

With that in mind we started a modernisation programme to make the process less paper-based and in 2012 DTE (Driver Trainer Examiner) system was launched. As well as saving time and reducing costs the added bonus of DTE is that it enables all of us (Groups, examiners and IAM RoadSmart staff) to look at associate data in 'real time', making the entire process – from associate through to full membership – a smoother, quicker, more efficient process.

Access to DTE was made available to our Group volunteers in 2012 and since that time we have been training observers and examiners to use the system.

As of March 2016 our Groups, Examiners, Trainers and IAM RoadSmart staff now fully utilise DTE making the entire process now online.

IAM RoadSmart gives access to DTE to each Group Secretary. This is done by issuing a password to web link access to the DTE system. Guidelines are provided, please request them from your Area Service Delivery Manager or support@IAM.org.uk and are available on the IAM RoadSmart website Group management dashboard.

It is important to advise IAM RoadSmart if there is a change in Group Secretary as the link will need to be removed and a new password given to the incoming Group Secretary.

On request via email from a Group Secretary to IAM RoadSmart other Group Officials, up to a maximum of 5, can be given a password and link to DTE.

Other Group Officials you may wish to consider having access to DTE are:-

- Associate secretary
- Group contact
- Chief Observer

Please remember to advise IAM RoadSmart if you have a change in personnel as the password and link will be need to be removed and the new Official given access. This can be done by completing the Group Committee Member Change form, available on the IAM RoadSmart website Group management dashboard.

For help, guidance and access to DTE please contact dte@iam.org.uk or call 0300 303 1134

Websites

IAM RoadSmart provides website support to groups enabling them to use IAM RoadSmart Website templates and system, if you wish to join the IAM RoadSmart Website, please initially request an application form from your Area Service Delivery Manager.

Social Media Guidelines

The Power of Social Media

Social media has the power to influence, engage and connect people with a common cause. With 2.3 billion active social media users across the globe and a 176 million increase in the past year, you risk being 'out of the loop' if you are not online embracing the benefits of this ever-growing phenomenon. For charities, social media offers huge potential in terms of boosting engagement amongst volunteers, supporters and experts. By challenging more traditional means that may not resonate as well with every individual, social media can help amplify reach across new audiences.

As with all other aspects of the industry, we want to make sure that IAM RoadSmart is as current as possible and that means making the most of the latest digital developments – of which social media plays a big part. It would be foolish not to join the 81% of other small to medium sized organisations on social media who actively post to support their business aims. To improve our impact online we are keen to encourage our groups and members to embrace social media and spread IAM RoadSmart's name, missions and values far and wide. Read on to find out more about supporting us online and how to use social media.

Why Use Social Media

Relationships

Social media is a great opportunity to grow lasting and scalable relationships with your current and potential members, associates, customers. Whether you are listening and engaging or not, motorists are having conversations relevant to you. They interact with friends, colleagues, and other brands in search of information, recommendations, and entertainment. If you are not around to answer, a competitor will be.

The relationships you establish with your audience you can move along a spectrum from simply "liking" you to being willing to advocate your work, defend you and IAM RoadSmart as a whole.

Feedback

Information gets shared through social media at a fast pace and users are increasingly turning to social channels to share information in real-time. This information often takes the form of opinions which can become an invaluable source of insights and feedback.

Where to Start with Social Media

There are numerous social networks out there but it is far better to choose one or two and engage with them well rather than trying to be on too many and not being able to maintain and grow your social media presence. When choosing which social media site to use, think about:

- What **problem** are you solving? – lacking brand awareness, customers/ members, loyalty and advocacy, inactive members.
- What are your **aims**? – increase customer/ member positive feedback and recommendations, share customer testimonials and buzz-worthy interactions, drive more attendance to events/ gatherings/ meetings/ group rides, educate.
- What **channels** do your IAM RoadSmart group members use?
- **How much time** do you have to commit to manage a social media platform?
- Is there **anyone else** who can get involved in social media?

IAM RoadSmart recommends starting with Twitter and Facebook. We encourage you to join LinkedIn as an individual, become a member of the IAM RoadSmart LinkedIn group, like the IAM RoadSmart Facebook page and the IAM RoadSmart main group on Twitter.

Important note:

One face and voice across any social media – be consistent in terms of tone of voice, messages and advice.

- **Facebook** – has 1.3 billion users. It allows individuals to create a personal profile made up of photos and information and connect with colleagues, friends (old and new) and alumni networks. Users can view other people's profiles and comment on the information they share, chat privately and organise events. You can also set up 'pages' on Facebook to share content and engage with users who have 'liked' your groups page. This builds loyalty and encourages your fans to talk about your group. It is also an easy way to spread breaking news, such as new products or developments.
- **Twitter** – there are over 200 million users, and it's the fastest growing social media platform. Here you can post tweets, which are short statements limited to 140 letters. You can talk to the general audience, friends, celebrities and politicians, as well as charities and commercial organisations – Twitter is open for you to engage with anyone you want and is particularly good for reaching young people.
- **LinkedIn** – primarily this is a business to business tool and a page where you interact for professional purposes through LinkedIn pages and groups. You can participate in discussions and join groups.

Social Media Rules

We encourage you all to engage with us on social media by interacting with our posts and tagging us in any of your own posts.

Please take a look at our community rules before posting on an IAM RoadSmart social media page:

- Don't be abusive or rude towards others. This includes other contributors on this site, IAM RoadSmart staff and any other individual/organisation.
- Stay on topic. This group is for IAM RoadSmart news items and posts about driving, riding and road safety. It is not a forum for individual grievances or personal concerns.
- Please do not post inflammatory or aggressively negative comments about IAM RoadSmart or our content. We are happy for constructive debate to be aired in this group, but reserve the right to edit, hide, or remove posts that we believe to be damaging to our reputation.
- Keep it civil and respectful. Do not use swear words or offensive language.
- We will immediately remove any comments we deem to be racist, sexist, or discriminatory towards any group of individuals.
- Don't upload or post inappropriate content. We will remove such content.
- No spam.
- No solicitation.
- Observe copyright and trademark law.
- Keep it legal. We will remove all illegal content.
- No impersonations. We reserve the right to block profiles that appear to be fake.
- Protect your privacy and respect the privacy of others.
- We reserve the right to edit, hide, or remove posts that break any of our guidelines.
- We will block any contributor that overtly or persistently goes against our group rules.

Guidelines are available on the IAM RoadSmart website Group management dashboard.

General Data Protection Regulations - Guidelines for Groups

1.0 Introduction and Purpose

The GDPR (General Data Protection Regulation) is EU legislation and was introduced on 25th May 2018. All IAM RoadSmart affiliate groups must be fully compliant.

The GDPR forms part of the data protection regime in the UK, together with the new Data Protection Act 2018 (DPA 2018). The main provisions of this apply, like the GDPR, from 25 May 2018.

The GDPR does not just lay down the principles of what needs to be achieved but in many cases says exactly what you have to do to be compliant.

The GDPR sets out seven key principles:

- Lawfulness, fairness and transparency
- Purpose limitation
- Data minimisation
- Accuracy
- Storage limitation
- Integrity and confidentiality (security)
- Accountability

Lawfulness, fairness and transparency

- You must identify valid grounds under the GDPR (known as a 'lawful basis') for collecting and using personal data.
- You must ensure that you do not do anything with the data in breach of any other laws.
- You must use personal data in a way that is fair. This means you must not process the data in a way that is unduly detrimental, unexpected or misleading to the individuals concerned.
- You must be clear, open and honest with people from the start about how you will use their personal data.

Purpose limitation

- You must be clear about what your purposes for processing are from the start.
- You need to record your purposes as part of your documentation obligations and specify them in your privacy information for individuals.
- You can only use the personal data for a new purpose if either this is compatible with your original purpose, you get consent, or you have a clear basis in law.

Data minimisation

- You must ensure the personal data you are processing is:
- adequate – sufficient to properly fulfil your stated purpose;
- relevant – has a rational link to that purpose; and
- limited to what is necessary – you do not hold more than you need for that purpose.

Accuracy

- You should take all reasonable steps to ensure the personal data you hold is not incorrect or misleading as to any matter of fact.
- You may need to keep the personal data updated, although this will depend on what you are using it for.
- If you discover that personal data is incorrect or misleading, you must take reasonable steps to correct or erase it as soon as possible.
- You must carefully consider any challenges to the accuracy of personal data.

Storage limitation

- You must not keep personal data for longer than you need it.
- You need to think about – and be able to justify – how long you keep personal data. This will depend on your purposes for holding the data.
- You need a policy setting standard retention periods wherever possible, to comply with documentation requirements.
- You should also periodically review the data you hold, and erase or anonymise it when you no longer need it.
- You must carefully consider any challenges to your retention of data. Individuals have a right to erasure if you no longer need the data.
- Integrity and confidentiality (security)
- You must ensure that you have appropriate security measures in place to protect the personal data you hold.
- This is the ‘integrity and confidentiality’ principle of the GDPR – also known as the security principle.

Accountability principle

- The accountability principle requires you to take responsibility for what you do with personal data and how you comply with the other principles.
- You must have appropriate measures and records in place to be able to demonstrate your compliance.

The main new feature of data protection under the GDPR is an accountability principle, meaning that an organisation not only has to comply but it has to be able to demonstrate that it complies.

The main aim of this policy is to enable IAM RoadSmart Groups to manage their data effectively and in compliance with data protection and other regulations. As an organisation we collect, share, hold, store and create significant amounts of data and information.

This policy provides a framework of retention and disposal of categories of information and documents, thereby ensuring both IAM RoadSmart and IAM RoadSmart affiliated groups meet our obligations in relation data management.

The implementation of these guidelines demonstrates the commitment to the principles of data protection, including the principle that information is only to be retained for as long as necessary for the purpose concerned.

These guidelines propose the creation of a new role within Groups, of the Group Data Manager. The Role Profile for this post is shown at appendix 4.

Require the Processor to assist you as the Controller in meeting any obligations imposed by the Information Commissioner’s Office, by allowing access to information, and details of activities and systems if and when required.

Require the Processor to delete or return the data at the end of the contract. The choice of whether the data is returned or deleted is your decision as the Controller.

Require the Processor to provide you with all necessary information regarding processing activities to demonstrate compliance – including security measures taken, disclosures made, what has been done to the information plus anything else you need to know as Controller to allow the processing to be audited.

Provide that any legal requirements that the Processor is subject to which may require the disclosure of the personal data (such as Freedom of Information) should be notified to you as the Controller in advance, where possible.

This is a valuable specific role within groups, and it is recommended it should be occupied by an Officer/Committee member of the Group.

If this role is not implemented, then responsibility for the overall Group management of GDPR will fall to the Trustees of the Group, as noted on the Charity Commission web-site for each Group.

Note: - IAM RoadSmart has requested that each group completes the Group Implementation Declaration Form (appendix 11) to confirm receipt and implementation of the guidelines.

2.0 Data Controller & Data Processor

When IAM RoadSmart shares details of new Associates that have been allocated to the Group for the purpose of delivering Driver or Rider Training, IAM RoadSmart is the Data Controller and the Group is the Data Processor. Both parties will be required to comply with the GDPR.

If an affiliated Group uses the data provided by IAM RoadSmart for any other purpose or if the Group collects and processes its own data, then the Group will become the Controller and will need to ensure it complies with the GDPR.

Responsibilities of a controller

- Controller shall implement appropriate technical and organisational measures to ensure and to be able to demonstrate that processing is performed in accordance with this Regulation
- Implementation of appropriate data protection policies by the controller.
- Adherence to approved codes of conduct as referred to in GDPR Article 40 or approved certification mechanisms as referred to in Article 42 may be used as an element by which to demonstrate compliance with the obligations of the controller.

Responsibilities of a processor

- Processors may only process personal data in accordance with the instructions of the controller.
- Implement appropriate technical and organisational measures to ensure processing meets the requirements of the GDPR
- ensures that persons authorised to process the personal data have committed themselves to confidentiality
- The processor shall not engage another processor without prior specific or general written authorisation of the controller
- Processors are under an obligation to maintain a record of all categories of processing activities. Categories of processing carried out, details of any transfers to third countries and a general description of technical and organisational security measures
- Processors are required to notify IAM RoadSmart of any breach without undue delay after becoming aware of the breach
- processors must designate a data protection officer if the data they are processing is one which requires the appointment
- Processors must comply with the restrictions regarding cross-border data transfers.
- At the request of the controller, delete or returns all the personal data to the controller after the end of the provision of services relating to processing
- makes available to the controller all information necessary to demonstrate compliance with the obligations laid down in this Article and allow for and contribute to audits

If a Group uses the personal data provided by IAM RoadSmart for their own purpose other than the delivery of the advanced driving/riding coaching, for example informing of Social Functions, then the Group will need to enter into a contract with the individual for this purpose. (An example contract can be found in appendix 9. The aspect of contracts and permissions is covered in greater detail in Section 4: Data Retention Policy.

The following checklist should be used whenever you are using a data processor (third party) to process personal data on behalf for the Group (Controller). You will continue to be responsible for the information, and the processor should only process personal data in accordance with the instructions you have given them as a controller. Data Controllers are required to use only Data Processors providing sufficient guarantees to implement appropriate data protection measures and ensure compliance. A written contract will need to be in place, the GDPR sets out what needs to be included in the contract. The contract sets out what the processor is expected to do with the data you provide them, it needs to include:

- The subject matter and duration of processing;
- The nature and purpose of processing;
- The type of personal data and the categories of data subject; and
- obligation and rights of the controller

Contracts must also include as a minimum the following terms, requiring the processor to:

- only act on the written instructions of the controller;
- ensure that people processing the data are subject to a duty of confidence;
- Appropriate measures to ensure the security of processing. You can specify what those measures are, and what you impose will depend upon the type and sensitivity of the information;
- only engage sub-processors with the prior consent of the controller and under a written contract;
- assist the controller in providing subject access and allowing data subjects to exercise their rights under the GDPR;
- assist the controller in meeting its GDPR obligations in relation to the security of processing, the notification of personal data breaches and data protection impact assessments;
- delete or return all personal data to the controller as requested at the end of the contract; and
- Submit to audits and inspections, provide the controller with whatever information it needs to ensure that they are both meeting their Article 28 obligations, and tell the controller immediately if it is asked to do something infringing the GDPR or other data protection law of the EU or a member state.

Checklist

- Agreement is in writing under law of England and Wales [or law of EU or other member state]
- Names of Processor and Controller details
- Details of the processing project, its purpose, subject matter and duration
- Processor can only act on instructions of Controller
- Duty of confidentiality for Processor's organisation
- Processor to implement necessary security measures
- Only sub-contract with Controller's permission
- Make arrangements which allow Controller to respect rights of data subjects
- Assist the Controller with security and other data protection compliance
- Assist the Controller with Information Commissioner Requirements
- Delete or return data at the end of the contract
- Details of processing activities to be made available to Controller
- Any legal requirements for disclosure to third party by Processor to be notified

3.0 Privacy Notice

A privacy policy is internally focused, telling employees what they may do with personal information, while a privacy notice is externally facing, telling customers, regulators and other stakeholders what the organisation does with personal information.

IAM RoadSmart (controller) will provide Groups (processor) with information so they are able to deliver the contract IAM RoadSmart has with the Associate member. To provide advanced driver/rider coaching to achieve the advanced test.

Information provided will be:

- Name
- Address
- Year of Birth
- Contact details

IAM RoadSmart has no requirement or purpose in collecting the following:

- Driving Licence numbers
- Vehicle registration, make or model
- Driving Conviction Information etc.

If these are held, then steps must be taken to securely destroy this information immediately.

Note: - For the associate details, you will be classified as a Processor.

Should you then, as a Group collect the above and other personal data such as bank account details to collect group subscriptions by Direct Debit, then for this information you are deemed as the Controller.

Each Group will need to develop and maintain their own privacy notice, for the personal data they collect, use and hold as a controller. If you do not have a Group Privacy Notice please see Appendix 13 group Privacy Notice Guidance & Template. A privacy notice template has been provided you will need to fill in the blanks appropriate to your group.

The IAM RoadSmart GDPR guidelines outlines the necessary steps required to manage this information. Importantly, this data is given by the individual for the sole purpose of Driver/Rider coaching. If you then use the personal data for group circulars, Social Invites, Newsletters, you will require to enter into a contract (see appendix 9) with the individual for this, for further detail refer to Data Retention policy.

4.0 Records of Processing Activities

The General Data Protection Regulation obligates, as per Art. 30 of the GDPR, every controller and processor must record their data processing activities. Records of processing activities must include significant information about data processing, including data categories, the group of data subjects, the purpose of the processing and the data recipients. This must be completely made available to authorities upon request.

If an organisation does not maintain records of processing activities and/or does not provide a complete index if requested by the authorities, they are subject to fines according to Art. 83(4)(a) of the GDPR.

The ICO have provided templates for processors and controllers to help document their processing activities. Templates can be found on the ICO website under the documentation section, scroll to the bottom of the page. <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/accountability-and-governance/documentation/>

IAM RoadSmart recommends that all Group's use the template provided by the ICO to ensure you capture all the required information for compliance.

Note*

You will need to list every database used by the Group that includes personal data, this includes word lists and excel spreadsheets, Run sheets, training sheets, Group member lists etc.

4.1 Data Retention Policy

A data retention policy is an established protocol for retaining information for operational or regulatory compliance needs.

Article 5(e) of the GDPR states personal data shall be kept for no longer than is necessary for the purposes for which it is being processed.

- You must not keep personal data for longer than you need it.
- You need to think about – and be able to justify – how long you keep personal data. This will depend on your purposes for holding the data.
- You need a policy setting standard retention periods wherever possible, to comply with documentation requirements.
- You should also periodically review the data you hold, and erase or anonymise it when you no longer need it.
- You must carefully consider any challenges to your retention of data. Individuals have a right to erasure if you no longer need the data.
- You can keep personal data for longer if you are only keeping it for public interest archiving, scientific or historical research, or statistical purposes.

Your policy should sets the required retention periods for specified categories of personal data and sets out the minimum standards to be applied when destroying certain information within your Group.

Data supplied by IAM RoadSmart (controller) to the Group as part of the contract should not be stored outside of the DTE system, any extracts from the system should not be retained and securely destroyed.

It's important, data should never be deliberately deleted or destroy anything in order to avoid disclosure in response to a Subject Access Request.

Certain data and documents you will need to be kept under statute, such as annual accounts and meetings of minutes. Any documents containing personal data will also need to be recorded on the record of processing.

Appendix 10 provides a table of Legal requirements to help you with this process.

Advice on the destruction of documents and data, can be found in section 5 of this document.

The Group Data Manager or nominated trustee will be responsible for all data matters within the Group, which will include

- The recording of the data collection
- Its storage
- Its applicability
- Its security
- Giving advice on its relevance
- Its destruction

A Data Retention Policy Checklist is given at appendix 8

Note*

On completion of the Course, or abandonment of the training, the Run Sheets will revert to the Associate, and the Group confidentially destroy their copies, or return them to the Associate.

Data	Contract	Notes
Personal Details as above	✓	<p>Once an associate either becomes a full member, or fails, or doesn't complete the course, and does not renew the Course, then the original contract ceases.</p> <p>A new group contract will then need to be issued by the Group for inclusion on Group circulars, publications and contact with the Group.</p> <p>This will then require secure storage.</p> <p>This will require the issue of the group contract to all group members on an annual basis when membership fees are collected</p>
Bank Account details Direct Debit (D/D)	✓	<p>For D/D collections – these must be securely stored and accessible only by authorised Trustees e.g. Treasurer</p>
Social Media feeds	✓	<p>Inclusion in this type of activity requires covering by issuing the group contract. Or if available to public through sharing platforms the identities of members should be obscured.</p> <p>This will require the issue of the group contract to all group members on an annual basis when membership fees are collected</p>
Observer Training	✓	<p>Contract for inclusion in IMI registration will be required through the issue of the group contract.</p> <p>During training the Local Observer Assessor (LOA) will need to complete a portfolio of evidence – for the Local Observer (LO) qualification to be submitted to IMI. On completion of training, then it is good practice to engage with Continuous Professional Development (CPD), so the initial contract needs to reflect this.</p> <p>The National Observer (NO) process is slightly different whereby info is stored on Driver Trainer Examiner (DTE) system, shared with IMI, shared with a Group nominated person and individual – contract needs to reflect this.</p> <p>If an Observer ceases in the role, data held should be cleansed and a skeleton record indicating the IMI qualification identifier replacing the training record, any resumption in the future can be accessed by the identifier.</p> <p>IAM RoadSmart has in place data sharing agreement with IMI</p> <p>Groups should not retain Training records of non-active Observers.</p>

Data	Contract	Notes
Lapsed or deceased members		Groups cannot hold any data on non-members, personal data including run sheets or training sheets have to be returned and/or securely destroyed
Data Privacy & Retention		Groups have to securely protect data, and advise members of the need to protect data
Data questions		Groups need to identify who the Group Data Manager is within the Group (good practice maybe to have this as a committee role). To answer Data questions from members
Data cleansing		Groups must have a scheduled data cleansing programme to ensure Data held is relevant to their purpose, accurate, and valid

4.2 Retention Period

Each Group will store, process and retain different types of data. You will need to list all data types utilised under each functional heading and complete the relevant retention information.

The table below outlines examples of the types of documents, and the recommended retention periods. As long as you can justify the length of time, you can choose how long to keep records. You will need to include the chart with all your Group documents and data in your retention policy.

It's important, data should never be deliberately deleted or destroy anything in order to avoid disclosure in response to a Subject Access Request.

RECORDS HELD (type of data)	REASON FOR RECORD (the purpose or use of the data)	RETENTION PERIOD (timescale in years)	ACTION FOLLOWING RETENTION	ACTION COMPLIES WITH
Full Group members. Name Gender year of birth address E-mail Telephone number Bank Account details when D/D is used to collect payment	Group demographic; Marketing, Social Contact; official group business Payment of Group funds	Permanent while the person remains a Group member	If a member leaves the Group, all data held to be destroyed any records in existence relating to lapsed members to be destroyed. Member to be delinked in DTE All records to be held electronically Computers, tablets, and Smart Phones used to keep data on to be password protected No paper records kept	GDPR Guidelines. IAM Policy
Associates: Associates: Name Address Year of Birth E-mail Telephone number Next of Kin (NoK) details Portfolio of evidence regarding course progression	Corporate demographic of age Marketing Contact details Associate to inform NoK that details held Run sheets to be retained by Associate Membership by Portfolio	Once converted to full member, Data held as above.	If associate does not continue to full membership, all data to be cleansed and any records kept to be handed back to associate Storage of data as above Member to be delinked in DTE	GDPR Guidelines IAM Policy
Group Meetings and accounts	Legal requirement	Ten years	Destroyed	Charities Act 2011 Companies Act 2006
Observers; Training records (inc Video) Personal details as at Group members CPD attendance Portfolio of evidence Associate details	Contact associates Proof of progression of learning as an Observer	While active in role	Destroyed	IAM Policy GDPR Guidelines

4.3 Handling and Security of Data

GDPR imposes greater restrictions on Organisations with regard to the Data they can legitimately collect and use.

There is no requirement for Groups to hold data that they have accumulated in the past.

Therefore part of this legislation and process will call for data to be cleansed to comply with the GDPR and IAM RoadSmart policy. Any data in excess of the identified data must be destroyed immediately.

Circulation lists that are used to keep your members informed of events, and the use of Social media platforms to publicise their Group activities and achievements, under the new legislation now require a contract with your existing members utilising the form outlined in Appendix 9

It is also necessary to renew this contract on an annual basis, by issuing it with your membership fee collection.

If the processing is not necessary for the contract, you need to consider another lawful basis such as legitimate interests or consent. Note that if you want to rely on consent you will not generally be able to make the processing a condition of the contract.

It should also be noted that the contract must provide the member with the option to withdraw from the contract at any time.

All data that you hold must be securely stored and protected. Documents held electronically (preferred method) must be password protected with access rights granted to Group people who have a necessary and legitimate purpose for access. Please refer to Art. 32 GDPR Security of processing.

This will be the responsibility of the Group Data Manager or nominated trustee, who will also be responsible for providing individuals with their right to view what data is held by you, on them.

It is recommended that groups register as a Tier 1 category within the GDPR Guidelines as a Charity, there will be an annual £40.00 fee payable to the Information Commissioners Office.

Visit the link <https://ico.org.uk/for-organisations/register/> to register as an organisation and pay

Levels of permissions required to use Personal data	An Associate is allocated to a Group, or recruited by a Group. At point of purchase the Data subject enters into a contract with IAM RoadSmart for the purpose of delivering the Course only. For any other contact or activities such as inclusion into Group circulars and group activities will require separate contract from the group as recommended in Appendix 9.
	The course is completed, and the associate becomes a full member. If the Group practice is to collect membership fees by D/D then a separate permission will be required. If the course is abandoned, or the associate is unsuccessful at test and does not renew the course, then all data held regarding the associate, must be returned to them and/or destroyed.
	Existing Group members must now be provided with a contract from the group to continue to use their data for Group circulars, D/D collections, or for Observer purposes. This contract should be renewed every twelve months as appendix 4.
	Existing Group members must now be provided with a contract from the group to continue to use their data for Group circulars, D/D collections, or for Observer purposes. This contract should be renewed every twelve months as appendix 4.
	Existing Group members must now be provided with a contract from the group to continue to use their data for Group circulars, D/D collections, or for Observer purposes. This contract should be renewed every twelve months as appendix 4.

5.0 Destruction of Data

The GDPR legislation now puts a responsibility on the group to securely manage data held

While strict emphasis has been placed on the data that can be collected and its associated use, there is equal emphasis placed on how to destroy data when its relevancy has expired.

In order to comply with the new regulation all Groups should firstly obtain a clear understanding of where all their data resides, this is to be login your record of processing. Under this regulation, once data exceeds the retention period, or an individual exercises the right to be forgotten, data should be deleted in accordance with your policies. Therefore we request that each Group assesses their disposal/deletion procedures and make the appropriate updates. This information should be listed on your record of processing.

Secure waste (physical documents/data)

There are various ways you could dispose of secure waste, locked bin, tied up sacks etc. The fundamental part is to ensure that no person has access to the secure waste.

Ensuring your confidential waste is disposed of securely is vital to protect your group; Points to take into consideration:

- Firstly ensure sensitive documents are not left unsecured
- Discarding documents into waste paper bins is not secure
- Depositing documents into locked containers (bins) is the safest option



WEEE waste (Waste Electronic Electrical Equipment) directive (incl. ink cartridges)

This is a regulation aimed to separate electronic equipment from municipal waste in order to ensure that electronic items such as copiers, fax machines and printers are correctly disposed of and where possible recycled. This includes removing all confidential data held on electrical devices.



For a more detailed understanding of the duty of care with regards to waste use the following links;

HSE: <http://www.hse.gov.uk/waste/waste-electrical.htm>

Gov website: <http://www.legislation.gov.uk/ukxi/1991/2839/contents/made>

Destruction of Electronically Held Data.

To cleanse data off of computers, mass storage disks, memory sticks etc., so that the data cannot not be stolen or utilised by others, the simple activity of deleting the data doesn't actually delete but merely hides it from immediate view, therefore other measures may need to be used.

Different technology and scenarios call for different tools. It's important to seek additional guidance for and advice on the best methods. One article that we recommend to read can be found at the following link. (Reference from PC World) https://www.pcworld.com/article/261702/how_to_securely_erase_your_hard_drive.html

6.0 GDPR: What is a personal data breach and how do we respond to it?

What is personal Data?

Personal data only includes information relating to natural persons who:

- can be identified or who are identifiable, directly from the information in question; or
- who can be indirectly identified from that information in combination with other information. What identifies an individual could be as simple as a name, number, location data, email address etc.

What is a personal data breach?

A personal data breach means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data.

This includes breaches that are the result of both accidental and deliberate causes.

It also means that a breach is more than just about losing personal data.

Personal data breaches:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/personal-data-breaches/>

Examples of data breach:

1. An email is sent to all committee members showing email addresses of all recipients
2. Committee member allowing family member to access and view secure data

What to do if you need to report a breach:

When a personal data breach has occurred, you need to establish the likelihood and severity of the resulting risk to people's rights and freedoms.

If it's likely that there will be a risk then you must notify the ICO; if it's unlikely then you don't have to report it.

However, if you decide you don't need to report the breach, you need to be able to justify this decision and document it.

Data breach where IAM RoadSmart is the controller:

If a data breach has occurred you will need to notify IAM RoadSmart immediately (and in any event no later than 24 hours) after having or identifying the Personal Data Breach.

Please report any Personal Data Breach to data.protection@iam.org.uk

Data breach where the Group is the controller:

Report a personal data breach to the relevant supervisory authority (ICO). You must do this within 72 hours of becoming aware of the breach, where feasible.

You must also keep a record of any personal data breaches, regardless of whether you are required to notify the relevant supervisory authority (ICO).

IAM RoadSmart must also be informed of the breach of the Personal Data Breach. Please report any Personal Data Breach to data.protection@iam.org.uk

Details of how to report a personal data breach can be found on the ICO website

<https://ico.org.uk/for-organisations/report-a-breach/>

<https://ico.org.uk/for-organisations/report-a-breach/personal-data-breach/>

Data Subject Requests:

Notify IAM RoadSmart immediately (and in any event no later than 24 hours) of any Data Subject Requests received where IAM RoadSmart is the controller.

Accounting and Financial

Group Annual Accounts

For each financial year, the Treasurer should collect all relevant financial information, including:

- Subscription income for the year (including subscriptions paid in advance)
- Details of all purchases and payments (including expenses) made during the year
- Details of amounts owed to and by the group at the end of the year
- "Group shop" sales total and stock value at cost or net realisable value (whichever is the lower)
- Value of stationery stock and any other "bought in" stationery (if material)
- Details of cash in bank receipts and payments (including bank statements)
- Cash in hand at the end of the year; and
- Written-down value of any equipment owned

A balance sheet and income & expenditure account must be prepared for each financial year and should be independently examined. These accounts and the trustees' report should be circulated to all group members through the group newsletter (or by any other appropriate means) in advance of the AGM. In the unlikely event that this proves impractical, copies of the accounts must be made available at the AGM, with circulation taking place in the following issue of the newsletter.

Annual accounts should be presented in the most straightforward fashion possible and should be adopted by the membership at the AGM.

Bank Accounts - General

To open and operate a bank or building society account in the name of the group, the group committee shall designate the Treasurer, the Secretary and other members of the group committee as required as authorised signatories to the account for the purposes of making payments (either by cheque or by electronic means). It is recommended the group bank mandate stipulates all cheques and / or electronic payments must be signed / authorised by two authorised signatories.

General guidelines with regard to safeguarding the group funds:

- If you have more than two bank accounts or your accounts are with more than one bank or building society, any bank transactions will go through the current account
- Any bank transactions will go through the current account. To withdraw money from any other account, it should first be first transferred to the current account and withdraw it from there
- At least three members of the Group committee will be signatories to the accounts
- Any withdrawals or transfers between accounts will be signed or authorised by two of the signatories. One of these should be the treasurer. If not, give the treasurer full details of the payment
- Do not sign a cheque without paperwork to support the payment
- Do not authorise payments by direct debit or by bank transfer (BACS) without paperwork to support the payment
- All other payments (including BACS, debit card payments, standing orders and direct debits) must be signed, for in advance on a payment form or approved with an email and providing an audit trail that more than one signatory has approved the payment
- The 'payment form' or email will include the following details: payee; date; amount; type of payment (e.g. BACS, standing order); and space for two signatures
- Never authorise a payment that has not been approved by another signatory of the group
- Never sign a blank cheque
- Cheque stubs will be completed at the time of payment

Group Volunteers' Expenses

By definition volunteers aren't paid for their time but they should be paid out-of-pocket expenses. These expenses could include:

- Travel
- Postage and telephone costs if working from home
- Essential equipment, such as protective clothing

Volunteers should provide receipts for any expenses they incur. If a volunteer receives any type of reward or payment other than expenses, they may see this as a salary and they could be classed as an employee or worker. This then gives them some employment rights.

Use of Group Funds

Groups should use their funds to promote the aims and objectives of the IAM RoadSmart road safety objectives, these can include, but are not exclusive or limited to:-

- Attendance of shows to promote and recruit members
- Offer discounts or incentives to Advanced Driver/Rider courses
- Purchase of clothing that promotes the brand and road safety
- Purchase of promotional material for road safety
- Purchase of equipment such as computer, projectors etc. that is used by members of the group to train associates and conduct group functions
- Training aids for volunteers
- Reasonable volunteer expenses
- Venue hire
- Refreshments for group member meetings and training
- Celebration of achievement gifts and reasonable meals for volunteers
- Attendance of IAM RoadSmart meetings

Claiming Financial Assistance from IAM RoadSmart

All Area Service Delivery Managers retain a discretionary group support fund to enable the support of group promotions. This fund is limited to a fixed budget each year and will be used on a business case by business case basis. Once it is exhausted no additional funds will be available.

Groups can request financial assistance from their Area Service Delivery Manager, this can be requested to attend Regional Shows, publicity material, special events, assistance with training and recruitment etc.

It should be noted that a grant will only be made on the basis that the group will be promoting IAM RoadSmart related products and activities.

The Financial Assistance form is available on the IAM RoadSmart website group management dashboard.

A copy of the form is in Appendix 4.

As group account funds are also taken into consideration, please also attach a copy of your latest set of published accounts, It is normal practice for a grant of up to half of the costs involved to be approved (to a maximum of £500).

However, each application is assessed on its own merits, taking into account any previous experience with the group's activities.

Applications will not be accepted for events that have already taken place.

Following the event you are also required to keep their Area Service Delivery Manager informed as to how successful the promotion or event was.

Disclosure and Barring Service and Protecting Vulnerable Adults Checks

Disclosure and Barring Service (DBS) Checks and Protecting Vulnerable Adults (PVA) (Scotland) for Observers undertaking the IAM RoadSmart observer role i.e., coaching and training to prepare candidates for the IAM RoadSmart Advanced Test, are not required, due to the very low involvement with vulnerable or under aged 18 adults

If an observer is taking out a young or vulnerable adult, they should consider taking a guardian with them on the runs if there are any concerns.

Risk Assessments

IAM RoadSmart recommends that groups should consider completing risk assessments as they feel appropriate and dependent upon the activity they are participating in.

A risk assessment is carried out to evaluate the likelihood of harm occurring as a result of a hazard and how severe that harm could be. The process should identify the hazards involved, then assess them.

The next step is to consider how to control the risks – what can be done to keep them as low as possible.

There will be times when the risk is so high that it would be considered dangerous to carry on with the activity – e.g. conducting an advanced motor cycle test on sheet ice. There are also activities where there is a real risk of injury, but which have a very low injury level – e.g. handling sheets of paper runs the risk of “paper cuts” to the fingers.

Appendix 6 cars and appendix 7 bikes provides example risk assessments for groups to adjust to suit their own needs

Driver and Rider Training Material

To ensure consistency and standardisation throughout the country, it is important that groups only use IAM RoadSmart approved course material, observed run sheets and documentation.

The Observer and Group Management dashboards of the IAM RoadSmart website contain electronic copies of all IAM RoadSmart approved material, observed run sheets, documents and document declaration forms. These can also be ordered via the Marketing Toolkit found on the Group Management dashboard and will be invoiced to the group.

IAM RoadSmart Driver and Rider Course

On purchase of a course, associates receive the Advanced Driver or Rider course logbook which contains all the information and material needed to pass the Advanced Test; including the IAM RoadSmart document declaration form and IAM RoadSmart observed run sheets.

Associate Logbooks

All new associates will be sent their personal copy of the logbook when they purchase the course. One or two copies should be retained by the group for use by the observing team.

Any additional copies can be ordered via the marketing toolkit and will be invoiced to the group.

Any issues with regard to non-receipt through course purchase should be dealt with through the Customer Care Team, contactable on Support@iam.org.uk or 0300 303 1134.

Observer Handbooks

Groups should use the IAM RoadSmart group marketing online toolkit to order copies when required for new Trainee Observers. Groups will need to purchase these, however upon completion of qualification a refund of the cost of the handbook will be issued to the group in the same way groups currently receive the Group Associate Fee.

Occasionally these books will be updated, to ensure they are current with driving and riding techniques and vehicle technology. All updates will be notified via IAM RoadSmart Inform.

Examiner Handbooks

Groups may wish to purchase a copy of the Examiner's Handbook via the IAM RoadSmart group marketing online toolkit. However, please remember the content is identical to that of the Observer Handbook.

Observer Qualifications

In 2012 IAM RoadSmart introduced the Institute of the Motor Industry (IMI) Quality Assured Award (QAA) National and Local observer qualifications to ensure a consistent standard of observing, driving and riding throughout its volunteer observer teams.

Suitably qualified, experienced and motivated Observers are essential for the successful operation of all IAM RoadSmart affiliated groups.

IAM RoadSmart recognises that we each have our own approach to training and that we must also be responsive to the needs of the individual associates we observe.

To ensure a level of consistency, it is therefore essential to have an agreed set of standards covering every aspect of the Advanced Driving/Riding course.

The IMI National and Local Observer qualifications are the recognised standard of observing for IAM RoadSmart; all observers must be registered with IMI as holders of a National or Local observer qualification, or be taking part in a training programme to gain one of the qualifications.

The process for applying and qualifying for either qualification is well established and can be found on the Observer and Group Management dashboards of the IAM RoadSmart website, together with all course material, competencies, supporting documents.

<https://www.iamroadsmart.com/my-dashboard/group-officials/observers-and-observing>

<https://www.iamroadsmart.com/my-dashboard>

The online application portal is available on the Group Management dashboard and can only be completed on behalf of applicants by group nominated officials.

IAM RoadSmart will only accept applications for National Observer and Local Observer qualifications through the online portal.

<https://www.iamroadsmart.com/my-dashboard/group-officials/imi-nomination>

The IMI QAA registration and certification fee for Local and National Observers is funded by IAM RoadSmart.

Please bear in mind that an individual or group will be asked to reimburse IAM RoadSmart for any additional IMI admin charges due to incorrect applications submitted by the individual or group or information/data supplied by the individual or group.

- Applications submitted by the individual or group
- Information/data supplied by the individual or group

Please note for both qualifications there is a 1 year time limit between registering with IMI and satisfactorily completing training. If the candidate has not completed the qualification within 12 months they will be withdrawn from the qualification and any future registration will be chargeable.

Local Observer Qualification

The Local Observer qualification is the IAM entry level qualification for our observers; you need this qualification if you wish to observe for the IAM.

To apply you must:

- Be a full IAM member
- Be a member of an IAM affiliated group
- Have approval of your group committee

Prospective observers must seek guidance and approval from their group before an application form is submitted for registering with IMI.

Once registered with IMI, as a Trainee LO, training can commence.

IMI Local Observer training is a Group responsibility and the Group Committee can appoint suitably qualified and experienced Local Observer Assessors and National Observers to provide the training for any eligible Full Member who wants to become an IMI registered Local Observer

You will need a good working knowledge of the Highway Code and the IAM RoadSmart Advanced Driver/Rider material

You'll need to study the Observer Qualification and Assessment document; there is also a competency criteria checklist (a shortened version of the competency document) which you can use as an aide memoire if you wish.

All course material and documentation can be found here:

<https://www.iamroadsmart.com/my-dashboard/observer/imi-local-observer>

The qualification is achieved through a process of continuous assessment throughout the training period to provide a portfolio of evidence.

A Local Observer Assessor is periodically required to sign the Local Observer Progress Summary form (LOPS) to show progress through the training programme.

Once the Trainee Local Observer is deemed to have achieved all of the relevant Competencies and Assessment Criteria in the competency based training document, the final LOPS form must be signed by the LO Assessor, on the right side of the form, to show that training is complete.

The minimum required number of LOPS forms submitted for a successful Local Observer trainee is two, one of which will be the final LOPS form signing off the trainee as fully competent and reaching the standard for a Local Observer. When completing the final LOPS form every box requires a tick indicating the trainee to competent. Please add a final supporting comment

Following completion a group nominated official must submit an email to imiqualifications@iam.org.uk containing the completed portfolio of LOPS forms together with the final sign off. The candidates name and IAM membership number should be shown in the title of the email to speed up the process.

IAM RoadSmart then verify the LOPS forms and award the LO Observer Qualification if they consider that all of the competencies have been achieved.

You will receive email notification that you have been successful with a certificate following within 2 weeks.

If you are not successful you will receive an email notification with information on the referral process; this allows you six months to achieve the Local Observer qualification through additional training within your group.

IMI, in their role as the External Verifier of standards, periodically inspect LOPS forms held by IAM RoadSmart.

National Observer Qualification

The National Observer (NO) qualification is the next step for Observers who have achieved the Local Observer qualification.

The National Observer qualification can also be taken, with Group approval, by direct access, if you have relevant experience and other driving/riding/teaching qualifications. Eg. Police Driver/Rider Instructor, ADI

The National Observer qualification is a pre-requisite for other volunteer roles in IAM RoadSmart, for example:

- A Local Observer Assessor (LOA)
- Masters Mentor
- IAM RoadSmart Skills Day Instructor
- IAM RoadSmart examiner

The group have a responsibility to ensure that every candidate for NO is approved by the group, has undergone training and is fully prepared for the assessment

To apply you must:

- Be a full IAM member
- Be a member of an IAM affiliated group
- Have approval of your group committee

Prospective National Observers must seek guidance and approval from their group before an application form is submitted for registering with IMI.

Applicants will receive notification from IAM RoadSmart that they're registered for the qualification with IMI and that a National Observer Assessor will be in touch to arrange a date, time and location for the assessment.

The National Observer qualification is achieved through an on-road, practical assessment of observing and driving/riding skills conducted by a National Observer Assessor

The assessment is in two main sections:

- observing skills
- driving/riding skills

For the observed session assessment, the assessor will play the part of an associate – the candidate will be given a scenario with a subject to prepare for the assessment. This will be arranged in advance followed by written confirmation.

Once the observed session is completed the candidates driving/riding ability will be assessed.

At the conclusion of the assessment the assessor will advise of the result, followed by verbal feedback of the candidates performance.

The IAM RoadSmart Internal Verifier will verify all National Observer reports before submission to IMI.

On successful completion of the assessment the candidate will receive their assessment report and a congratulation email shortly followed by a certificate.

If the candidate is not successful they will receive an email notification, together with a development plan from the assessor. Candidates are required to undergo further training and reassessment before resuming as an observer. Candidates have three months from the date of the original assessment to successfully complete the reassessment in order to continue observing.

Groups will be able to provide guidance and preparation for the reassessment.

Following an unsuccessful assessment, there are two options:-

1. Follow the development plan from your assessor and prepare for a National Observer re-assessment with re- training. In this case you can continue observing, however this is not for an indefinite time period and must be supervised by the group.
2. Make a decision not to take a re-assessment, in which case you are no longer an Observer or covered by Insurance.

Having reached National Observer standard, should the candidate fail the 5 or 3 year reassessment or make a decision not to take the reassessment, there isn't an option to convert to a Local Observer or revert to a Local Observer qualification if previously held.

IAM RoadSmart will charge the candidate £30 for a National Observer reassessment

Candidates who are unsuccessful a second time have the option to be reassessed a third time, however this will be at their cost and will include the daily rate for an IAM RoadSmart assessor plus expenses to cover mileage.

IAM RoadSmart has a Quality Assurance programme for National Observers which requires the National Observer assessment to be successfully retaken every 5 years in order to continue in the role of IAM RoadSmart Observer.

Local Observer Assessor (LOA)

A Local Observer Assessor takes on a role within a Group to assess trainee Local Observers.

Their role is to:

- Be responsible for the continual assessment process of trainee Local Observers with final sign off when it's considered the candidate is competent within the Local Observer framework.
- Complete Local Observer Progress Summary reports after assessments with a trainee.

A Local Observer Assessor must:-

- Be a National Observer
- Have a Group supported application
- It is helpful, but not essential, to have assessing or training experience

They will need to be fully conversant with:

- The Highway Code
- IAM RoadSmart Advanced Driver/Rider material
- Observer Qualification and Assessment document
- Competency criteria checklist (a shortened version of the competency document)
- Local Observer Progress Summary report (LOPS)

Prospective Local Observer Assessors must seek guidance and approval from their group before an application form is submitted for registering with IMI.

Once approved and registered with IMI Local Observer Assessors will receive a PIN and notification from IAM RoadSmart that they hold the role of Local Observer Assessor. Assessments can start immediately on trainee local observers allocated by the group.

A Local Observer Assessor is periodically required to sign the Local Observer Progress Summary form (LOPS) to show progress through the training programme.

Once the Trainee Local Observer is deemed to have achieved all of the relevant Competencies and Assessment Criteria in this CBT document, the final LOPS form must be signed by the LO Assessor, on the right side of the form, to show that training is complete.

The minimum required number of LOPS forms submitted for a successful Local Observer trainee is two, one of which will be the final LOPS form signing off the trainee as fully competent and reaching the standard for a Local Observer. When completing the final LOPS form every box requires a tick indicating the trainee to competent. Please try to add a final supporting comment.

Following completion a group nominated official must submit an email to imiqualifications@iam.org.uk containing the completed portfolio of LOPS forms together with the final sign off. The candidates name and IAM membership number should be shown in the title of the email to speed up the process.

There is no requirement for the same Local Observer Assessor to be used throughout the assessment period with each trainee.

As a Local Observer Assessor you may conduct assessments for an external group as required and arranged by mutual agreement.

IAM RoadSmart has a Quality Assurance programme for Local Observer Assessors which consists of internal verification for all LOPS forms, review of Local Observer Assessor reports and on road National Observer assessment.

In order for IAM RoadSmart to keep records up to date and allocate assessments efficiently Local Observer Assessors who decide to stop assessing must email imiqualifications@iam.org.uk

IAM RoadSmart Suspension and Removal of Observer Qualification Policy

Introduction

Purpose of the policy

IAM RoadSmart recognises that there may be occasions where it is necessary to suspend or remove an individual to act as an Observer. The purpose of this policy is to identify the circumstances in which suspension/removal should be considered and outlines the procedures to be followed. Wherever possible we will seek alternatives to suspension and attempt to resolve the issues that have arisen.

Investigation

An investigation is a fair and unbiased method of investigating allegations made against an observer prior to any formal action being considered. The process of investigation allows the observer the opportunity to answer any issues of concern raised against them. Investigations are to be confidential with the report being shared with the supporting line manager, senior manager and relevant Group Committee members (Group Chair).

Principles

The act of suspension is a neutral act and is without prejudice. It is not a disciplinary action and does not imply there has been any misconduct and will not be seen to be a predetermination of an outcome. It is recognised that suspension can be stressful for the individual and may have an impact on service delivery; therefore suspension will only be applied where it is felt it is absolutely necessary and all alternatives have been considered.

Policy Statement

IAM RoadSmart recognises that there may be occasions where it is necessary to suspend or remove an observer from their duties. The decision to suspend can be made for a number of reasons some of which are outlined in the following section but should only occur as a last resort.

Before suspension can take place the Area Service Delivery Manager should gather as much information as possible relating to the allegations that have come to light, and recording all accounts as appropriate.

Where suspension is appropriate the procedure will always be conducted in a fair and supportive manner in consultation with the Head of Field Service Delivery.

Responsibilities

The Head of Field Service Delivery is responsible for:

- the implementation of this policy;
- providing training on the policy;
- reviewing the effectiveness of the policy;
- providing support and guidance to managers on the application of this policy and advising on timescales

The Area Service Delivery Manager is responsible for:

- Ensuring any act of suspension is conducted in a fair and equitable manner in line with the procedure outlined in the policy; and
- gather as much preliminary information as possible relating to the allegation that has come to light, liaising as appropriate with the relevant people;
- consult with senior manager where appropriate before suspending an Observer;
- consider the options available as an alternative to suspension;
- consider suspension as a last resort to alternative measures;
- ensure any decision is made in line with IAM RoadSmart's Trust's Equality and Diversity Policy;
- ensure the suspension procedure is adhered to and the Observer is supported throughout the procedure;
- keep in regular contact with the suspended Observer throughout the suspension period; and
- review the suspension at appropriate intervals

Grounds for suspension

Possible reasons for suspension are listed below; however this list is not exhaustive:

- Failing to comply with IAM RoadSmart policies or codes of conduct
- Failing to comply with IAM RoadSmart IMI observer competencies
- Failing to comply with IAM RoadSmart driving or riding standards
- Improper use of IT equipment and software in the Observer role
-

This will ensure that both IAM RoadSmart and the Observer are protected whilst a transparent investigation takes place.

The Suspension Meeting

If the decision is taken to suspend an observer, the ASDM should meet with the Observer as soon as possible to inform him/her of their decision. Where possible this meeting should be face to face and should take place in a private area with steps taken to avoid interruptions.

The Observer should be given reasonable time ahead of the suspension meeting to make any arrangements.

The ASDM should inform the Observer of the allegation and their decision to suspend whilst the allegation is being investigated.

After the meeting a letter confirming the details of the suspension meeting should be sent by Recorded Delivery to the Observer's home address within two working days. (Address details should be confirmed with the Observer during the meeting.) Alternatively, by agreement, this can be sent via email to an agreed email address.

Findings of the investigation

At the end of the investigation, the ASDM will produce a report outlining the findings of the investigation. Based on the information contained in the investigation report the Head of Field Service Delivery will decide the appropriate action, this could result in the removal of the Observers from this role.

Keeping records

It is important to keep written records during this process. Records should include:

- The allegation against the Observer
- Findings made and actions taken
- Reason for actions taken
- Whether an appeal was lodged
- The outcome of the appeal

Records should be treated as confidential and be kept no longer than necessary in accordance with the Data Protection Act 2018, which gives individuals the right to request and have access to certain personal data. Copies of investigation meeting records should be given to the Observer concerned although in certain circumstances, it may be appropriate to withhold certain information, for example to protect a witness.

Data protection

IAM RoadSmart processes personal data collected during the investigation stage and any subsequent stages of the Suspension and Removal procedure in accordance with data protection legislation. In particular, data collected as part of the investigation stage and any subsequent stages of the Suspension and Removal procedure is held securely and accessed by, and disclosed to, individuals for the purpose of completing the Suspension and Removal process.

Inappropriate access to, or disclosure of, personal data constitutes a data breach and should be reported to the IAM RoadSmart's Data Protection Officer via email data.protection@iam.org.uk immediately. It may also constitute a disciplinary offence, which will be handled under this disciplinary procedure.

Group Insurances

Introduction

Every year IAM RoadSmart will automatically renew the group insurance policies covering Commercial All Risks, Public Liability, Professional Indemnity, Trustee Indemnity and group assets.

The annual change in the group contribution for the insurances will be notified via IAM RoadSmart Inform and automatically charged to group accounts in December of the same year. The insurance is mandatory and an equal chargeable amount to all groups.

A copy of the policy certificate and questions and answers relating to the coverage will be placed in the groups part of the IAM RoadSmart website for viewing as required, it is not necessary for each group to retain an individual copy.

Any claims or identified risks under the policy should in the first instance be raised with your Area Service Delivery Manager.

Commercial All Risks (Anywhere in the UK)

This section of the policy provides cover on an "All Risks" basis (including accidental damage) to group equipment. Equipment borrowed or hired by the group for the purpose of furthering Group objectives is also covered up to a limit of £2500 any one item.

Total Sum Insured

- £250,000 Cover for caravans/Mobile Display Units (MDU) £70,000

Note: The sum insured under this section of the policy includes all Group equipment including caravans/MDUs and represents the total amount based information supplied by IAM RoadSmart.

- £50,000 Goods Held in Trust (max any one item £2,500)

Note: Accidental damage to caravans is covered whilst being towed. Road Traffic Act liability cover should be provided by the member's motor policy.

Policy Excess (deductible): The excess under this section of the policy is £250 for each and every claim.

Public Liability Insurance

The Public Liability section of the policy provides cover against legal liability arising out of accidental death or bodily injury to any person or damage to property not belonging to the group. The policy provides cover for group activities such as meetings, displays, observed and assessment runs or public events. Social events are also covered but subject to exclusions such as:

- a. Sponsored Walks, Rides, Marathons or Similar Events
- b. Firework Displays and Bonfires
- c. Bouncy Castles and Other Inflatable Devices
- d. Events involving
 - i. Weapons
 - ii. Passenger Carrying Amusement Devices
 - iii. Remote Controlled Aircraft
- e. Bodily Injury to any person taking part in:
 - i. Contact Sports (including martial arts)
 - ii. Jousting Competitions
 - iii. "It's a Knockout" type competitions
 - iv. "Donkey Derby" races
 - v. Go Karting
 - vi. Parachute Jumping, Paragliding or Parascending
 - vii. Bungee Jumping or Abseiling

A full and up to date list is available in the Summary of Cover on the group section of the IAM RoadSmart Website.

However, the policy does not cover liability claims arising out of the use of a motor vehicle in circumstances where compulsory insurance is required under any Road Traffic Legislation and this cover must be provided by the insurers of the individual vehicle.

There are very few instances where statutory motor insurance is not required as any location which can be accessed by members of the public is considered "public highway". If a training event is planned for a location which after legal consultation is not considered to be part of the public highway full details must be provided to the insurer to assess the risk before cover is granted. It should also be noted that this section of the policy does not provide indemnity for claims arising out of wrongful advice or instruction which is insured separately.

NB. There is no cover provided under this policy for Skills Days on tracks

- Includes member to member liability
- Indemnity Limit £10,000,000
- Third Party Property Damage Excess - £250

Personal Accident

This section covers Observers, Trainee Observers, Mentors or Other Group Organisers whilst conducting or assisting with driving/riding with an Observed or Assessment Run or other Group Members or Associates involved in non-driving/riding authorised Group activities.

Accident Cover Scale of Compensation:

Item Limit

Death £20,000

Capital Sums** £20,000

Temporary Total Disablement (per week) £20,000

** Capital Sums includes cover for Loss of limbs, eyes, hearing and speech in addition to the loss of ability to work.

Age Limits:

- Maximum age limit for Death benefit – 81yrs
- Maximum age limit for other benefits – 76yrs
- There is no minimum age limit however restricted benefits may apply in respect of under 18s if in full time education.

Claims Settlement Notes

There is no contribution clause in the policy wording and claimants will receive the full weekly benefit regardless of any other income.

The weekly benefit is payable for claimants regardless of whether they are “gainfully employed” (including retired or unemployed)

Legal Expenses

The main cover provided by this section of the policy is as follows:

- Legal defence
- Bodily injury (including claims relating to motor accidents)

Limit of Indemnity £50,000 any one claim

Directors and Officers (Trustee Indemnity)

This policy provides indemnity for Loss and Defence costs to Directors and Officers/ Trustees arising from any claim in respect of wrongful act whilst administering Group affairs.

Limit of Indemnity - £3,000,000

Professional Indemnity

Cover is provided to indemnify Observers, Trainee Observers and Mentors against giving incorrect advice or instruction leading to a claim for loss or damage to property or personal injury.

- Limit of Indemnity - £3,000,000
- Excess - £500 (Observers, Trainee Observers and Mentors)

Item	Limit	Age limits
Death	£20,000	Up to and including 85th year
Capital Sums - includes cover for Loss of limbs, eyes, hearing and speech and Permanent Total Disablement	£20,000	Up to and including 76th year
Temporary Total Disablement (per week) £200	Max 104 weeks	Up to and including 76th year

Additional information	
Excess period	7 days
No minimum age limit	Restricted benefits may apply in respect of under 18s if in full time education
Coverage	Cover applies anywhere in the UK

Employers Liability

Cover is provided to indemnify IAM RoadSmart and IAM RoadSmart Groups against liability for claims arising for injury to Observers, Trainee Observers, Mentors and Group members undertaking duties on behalf of IAM RoadSmart or the group.

- Limit of Indemnity- £10,000,000

Motor Insurance – Loaned Vehicles for Group Events

Cover is available on a daily basis for cars and commercial vehicles up to 7.5 tonne GVW. The cover is Comprehensive, Any Driver and there is a £250 excess for which the Group would be responsible in the event of a claim.

To arrange cover on temporary vehicles telephone Saffron Insurance Services Ltd on 01440 765200 or e mail on iam@saffroninsurance.co.uk with full vehicle details including: Make, Model, Registration Number, Year of Manufacture and Value and dates for which cover is required.

Loss of Money

Claims

All insurance policies carry a “Reasonable Precautions” condition whereby the insured must take all reasonable precautions to prevent:

1. Loss of or destruction of or damage to the property insured.
2. Accident or injury to any person or loss, destruction or damage to their property.

The insured must comply with all legal requirements and safety regulations and their business in a lawful manner.

To facilitate easy and speedy settlement of claims for lost or damaged equipment it is recommended that purchase receipts are retained and details of the make, model and serial number (where available) particularly of higher valued items are recorded.

To comply with relevant legislation you have a duty to notify all actual or potential claims immediately and to ensure that all information relating to the claim is accurate and complete. For the full claim procedure always refer to the group area of the IAM RoadSmart website for the most up to date process.

Our brokers have carefully checked and agreed above information it can only serve as a guide and no responsibility can be accepted for any misinterpretation whatsoever. The full policy wording and schedule of cover are available to Group committees upon request. The policy wording must be read in conjunction with the policy schedule as some sections of the basic cover have been enhanced. The website will also contain a “Frequently Asked Questions” section which will be continually reviewed.

Appendix 1: Group Rules 2000

Introduction

The following outlines the Group Rules of Affiliation and are included in these guidelines for information and reference. Changes to the Group Rules of Affiliation may only be made by the IAM Council. The Charity Commission, the Office of the Scottish Charity regulator and HMRC Statutory Regulations will always take precedence over group rules.

Groups may not add to or amend in any way the Group Rules of Affiliation. Committee Standing Orders or Group Local Rules are permitted, but these must not contradict the Group Rules of Affiliation or be contrary to the aims and objectives or Memorandum & Articles of Association of the IAM.

Any proposal to choose or alter a group name must be submitted to the IAM Chief Executive for the approval of the IAM Council.

- Page 87 “Group Rules 2000”. 2nd paragraph, insert after “office of the Scottish Charity regulator” “, the Charity Commission for Northern Ireland”
- Page 91 “Rules - Finance”, paragraph 4.17, substitute “the Charity Commission for Northern Ireland” for “HMRC”.
- Page 91 “Rules - General”, paragraph 4.25, line 2, insert after “office of the Scottish Charity regulator” “, the Charity Commission for Northern Ireland”.
- Page 92 “Rules - Winding-up”. The final paragraph has a clause specific to Scotland. No analogous provisions have been identified for Northern Ireland, however, the following text may prove worthy of inclusion to cater for the particular circumstances for Northern Ireland.
- Page 27 “How to conduct the election at a group AGM”. Insert after the penultimate paragraph “In Northern Ireland the Charity Commission for Northern Ireland’s ‘Running your Charity’ publication gives guidance on those eligible to serve as Trustees and their duties and responsibilities. See Appendix 2 for details
- “If the IAM is no longer in existence, the residuary assets will be paid in accordance with guidance issued by the Charity Commission for Northern Ireland, as contained in the publication entitled “Mergers and Closures”, to such charity or charities as the Group Committee will select, to be applied for similar charitable purposes.”
- Appendix 2 requires amended reference to web link for Northern Ireland, as the DSD one is inactive. Suggest following is substituted <https://www.charitycommissionni.org.uk/>

1. Rules for groups affiliated to the Institute of Advanced Motorists, these rules (1.1 – 4.29) will form the constitution of the group)
 - 1.1 The name of the Group is “..... Group of Advanced Motorists”, or “..... Group of Advanced Motorcyclists” or “.....Group of Advanced Motorists and Motorcyclists” affiliated to the Institute of Advanced Motorists. (The Institute of Advanced Motorists is hereinafter referred to as “the IAM”).
 - 1.2 Affiliation to the IAM does not authorise any representation which would involve the IAM in any liability whatsoever.
 - 1.3 The IAM shall have power to cancel the affiliation of the group from time to time in its absolute discretion and to restore such affiliation upon such terms as it sees fit, provided that the Group shall first be given the right of appeal to the IAM’s Council.
 - 1.4 The name, scope and geographic area of operation of the group may be defined by the Council of the IAM. Any intended change will not be implemented without prior advice to the Group Committee.

Members

- 1.5** Group Full Members must be current Members of the IAM.
- 1.6** Group Committees may invite IAM Members or non-IAM Members to be a President or a Vice-President of the Group. Non-IAM Members holding such positions must not describe themselves as Members of the IAM.
- 1.7** Group Honorary Members are permitted in recognition of past Membership of and services to the Group but must be fully paid up Members of the IAM. If they become active on the Group Committee or in Observing, the Group subscription must be paid.
- 1.8** The Group Committee shall be obliged to accept as a Group Full Member a current Member of the IAM on completion of the Group application form and payment of the annual Group subscription. The Group Committee is not necessarily obliged to accept an application from a person who has previously been expelled from any Group but in such cases the IAM Member has the right of appeal to the Council of the IAM.

Associates

- 1.9** The Group Committee may accept as Group Associate Members persons desirous of becoming full Group Members on such financial terms as the Group Committee may have notified to the IAM's Chief Executive.
- 1.10** Group Associate Members may continue as such for a period of up to one year only, during which time they must endeavour to be accepted into full IAM Membership. In individual cases where there are special circumstances this period may be extended by specific decision of the Group Committee.

Friends

- 1.11** In the absence of special reasons rendering a particular applicant unacceptable, in the reasonable opinion of the Group Committee, it must accept applications from the general public to become Group Friends, on such terms as the Group Committee may decide.

This category is not intended for those who have been Group Full Members, for those who have been and are no longer IAM Members, or for those who have been Group Associate Members unless they have taken and failed the IAM Advanced Test and may only be awarded by individual decision of the Group Committee.

- 1.12** The only Group Membership categories permitted are Group Full Member, Group Associate Member, Group Honorary Member, and Group Friend.
- 1.13** Any proposed changes to the Group subscriptions for any Membership category must be notified to the Chief Executive of the IAM before being put before the Group Membership for approval (or before implementation, where the Committee has been empowered to make such changes without specific Membership approval).

Objects and Powers

- 2.1** The objects of the group are for the public benefit to promote the improvement of the standard of driving and the advancement of road safety.
- 2.2** In furtherance of the above-mentioned objects but not further or otherwise the group shall have the following powers:
- a.** to encourage and assist motorists to become Members of the IAM and to maintain their IAM Membership
 - b.** to publicise the IAM and its work throughout the area
 - c.** to provide road safety and competitive events for Group Full Members, Group Associate Members, Group Honorary Members, Group Friends and members of the general public. Driving events on a public road must not be timed
 - d.** to arrange and provide for, or join in arranging and providing for, the holding of exhibitions, meetings, lectures, classes, seminars and courses
 - e.** to cause to be written and printed or otherwise reproduced and circulated, gratuitously or otherwise, such papers, books, periodicals, pamphlets or other documents or films or recorded tapes (whether audio or visual or both) as shall further the said objects
 - f.** to raise funds and invite and receive contributions from any person or persons whatsoever by way of subscriptions and otherwise, provided that the group shall not undertake permanent trading activities in raising funds for the said objects
 - g.** to invest the monies of the group not immediately required for the said objects in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions (if any) as may for the time being be imposed or required by law
 - h.** to do all such other lawful things as are necessary for the attainment of the said objects

Constitution of The Group

- 3.1** The Group Committee must consist of fully paid up Group Full Members who are current Members of the IAM. It shall consist of Officers a Chairperson, Secretary, Treasurer and a Vice Chairperson (if required) and a minimum of three other Group Full Members all duly elected at an Annual General Meeting. The total number of the Group Committee Members shall not exceed twenty.
- 3.2** No Group Full Member may serve as a Group Committee Officer while holding an officer position in another IAM affiliated Group, nor in a similar organisation where this will create a conflict of interest. Any Group Full Member denied eligibility on these grounds shall have the right of appeal to the Council of the IAM.
- 3.3** Members disqualified by law from acting as a Charity Trustee are not eligible to serve on the Group Committee.
- 3.4** All Officers and one-third of the remainder of the Group Committee Members must retire annually by rotation and may offer themselves for re-election by Group Full Members at the Annual General Meeting held each year.
- 3.5** Nominations for Committee Members shall be made in writing to the Secretary and received not less than seven days prior to an AGM. Nominations must be proposed and seconded by Group Full Members and have the signed approval of the nominee. Nominations will only be accepted from the floor of the Meeting if a written nomination for that Committee position has not been received and the person nominated from the floor is present and agrees to be so nominated.
- 3.6** The Council of the IAM reserves the right to appoint a senior representative of the IAM to any Group Committee (without voting rights). Senior representatives appointed by the Council shall be authorised to attend Group Committee Meetings (without voting rights).

Duties and Responsibilities of the Group Committee

- 4.1** To further the objects of the Group.
- 4.2** To encourage and assist motorists and/or motorcyclists to become Members of the IAM.
- 4.3** To foster and maintain interest in the IAM among Members and to keep them informed by way of a periodic Newsletter.
- 4.4** To make arrangements for road safety and other events which further the objects of the Group.
- 4.5** To ensure that no Group Member derives any pecuniary benefit from Group resources through their Membership of the Group.
- 4.6** The Group Committee must seek to ensure that all Group Full Members are current IAM Members and must not renew the Group Membership of any Group Full Member where it is known that their IAM Membership has ceased.
- 4.7** Generally to co-operate with the Council of the IAM.
- 4.8** To record and retain Minutes of meetings of the Committee, AGMs and EGMs for a minimum of ten years.

Meetings

- 4.9** The Group committee shall call ordinary meetings of the Group Committee at least once every three months.
- 4.10** A Chairperson shall have a casting vote.
- 4.11** A quorum of the Group Committee shall be one third of all Committee Members or three, whichever is the greater.

Annual General Meetings and Extraordinary General Meetings

- 4.12** An AGM must be held once in every calendar year and within 18 months of the previous AGM. At least 21 days but not more than 60 days notice shall be given in writing to the Group Full Members. (Publication in the Group Newsletter shall be deemed sufficient if it is received by all Group Full Members to provide at least 21, but not more than 60 days notice).
- 4.13** An EGM may be called at any time by the Committee to deal with any items deemed by the Committee to be special business. At least 21 days but not more than 60 days notice stating the business to be discussed, shall be given in writing to Group Full Members.
- 4.14** Group Full Members also have the right to call an EGM. The matter/s for discussion must be put in writing, stating the business to be considered and signed by at least five Group Full Members or five per cent of the total number of Group Full Members, whichever is the greater, and forwarded to the Group Secretary who will call an EGM within 36 days. The notice from the Group secretary to the Group Full Members shall be in writing giving a minimum of seven days notice, and state the business to be discussed.
- 4.15** A quorum for an Annual General Meeting or Extraordinary General Meeting shall be five Group Full Members or five per cent of the total number of Group Full Members, whichever number is greater.

Finance

- 4.16** To ensure that all Third Party Liabilities and Group Assets are covered at all times by an adequate policy of insurance.
- 4.17** To consider and if decided appropriate by the Group and approved by the Charity Commission (in England and Wales), OSCR (in Scotland) and HMRC (in Northern Ireland) to arrange and maintain Trustee Indemnity Insurance.
- 4.18** To open and operate a Bank or Building Society Account in the name of the Group. The Group Committee shall authorise in writing the Treasurer, the Secretary and two or more other Members of the Group Committee to sign cheques on behalf of the Group. All cheques shall be signed by not less than two of the authorised signatories.
- 4.19** To maintain and keep proper records of the Receipts and Payments and the Assets and Liabilities of the Group. These are to be retained for at least seven years.
- 4.20** To apply the funds belonging to the Group only for purposes in furthering the objects of the Group.
- 4.21** To have prepared annual accounts and reports which are approved by the Group Committee, submitted to Group Full Members in general meeting (normally the AGM) and then sent to the IAM's Chief Executive.

General

- 4.22** To respect the IAM's copyright in its badge or logo, to use these in Group literature in the form allowed by the IAM and to endeavour to prevent the badge or logo from being otherwise reproduced without the consent of the Council of the IAM and to report to the Chief Executive of the IAM any such reproduction.
- 4.23** To endeavour to ensure that the good name of the IAM and the Group is maintained and is not brought into disrepute by the conduct of any Group Member.
- 4.24** To refer to the IAM Council for guidance in the event of any difficulties which may arise.

Rules

- 4.25** Groups are not permitted to add to or amend in any way the Group Rules of Affiliation. Committee Standing Orders or Group Local Rules are permitted but these cannot contradict the Group Rules of Affiliation or be contrary to the aims or constitution of the IAM.
- 4.26** Changes to the Group Rules of Affiliation may only be made by the IAM's Council. The Charity Commission, the Office of the Scottish Charity regulator and HMRC Statutory Regulations will always take precedence over Group Rules.
- 4.27** Any proposal to choose or alter a Group name must be submitted to the IAM's Chief Executive for the approval of the Council of the IAM.

Expulsion

4.28 The Group Committee may expel a Group Full Member, Group Associate Member, Group Honorary Member or Group Friend from the Group for conduct inconsistent with the aims and objects of the IAM and/or Group, but any such person shall first be given the opportunity to submit representations to the Group Committee and shall always have the right to appeal to the Council of the IAM.

Winding-Up

4.29 If the Group Committee by a simple majority decides at any time that on the grounds of expense or otherwise it is necessary or advisable to wind up the Group, it shall call a meeting of all Group Full Members, of which meeting not less than 21 days but not more than 60 days notice in writing shall be given. If such decision shall be confirmed by a two-thirds majority of those present and voting at such meeting, the Group Committee shall wind up the Group.

Any surplus assets remaining after the settlement of all liabilities shall be handed over to the Council of the IAM to be applied for the IAM's charitable objects.

*If the IAM is no longer in existence when the Group is wound up, then the surplus assets shall be paid to such charity or charities as the Group Committee shall select; to be applied for similar charitable purposes.

* Scottish Groups replace the last sentence with:

"If the IAM is no longer in existence, the residuary assets shall be paid to such charity or charities as the Group Committee shall select, which are charitable in accordance with Section 7 of the Charities and Trustee investment (Scotland) Act 2005.

Note

All references to the Group Committee will, where appropriate, apply to the Group Council, if one exists.

Appendix 2: Sample Proformas

Gift Aid Declaration

Group Name		Charity number
Gift aid declaration		
Details of Donor:		
Title	First Name	Last Name
Declaration		
I want Group of Advanced Motorists to treat all donations I have made since 6 April (2000), and all donations I make from the date of this declaration until I notify you otherwise as Gift Aid donations. I confirm that I pay income tax and/or capital gains tax at least equal to the tax that the charity reclaims.		
Signed		
Date		

Notes (to form part of Gift Aid declaration):

You can cancel this declaration at any time by notifying the Group's Honorary Treasurer.

You must pay an amount of income tax and/or capital gains tax at least equal to the amount of the reclaim on your donations in the tax year.

If, in the future, your circumstances change and you no longer pay income tax and/or capital gains tax equal to the amount of the reclaim, you must notify the Honorary Treasurer of the Group.

If you pay tax at the higher rate, you can claim further tax relief in your Self Assessment tax return.

Further information may be found on the HMRC website

AGM Notice – Recommended Wording

NOTICE IS HEREBY GIVEN by order of the Group Committee that the Annual General Meeting of ““Group Name” will be held at (Time) on (Day) (Date) at (Venue) to enable the Trustees of the Group (Registered Charity No.) to present their Annual Report and Accounts for the year ended (Date) for approval by the Group Full Members and to conduct an election.

Secretary’s Name		Date	
Address		Group number	

All Group Full Members, Associates and Friends are invited to attend but only Group Full Members may vote.

A Member entitled to vote at the General Meeting may appoint a proxy to vote in his stead. A proxy need not be a Group Full Member.

CURRENT OFFICERS

All Officers retire annually and may offer themselves for re-election

Chair		Will stand / Will Not stand
Vice Chair		Will stand / Will Not stand
Secretary		Will stand / Will Not stand
Treasurer		Will stand / Will Not stand

Committee Members

One third of the Committee must retire annually and may offer themselves for re-election

Retiring By Rotation and Standing For Re-Election

Retiring By Rotation and Not Standing For Re-Election

Committee Members Not Retiring and Number of Years Remaining

Committee Nomination Form

Nominations are invited from Group Full Members to stand for committee. The Nominee must be willing to stand for the Committee and sign the Nomination Form. By signing the Nomination Form the Nominee is affirming his/her ability and intention, if elected, to attend committee meetings regularly.

NOTE

You may not stand for the Committee if the law debars you from being a Charity Trustee.

Only Group Full Members may nominate Committee Members or be nominated as Committee Members.

This Nomination Paper must be returned to the Group Secretary at least seven days before the election by (date). All Officers and one third of all other Committee Members must retire annually by rotation and may offer themselves for re-election by Group Full Members. Those elected become Charity Trustees of the Group.

Officers

Name	Position	Nominated by	Seconded by	Signature of Nominee
	Chair			
	Vice Chair			
	Secretary			
	Treasurer			

Committee Members

Name	Position	Nominated by	Seconded by	Signature of Nominee
	Chair			
	Vice Chair			
	Secretary			
	Treasurer			

Annual General Meeting Agenda Wording

(ANYTOWN) Advanced Motorists / Motorcyclists

(Registered Charity No.)

Annual General Meeting

(Date - Year)

Agenda

Apologies for absence *

Minutes from the previous year *

Resolution : That the Minutes of the (year) AGM be approved as a true record.

Matters arising from the Minutes *

Amendments or adjustments to this Agenda

Chair's Report *

Secretary's Report

Treasurer's Report *

Resolution : That the Annual Report and Accounts for the year ended (date) be approved.

Election of Group Officers *

Election of Committee *

Address by New Chair

Any Other Business

Resolutions:

That the Committee be authorised to change the subscription for (year) if it is deemed necessary (a limiting amount can be inserted).

The sections marked * are mandatory. The wording of a notice for an EGM is as used for an AGM with the word "Extraordinary" replacing "Annual", followed by the agenda item(s).

Trustee positions

Automatic disqualification declaration

This form provides a template Trustee declaration form which must be reviewed and signed by each trustee to confirm they are eligible and are not disqualified or precluded from being a trustee.

This example can be used alongside the [existing trustee declaration](#)¹ form by:

- Charities to satisfy themselves that individuals who hold (or who are applying for) a trustee position will not be disqualified from holding that position from 1 August. Charities can ask the individual to complete this declaration alongside the existing [trustee declaration form](#) if they have not already done so.
- Individuals who hold, or are applying for, a trustee position, to declare that they will not be disqualified from holding that position from 1 August 2018.
- Charities must make sure any declaration forms are handled and processed in accordance with duties under the General Data Protection Regulation (GDPR).

From 1 August 2018 individuals will be automatically disqualified from acting as a trustee of a charity if:

- one or more of the reasons in Annex A apply; and
- they have not obtained a waiver of that disqualification from the Charity Commission.

Completing the declaration

Read the automatic disqualification [guidance](#)² to decide if you will be disqualified from 1 August 2018

Complete and sign this declaration to confirm that you will not be disqualified.

If one of the disqualification reasons does apply, you may be [able to apply for a waiver from the Charity Commission](#)³ which will allow you to take up or continue to act as a trustee.

Pass a copy of the completed declaration to the trustees for the charity's records (the declaration should not be sent to the Charity Commission).

Declaration

I declare that:

- I am not disqualified from acting as a trustee from 1 August 2018; and
- I will inform the trustees promptly if, after the date of this declaration, one or more of the disqualification reasons applies to me.

Full Name: _____

Signature: _____ Date: _____

Charity Name and Number: _____

¹<https://www.gov.uk/government/publications/confirmation-of-charity-trustee-eligibility>

²<https://www.gov.uk/guidance/automatic-disqualification-rules-for-charity-trustees-and-charity-senior-positions>

³<https://www.gov.uk/guidance/automatic-disqualification-rules-for-charity-trustees-and-charity-senior-positions#apply-waiver>

Annex A – Disqualification Reasons

After 1 August 2018, you will be automatically disqualified from acting as a trustee if:

1. You have an **unspent** conviction for any of the following
 - a) an offence involving **deception or dishonesty**
 - b) a **terrorism** offence
 - a. to which Part 4 of the Counter-Terrorism Act 2008 applies
 - b. under sections 13 or 19 of the Terrorism Act 2000
 - c) a **money laundering** offence within the meaning of section 415 of the Proceeds of Crime Act 2002
 - d) a **bribery** offence under sections 1, 2, 6 or 7 of the Bribery Act 2010
 - e) an offence of **contravening a Commission Order or Direction** under section 77 of the Charities Act 2011
 - f) an offence of **misconduct in public office, perjury or perverting the course of justice** yes/no
 - g) In relation to the above offences, an offence of: attempt, conspiracy, or incitement to commit the offence; aiding, or abetting, counselling or procuring the commission of the offence; or, under Part 2 of the Serious Crime Act 2007(encouraging or assisting)in relation to the offence
2. You are **on the sex offenders register** (ie. subject to notification requirements of Part 2 of the Sexual Offences Act 2003)
3. You have an unspent sanction for **contempt of court** for making, or causing to be made, a false statement or for making , or causing to be made, a false statement in a document verified by a statement of truth
4. You have been found guilty of **disobedience to an order or direction of the Commission** under section 336(1) of the Charities Act 2011.
5. You are a **designated person** for the purposes of Part 1 of the Terrorist Asset-Freezing etc. Act 2010, or the Al Qaida (Asset Freezing) Regulations 2011.
6. You have **previously been removed as an officer, agent or employee of a charity** by the Charity Commission, the Scottish charity regulator, or the High Court due to misconduct or mismanagement
7. You have **previously been removed as a trustee** of a charity by the Charity Commission, the Scottish charity regulator, or the High Court due to misconduct or mismanagement
8. You have been **removed from management or control of anybody** under section s34(5)(e) of the Charities and Trustee Investment (Scotland) Act 2005 (or earlier legislation)
9. You are **disqualified from being a company director**, or have given a disqualification undertaking, and leave has not been granted (as described in section 180 of the Charities Act) for you to act as director of the charity
10. You are **currently declared bankrupt** (or subject to bankruptcy restrictions or an interim order)
11. You **have an individual voluntary arrangement** (IVA) to pay off debts with creditors
12. You are **subject to** a moratorium period under a **debt relief order**, or a debt relief restrictions order, or an interim order
13. You are subject to an order made under s.429(2) of the Insolvency Act 1986. (**Failure to pay under a County Court Administration Order.**)

Appendix 3: Links to relevant websites

IAM RoadSmart	www.iam.org.uk
HM Revenue and Customs	www.hmrc.gov.uk
Charity Commission	www.charity-commission.gov.uk/
Information Commissioner	www.ico.gov.uk
Office of the Scottish Charity Regulator	www.oscr.org.uk
Isle of Man	www.gov.im
Northern Ireland	www.dsdni.gov.uk/charities_advice

Appendix 4: Group Role Profiles

Chair - Mandatory

Job Summary

The Chair is part of the group Committee and is a Trustee

The Chair heads the group Committee

To ensure the Group is run in accordance with the guidelines set out by The Charities Commission and the IAM RoadSmart Rules for groups

Key Responsibilities

To be in overall control of the activities of the Group

To lead the elected Committee Members and support activities

To encourage and maintain contact with other IAM RoadSmart and IAM RoadSmart Groups

To provide support for all Committee Members, Members and Associates

To attend IAM RoadSmart Meetings as appropriate

To control and maintain a record of Privileged Access of Officers to DTE, Group Website etc.

To ensure the group engage and embrace IAM RoadSmart standards and strategy.

Key Tasks

Continue to grow the group

Chair group committee Meetings and to attend local events where appropriate

Become a visible presence and key representative of the Group at local events

To attend IAM RoadSmart Meetings as appropriate

Encourage and maintain contact with other IAM RoadSmart Groups

Liaise with IAM RoadSmart on a regular basis

Key Skills

Must have appropriate level of leadership skills commensurate with the role

Knowledge and use of the internet

Email skills

Secretary – Mandatory

Job Summary

The Secretary is part of the group committee and is a Trustee

To provide the link between the group, IAM RoadSmart and the general public

Key Responsibilities

To respond to queries from potential Members concerning IAM RoadSmart, its aims and objectives and to encourage enrolment

To respond to queries from IAM RoadSmart and to liaise with the group committee as appropriate

To record Minutes of committee meetings and General Meetings

Key Tasks

Provide support for the regular committee meetings and general meetings such as the preparation of agenda and taking of minutes

Respond to request for information from the general public concerning group activities

Attend, as appropriate national IAM RoadSmart events and liaise with Group Committee on outcomes

Maintain group's library of documents

Key Skills

Good interpersonal skills

Knowledge and use of the internet

Email skills

DTE skills

Treasurer – Mandatory

Job Summary

The Treasurer is part of the group Committee and a Trustee

To maintain accurate records of all the financial transactions of the group

Key responsibilities:

To provide regular and accurate reports to the group Committee

To provide data to group Secretary as required by IAM RoadSmart

To advise Membership Secretary of all group subscriptions received

Key tasks

Collate information from bank, IAM RoadSmart and other sources to update Treasurers records

Maintain proper records of the receipts, payments assets and liabilities of the Group

Ensure that Gift Aid relief is claimed annually from HMRC

Balance and close yearly accounts and immediately submit to the Auditor for independent review

Submit audited balance sheet for publication to Members

Submit audited accounts at the AGM for endorsement/acceptance by the membership

Ensure that the annual return and annual accounts required by IAM RoadSmart and The Charity Commission are submitted on time

Key skills

Good interpersonal skills

Working knowledge of a spreadsheet package

Knowledge and use of internet

Email skills

Group Data Manager – Recommended

Job Summary

- The Group Data Manager is part of the Group Committee
- To ensure the group operates in accordance with GDPR and IAM RoadSmart guidelines

Key Responsibilities

- To manage and record data collected, used, stored, retained and destroyed in line with GDPR and IAM RoadSmart guidelines

Key Tasks

To provide guidance to data subject in line with GDPR and IAM RoadSmart guidelines

To ensure records of contract and all data used by the group is:-

- Accurate
- Securely Held
- Used in accordance with GDPR Guidelines
- Retained
- Securely destroyed

Notify IAM RoadSmart immediately (and in any event no later than 24 hours) after having or identifying a Personal Data Breach where IAM RoadSmart is the controller. Please report any Personal Data Breached to data.protection@iam.org.uk

Notify the appropriate authority (ICO) within 72 hours of a Personal Data Breaches where the Group is the controller. IAM RoadSmart must also be informed of the breach of the Personal Data Breach. Details of how to report a breach can be found on the ICO website <https://ico.org.uk/for-organisations/report-a-breach/>

Notify IAM RoadSmart immediately (and in any event no later than 24 hours) of any Data Subject Requests received where IAM RoadSmart is the controller.

Ensure the correct GDPR notices are included in all group communication to associates/members.

Manage any request of the option to withdraw by associates/members

To review relevance of historical data

Key Skills

Sound knowledge of GDPR and IAM RoadSmart Guidelines

Good interpersonal skills

IT literate, adept in use of DTE, internet, and email skills

Further information on GDPR and Data Protection can be found at: - <https://ico.org.uk/>

Chief Observer Car/Bike – Recommended

Job Summary

The Chief Observer is part of the group Committee

The Chief Observer co-ordinates and monitors all Observer activity

Key Responsibilities

To ensure all Local Observers and National Observers are and remain fully qualified

To ensure that training of Observers at all stages is fully effective

To ensure that ongoing monitoring of all Observers is effective

To identify Local Observers for progression to National Observer

To maintain and oversee observing standards across the group

To ensure use of IAM RoadSmart Advanced Driver/Rider course material

Key Tasks

Advise Committee of potential new Observers

Arrange for appropriate training of new Observers

Allocate Observers to Observer Teams

Allocate Pre Test Drives/Rides for Associates

Liaise with IAM RoadSmart when appropriate

Monitor results of Observing activity and maintain necessary statistics

Key Skills

Must be a National Observer

Good interpersonal skills

Knowledge and use of the internet

Email skills

Must be adept in use of DTE system

Associate co-ordinator/group contact – Recommended

Job Summary

This role is part of the group Committee

Maintain an accurate record of all group Members and Associates using IAM RoadSmart's DTE system

Key Responsibilities

To provide appropriate reporting to the Committee as required

To provide data to Group Secretary as required by IAM RoadSmart

To ensure that Group Treasurer can reconcile membership income with active Members

To ensure Membership Fees are paid at the appropriate time and notified to Group Treasurer

Key Tasks

Maintain membership data base on DTE and collect subscriptions

Follow up with each Member who has not paid their subscriptions within the time allowed

Be first contact point for enquiries from the group's Website

Contact each new Member with a "welcome" communication

Contact all Members with an invitation to each group Meeting

Provide an analysis of Members to the regular group Committee Meeting

Key Skills

Good interpersonal skills

Knowledge and use of the internet

Must be adept in use of DTE and the internet

Email skills

DTE skills

Webmaster and Information Technology - Recommended

Job Summary

The Webmaster is part of the group Committee

The Webmaster is responsible for maintaining the Group's Website

The Webmaster is responsible for advising the Group Committee on Information Technology issues and progressing as appropriate

Key Responsibilities

To be a source of guidance on all Website and IT issues

To ensure that the Website is maintained as an effective source of information for the general public, Members and Observers

To be the group interface with IAM RoadSmart on Website and IT issues

To produce group newsletter (electronically & Hard copy)

Key Tasks

Monitor the Website to ensure that it is effective for purpose

Monitor and update the Website as appropriate

Coach and advise other authorised Members who may have access to restricted pages on the Website

Review periodically all of the content on the Website and arrange for updating/improving as appropriate

Advise Committee of new technology that may be beneficial for the development of the group

Key Skills

Good interpersonal skills

Knowledge and use of the internet

Email skills

Detailed knowledge of the IAM RoadSmart Website

Associate Liaison – Recommended

Job Summary

The Associate Liaison has direct line reporting to the Chief Observer

To ensure that Associates progress towards their IAM RoadSmart Test through appropriate on-going interaction

Key Responsibilities

To make initial contact with Associates, welcome them to the Group and explain the way forward

To allocate an appropriate Observer to each Associate

To provide on-going support to the Associates and Observers and monitor Associate's progress towards the Advanced Driving/Riding Test

To promote the group to Associates

To apprise Chief Observer of Associates' and Observers' activities as appropriate

Key Tasks

Make initial contact with new Associates

Allocate Observer to Associate

Provide on-going support to Associates and Observers and monitor progress through Advanced Driver/Rider course

Make contact with Associate immediately prior to Test and ascertain result post Test

Congratulate Associate on pass, advise appropriate Officers

Key Skills

Good interpersonal skills

Knowledge and use of the internet

Email skills

DTE skills

Appendix 5: Group Request for Financial Assistance

Request for Financial Assistance

Please forward to your Area Service Delivery Manager (ASDM)

Group		Group No.	
Other			

Details / Justification for Assistance	Estimated cost or actual cost	Requested Support amount

Please attach any quote/invoices

Literature (using IAM RoadSmart marketing toolkit)

I enclose the latest set of Published Group Accounts for the year _____

Signature of Group Secretary _____

Name (please print) _____ Date _____

Recommendation: Assistance approved YES/NO £_____ support recommended

ASDM Comments: _____

Signature of _____ Date _____

Printed Name _____

IAM RoadSmart Area Service Delivery Manager Approval

Signature _____ Date _____

Name _____

Appendix 6: Example of Risk Assessment Car

Activity	Advanced Driving with Associate (cars)	
Assessor		
People at Risk	Category	Tick if at risk
	General public	/
	Volunteers	/
	Members/Candidates	/
	Others (Specify where necessary)	/
Date	July 2018	
Review Date	July 2019	

The Risk Assessment Process

A risk assessment is carried out to evaluate the likelihood of harm occurring as a result of a hazard and how severe that harm could be. The process should identify the hazards involved, then assess them. The next step is to consider how to control the risks – what can be done to keep them as low as possible.

There will be times when the risk is so high that it would be considered dangerous to carry on with the activity – e.g. conducting an advanced motor cycle test on sheet ice. There are also activities where there is a real risk of injury, but which have a very low injury level – e.g. handling sheets of paper runs the risk of “paper cuts” to the fingers.

The end result is that the risks are managed downwards by the control measures considered for that purpose. The control measures then have to be implemented. To calculate the risk the system below is intended to be fairly simple to use:

Severity		Likelihood	
Description	Score	Description	Score
Minor injury	1	Event unlikely to happen, but possible	1
Injury causing less than three days off work	3	About even chance an event may happen	3
Over three days off work, major injury, or a fatality	5	Highly likely, or almost certain an event will happen	5

Multiply the severity score by the likelihood score to produce an overall assessment:

Result of overall risk grading: 1 = Trivial 3 or 5 = Tolerable 9 = Moderate 15 = Substantial 25 = Intolerable.

1	Trivial	No action
3 or 5	Tolerable	Use basic control measures and monitor activity
9	Moderate	Reduce the risk
15 or 25	Substantial/ Intolerable	Reduce the risk, or cancel the activity/action that produced this risk assessment result

Control measures, if appropriate, need to be described in the column provided.

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Collision with another vehicle/road user/roadside property etc	All	5	1	5	<p>Associate</p> <ul style="list-style-type: none"> All have DVSA driving test pass qualification as a minimum of prior training (or EU/foreign equivalent) All have signed a driving document declaration Eyesight tested at start of test Briefing at start of session includes safety issues, and reminds Associate he/she has responsibility for safety specifically Associate previously novice trained and now being assessed on safety as a major focus of the session <p>Observer</p> <ul style="list-style-type: none"> Observer also holds driving licence for the vehicle All observers have undertaken some form of observer training and are competent to observe developing driving hazards Regular quality assurance by LOA or National Observers or includes safety issues 		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
					<p>Vehicles</p> <ul style="list-style-type: none"> • Observers will not to use a vehicle they feel unsuitable/unsafe • Seat belts worn at all times except when reversing if fitted • Vehicles given visual check prior to commencing test <p>Miscellaneous</p> <ul style="list-style-type: none"> • Observer will terminate activity with associate if he/she considers the driving too dangerous or conditions inappropriate • Route choice at discretion of observer to match candidate performance/road and weather etc conditions, vehicle capability etc • Associate encouraged to give verbal commentary assisting observer in assessing associates hazard awareness • Adherence to speed limits and other traffic law during session. Non adherence and the observer will end the session. • Safety is the major part of the assessment being made 		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Collision with another vehicle/road user/roadside property etc during reversing manoeuvre	All	3	1	3	<ul style="list-style-type: none"> • Controls as above in this column apply where appropriate • Observer able to monitor activity from any place he/she chooses to ensure safety of exercise • Observer able to monitor activity and intervene if necessary and advise driver/other parties of danger • Manoeuvre conducted at suitable location at time and place of observers choice to maintain safety 		
Collision of pedestrian with another vehicle at start/finish venue	Volunteer Member/ Associate	5	1	5	<ul style="list-style-type: none"> • Location chosen to be away from fast-flowing traffic as far as possible, or at discretion of observer who has authority to decline a location • Associates all licenced drivers, therefore have background awareness of road dangers • Observers all experienced drivers with heightened awareness of safety issues • Hi-viz clothing worn outside vehicle if appropriate 		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Slip/Trip at starting/ finishing venue	Volunteer Member/ Associate	3	1	3	<ul style="list-style-type: none"> Location chosen to be away from fast-flowing traffic as far as possible, or at discretion of observer who has authority to decline a location if inappropriate Locations with uneven surfaces avoided where possible 		
Driver Fatigue	All	3	1	3	<ul style="list-style-type: none"> Session managed by observer. Suitable breaks planned in. Observer will abandon/ postpone session if concerned Appointment set by mutual discussion between observer and candidate 		
Cramp etc. from prolonged sitting in car driving	Volunteer Member/ Associate	1	1	1	<ul style="list-style-type: none"> Session managed by observer suitable breaks planned in 		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Effects of weather	Volunteer Member/ Associate	3	1	3	<ul style="list-style-type: none"> • Activity cancelled/curtailed in extreme cold conditions, controlling risk of hypothermia, and also increased risk of collision due to road surface conditions • Route/length of sessions at discretion of observer to ensure extreme heat conditions catered for • Observer will cancel/curtail activity if conditions unsuitable (eg Fog) • Wet conditions covered as part of the training process – Observer experienced in dealing with these • Session limited to 90 minutes maximum • Observer will consider terminating session if weather conditions of any kind render it appropriate 		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Lone worker meeting unknown person - risk of assault	V	3	1	3	<ul style="list-style-type: none"> • Observers dealing with known candidates and are experienced in identifying risky behaviour • Observers all experienced in inter- personal skills to defuse aggressive behaviour • Observer will withdraw if unhappy with behaviour of associate • Details of candidates normally known to others in the organisation and details of session organised by observer 		

Appendix 7: Example of Risk Assessment Bike

Activity	Advanced Riding with Associate	
Assessor		
People at Risk	Category	Tick if at risk
	General public	/
	Volunteers	/
	Members/Candidates	/
	Others (Specify where necessary)	/
Date	July 2018	
Review Date	July 2019	

The Risk Assessment Process

A risk assessment is carried out to evaluate the likelihood of harm occurring as a result of a hazard and how severe that harm could be. The process should identify the hazards involved, then assess them. The next step is to consider how to control the risks – what can be done to keep them as low as possible.

There will be times when the risk is so high that it would be considered dangerous to carry on with the activity – e.g. conducting an advanced motor cycle test on sheet ice. There are also activities where there is a real risk of injury, but which have a very low injury level – e.g. handling sheets of paper runs the risk of “paper cuts” to the fingers.

The end result is that the risks are managed downwards by the control measures considered for that purpose. The control measures then have to be implemented. To calculate the risk the system below is intended to be fairly simple to use:

Severity		Likelihood	
Description	Score	Description	Score
Minor injury	1	Event unlikely to happen, but possible	1
Injury causing less than three days off work	3	About even chance an event may happen	3
Over three days off work, major injury, or a fatality	5	Highly likely, or almost certain an event will happen	5

Multiply the severity score by the likelihood score to produce an overall assessment:

Result of overall risk grading: **1** = Trivial **3 or 5** = Tolerable **9** = Moderate **15** = Substantial **25** = Intolerable.

1	Trivial	No action
3 or 5	Tolerable	Use basic control measures and monitor activity
9	Moderate	Reduce the risk
15 or 25	Substantial/ Intolerable	Reduce the risk, or cancel the activity/action that produced this risk assessment result

Control measures, if appropriate, need to be described in the column provided.

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Collision with another vehicle/road user/roadside property etc	All	5	1	5	<p>Associate</p> <ul style="list-style-type: none"> All have DVSA driving test pass qualification as a minimum of prior training (or EU/foreign equivalent) All sign driving document declaration prior to driving Eyesight tested at start Briefing at start of session includes safety issues, and reminds associate he/she has responsibility for safety specifically Associate previously novice trained and now being assessed on safety as a major focus of the session Proper full motorcycle clothing worn as a condition of undertaking the test Wearing of hi-viz clothing encouraged if appropriate <p>Observer</p> <ul style="list-style-type: none"> Observers have DVSA driving test pass qualification as a minimum of prior training (or EU/foreign equivalent) as evidence of prior competence All observers are experienced in riding and competent to observe developing riding hazards. Most have either NO or LO Quality assurance by Local Observer Assesors (LOA) or National Observer includes safety related issues 		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
					<ul style="list-style-type: none"> • Suitable motorcycle clothing worn • Wearing of hi-viz clothing encouraged <p>Vehicles</p> <ul style="list-style-type: none"> • Observer will not conduct a session with an associate using a machine they feel unsuitable/ unsafe • Observer using own machine, and therefore familiar with its characteristics etc • Machines given visual check prior to commencing test <p>Miscellaneous</p> <ul style="list-style-type: none"> • Observer will terminate activity with an associate if he/she considers the riding too dangerous or conditions inappropriate • Route choice at discretion of observer to match candidate performance/road and weather etc conditions, vehicle capability etc • Route choice at discretion of observer to match associate performance/road and weather etc conditions • Adherence to speed limits and other traffic law part of the course being made- persistent breach of speed limit or other traffic law will result in the observer terminating • Safety is the major part of the assessment being made 		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Collision with each other due to riding together	Volunteer Member/ Associate	5	1	5	<ul style="list-style-type: none"> All above apply where appropriate Observers trained to follow in position so as not to follow associate "in line" Observer trained to maintain observation ahead of associate as well as maintaining observation of associate activity 		
Collision of pedestrian with another vehicle at start/finish venue	Volunteer Member/ Associate	3	1	3	<ul style="list-style-type: none"> Location chosen to be away from fast-flowing traffic as far as possible, or at discretion observer who will decline an unsuitable location Locations with uneven surfaces avoided where possible, encouraged by issues related to practicality of parking motorcycles on uneven surfaces 		
Associate falling from machine during slow riding manoeuvre	Associate	1	3	3	<ul style="list-style-type: none"> Associate previously trained in slow riding prior to session (DVSA) Location chosen to avoid uneven ground, especially slippery surfaces etc Activity conducted in quiet area as far as possible to allow concentration on the task Session conducted at low speed (ideally walking pace or lower) Conducted during rest of observed session, so other controls in this column apply as appropriate 		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Rider Fatigue	All	5	1	5	<ul style="list-style-type: none"> • Session time set by observer. Breaks taken when required • Observer will abandon/ postpone session if concerned • Appointment set by mutual discussion between observer and associate 		
Cramp etc from prolonged riding	Volunteer Member/ Associate	1	1	1	<ul style="list-style-type: none"> • Session time set by observer breaks to be taken when required. 		
Hearing impairment due to wind/radio noise	Volunteer Member/ Associate	3	1	3	<ul style="list-style-type: none"> • Ear plug use suggested • Session restricted to 90 minutes maximum 		
Effects of weather					<ul style="list-style-type: none"> • Activity cancelled/curtailed in extreme cold conditions, controlling risk of hypothermia, and also increased risk of collision due to road surface conditions • Route/length of sessions at discretion of observer to ensure extreme heat conditions catered for • Observer has total authority to cancel/ curtail activity if conditions unsuitable (eg Fog) • Wet conditions covered as part of the training process - examiner trained to deal with them • Session limited to time set by observer • Observer will terminate session if extreme weather conditions of any kind render it appropriate (eg Fog) 		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Physical injury from manual handling of machine	Volunteer Member/ Associate	3	1	1	<ul style="list-style-type: none"> All have DVSA driving test pass qualification as a minimum of prior training (or EU equivalent) providing evidence of some prior competence Locations with uneven ground avoided wherever possible 		
Lone worker meeting unknown person - risk of assault	V	3	1	3	<ul style="list-style-type: none"> Observers dealing with unknown candidates all experienced. Associates known to group and IAM RoadSmart Observer authorised to withdraw if unhappy with behaviour of candidate Meeting with associate usually conducted in public place De-brief location with associate in observers control, allowing use of public place if appropriate 		

Appendix 8: Data Retention Checklist (reference ICO.org.uk)

The GDPR sets out additional requirements around retention of personal data compared to the Data Protection Directive. Given that breach of these provisions can lead to the imposition of considerable fines, data retention is not simply a matter for IT and administration, but a business consideration with potentially significant financial impact if you don't get it right. This checklist sets out the key issues that a group should consider when implementing a data retention policy.

Data storage

First of all, it is important to have an overview of where personal data is stored in your group. This may include:

- own servers;
- third party servers;
- email accounts;
- desktops;
- employee-owned device (Bring your own device(BYOD));
- backup storage; and/or
- paper files.

General retention periods

Generally personal data should only be retained for as long as necessary. The retention periods can differ based on the type of data processed, the purpose of processing or other factors. Issues to consider include:

- Whether any legal requirements apply for the retention of any particular data. For example:
 - Trade law;
 - Tax law;
 - Employment law;
 - Administrative law;
 - Regulations regarding certain professions, e.g. medical.
- In the absence of any legal requirements, personal data may only be retained as long as necessary for the purpose of processing. This means data is to be deleted e.g. when:
 - the data subject has withdrawn consent to processing;
 - a contract has been performed or cannot be performed anymore; or
 - the data is no longer up to date.
- Has the data subject requested the erasure of data or the restriction of processing?
- Is the retention still necessary for the original purpose of processing?
- Exceptions may apply to the processing for historical, statistical or scientific purposes.

During the retention period

- Establish periodical reviews of data retained.
- Establish and verify retention periods for data considering the following categories:
 - the requirements of your business;
 - type of personal data;
 - purpose of processing;
 - lawful grounds for processing; and
 - categories of data subjects
- If precise retention periods cannot be established, identify criteria by which the period can be determined.
- Establish periodical reviews of data retained.

Expiration of the retention period

After the expiration of the applicable retention period personal data does not necessarily have to be completely erased. It is sufficient to anonymise the data. This may, for example, be achieved by means of:

1. erasure of the unique identifiers which allow the allocation of a data set to a unique person;
2. erasure of single pieces of information that identify the data subject (whether alone or in combination with other pieces of information);
3. separation of personal data from non-identifying information (e.g. an order number from the customer's name and address); or
4. aggregation of personal data in a way that no allocation to any individual is possible.

In some cases, no action will be required if data cannot be allocated to an identifiable person at the end of the retention period, for example, because:

- the pool of data has grown so much that personal identification is not possible based on the information retained; or
- the identifying data has already been deleted.

Information obligations

In addition to other information obligations, in the context of data retention data subjects must be informed of:

- the retention period;
- if no fixed retention period can be provided – the criteria used to determine that period; and
- the new retention period if the purpose of processing has changed after personal data has been obtained.

Appendix 9: Group Required Contract Statement to Members

Here at GROUP-NAME we would like to thank you for becoming/renewing your membership with us, as part of your membership contract with us, we will contact you with information on training, committee, and social events, together newsletters/magazines relating to the group and Road Safety.

Pictures, videos and written updates of GROUP-NAME events such as training, committee and social events at which you may be in attendance or referred to, will also be regularly published on Social media sites such as Facebook, Twitter etc, group newsletters/ magazines and group related websites.

GROUP-NAME also share your information with The Institute of Advanced Motorists in order to administer membership activities.

Option to Withdraw from the above

You have the right to withdraw from receiving or participating in any of the above, by contacting GROUP-NAME.

I do not wish to:-

- receive information on training, committee, and social events, together newsletters/magazines relating to the group and road safety.
- to appear in or be referred to in or on any group social media sites such as Facebook, Twitter etc, group newsletters/ magazines and group related websites.

Signature: _____

Name (in capitals): _____

Date: _____

Membership Number: _____

Please notify the **GROUP-NAME** by email to Group **Mailing Address Here** or letter to:-

Group Secretary
GROUP-NAME
1 the Street,
Town
Post Code

Appendix 10: Statutory and Legal Requirements for keeping certain Data

This is for reference when compiling your retention period framework. It covers the main categories of documents with a legal or commercial requirement to keep them for a set period, relevant to charities generally. There may be other requirements in relation to the sectors or areas of activity you operate in.

Document Type	Legislation/Reasons for retention	Requirement
Corporate/Constitutional Records		
Royal Charter/Bylaws/Trust Deed/unincorporated association constitution	Charities Act 2011	Permanent
Trustee/director minutes of meetings and written resolutions	Companies Act 2006 Charities Act 2011 CIO (General) Regulations 2012	Recommended at least 10 years
Members' meetings etc Minutes/resolutions	Companies Act 2006 Charities Act 2011 CIO (General) Regulations 2012	Recommended at least 10 years
Tax and Finance		
Annual accounts and review (including transferred records on amalgamation)	Companies Act 2006 Charities Act 2011 CIO (General) Regulations 2012	Minimum 6 years Recommended: permanent record
Tax and accounting records	Finance Act 1998 Taxes Management Act 1970	6 years from end of relevant tax year
Information relevant for VAT purposes	Finance Act 1998 and HMRC Notice 700/21	Minimum 6 years from end of relevant period
Banking records/receipts book/sales ledger	Companies Act 2006 Charities Act 2011	6 years from transaction
Deed of covenant/Gift Aid declarations and correspondence re donations	As part of tax records	6 years after last payment or 12 years if payments are outstanding or dispute over deed
Legacies – correspondence and financial records		6 years after completion of estate administration

Appendix 11: Guidelines Receipt and Implementation Declaration

General Data Protection Regulation (GDPR) Guidelines Receipt and Implementation Declaration

To Head of Field Service Delivery
IAM RoadSmart
1 Albany Place
Welwyn Garden City
Hertfordshire
AL7 3BT

Email:- Amanda.smith@iam.org.uk

Group Name hereby declare that:

- We have received the IAM RoadSmart guidelines regarding the management of personal data in relation to members of IAM RoadSmart and the group
- We understand the requirements to securely destroy all historical data relating to non-active members, no matter which format it is held in such as digital or hard copy etc.
- We understand the recommended types of data that can now be held and the relevant retention periods.
- We understand the necessary statement that is required to be issued to all group members regarding communications and activities that may receive or be part of.
- We will implement the guidelines as recommended and gain further clarification or advice on any items that we are not sure of.
- We have reviewed the requirement of registering with the Information Commissioner's Office.

We also acknowledge that we shall make another declaration to state any change in any matter contained in this declaration immediately before the change occurs

Group Chair

Signature _____

Name _____

Date _____

Group Secretary

Signature _____

Name _____

Date _____

Note: (a) Please put a "✓" in the appropriate box

Appendix 12: Quick Start Check List

What to do	Assigned to	Date Completed
1. Appoint a Group Data Manager or Trustee to fulfil the role		
2. Create a full inventory of all group members that hold data <ul style="list-style-type: none"> i. Type of data ii. Media held on (Electronic, Hardcopy etc.) iii. Establish whether its secure iv. Establish whether its relevant to their role in the group v. Establish its use vi. Establish its age 		
3. Review the types of data held, and align with guidelines as appendix ii		
4. Implement a data security protocol for all data shared with members of the group <ul style="list-style-type: none"> vii. Lock Data viii. Password protect ix. Enforce its only to be used for the purpose created and cannot be shared (Privacy Policy) 		
5. Implement the member contract with all existing members		
6. Implement the contract with all new associates		
7. Cleanse all historic data		
8. Organise the secure destruction of all historic data held on members		
9. Implement process to ensure that members that request to withdraw from the contract, have their requirements met, in all sets of data held.		
10. Review the requirement of registering with the Information Commissioner's Office.		

Appendix 13: Group Privacy Notice Guidance & Template

Privacy notice is a key document which you must have if you collect, use or process personal data of European Union citizens. Under the EU General Data Protection Regulation (GDPR), you must provide this document: typically at the point of data collection. It should be a clear and concise document that is accessible by data subjects.

For all processing activities, you must decide how data subjects will be informed of your privacy policy.

Who is the owner of the Privacy Notice?

The Local Group is responsible for the development and upkeep of their own Privacy Notice. This Privacy Notice must be reviewed on a regular basis and updated every time the personal data processed by the Local Group changes.

When should you provide a GDPR privacy notice?

Article 13 of the GDPR states that:

- When you collect personal data directly from data subjects, you must provide a privacy notice at the time of collection.
- When you get personal data from another source, you must provide a privacy notice without undue delay, and within a month. This must be done the first time you communicate with the data subject, or when their personal data is first shared with another recipient, such as a data processor.

Privacy notices can be issued in stages, but it is often easiest to direct data subjects to your privacy policy on your website.

If you don't have a website, you might need to make a physical copy of your privacy policy available.

What should your GDPR privacy notice include?

Your privacy policy should include the following:

- Who is collecting the data?
- What data is being collected?
- What is the legal basis for processing the data?
- Will the data be shared with any third parties?
- How will the information be used?
- How long will the data be stored for?
- What rights does the data subject have?
- How can the data subject raise a complaint?

GDPR privacy notice

Articles 12, 13 and 14 of the GDPR outline the requirements for giving privacy information to data subjects.

The GDPR says that the information you provide must be:

- Concise, transparent, intelligible and easily accessible;
- Written in clear and plain language; and
- Free of charge.
-

Group Privacy Notice Template

Items in red are prompts for Group reference and completion

[*Group Name*] Privacy Notice

Who we are

[*Group Name*] is an independent registered UK road safety charity, affiliated to IAM RoadSmart, as part of their support for Associate Members preparing for the advanced test. We help to improve driver and rider skills through coaching and education.

[*Group Name*] is run by volunteers, represent a unique resource with unparalleled experience and expertise. We also provide a social focus meeting and enjoying the company of fellow driving and motorcycling enthusiasts.

[*Group Name*] acts as the data controller/data processor when collecting and processing your data.

This Privacy Notice covers [*Group Name*] in relation to the collection and use of the information you give us. We may change this Policy from time to time. If we make any significant changes we will advertise this on our website or contact you directly with the information. Please check this page occasionally to make sure you are happy with any changes.

If you have any questions about this Notice or concerning your personal information please contact us using the details provided at the bottom of this Notice.

Our basis for processing your personal information and what we use it for

[*Group Name*] aims to be very clear when we collect your personal data and will not do anything you wouldn't reasonably expect in order to provide the products and/or services that you request, to communicate with you, and to personalise our information we send to you.

We will process your personal data because [What is your basis for processing, please refer to the ICO guidance] <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/>

How do we use your information?

We use your information to: [list below how you use the data subject's personal information]

- Arrange and manage your Advanced Driving Course (our obligation arising from your purchase via IAM RoadSmart)
- Manage your membership of the Group

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Pictures, videos and written updates of [*Group Name*] events and activities at which you may be in attendance, or referred to by name, may also be regularly published on social media sites, in group newsletters/magazines and on group related websites.

What type of information we collect and how we use your information

We will use your personal information in a number of ways which reflect the legal basis applying to processing of your data. To enable us to contact you in relation to an enquiry you have made, Group events and to manage your membership.

The personal data that we collect from is: - [List all the personal identifiers you collect please refer to the ICO guidance] <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/key-definitions/what-is-personal-data/>

- Name
- _____
- _____
- _____
- _____
- _____
- _____

Special category data

[Do you collect any Special category data i.e. health, race? - you must identify both a lawful basis under Article 6 and a separate condition for processing special category data under Article 9.]

[Please list any special category data you collect and your lawful basis for processing]

We collect information in the below ways: - [list how you collect the data subjects personal information e.g. forms etc.]

- _____
- _____
- _____
- _____
- _____
- _____

To enable us to contact you in relation to an enquiry you have made, relevant products or services, Group meeting and events you may be interested in.

[Do you collect bank, credit or debit card details? How do you store them and keep them secure?]

If you provide us with bank, credit or debit card details in order to pay for *****, we will keep such details *****.

We may ask for additional information from you in order to deliver the specific product or service purchased.

As required by the General Data Protection Regulation, we follow strict security procedures in the storage and disclosure of information you have provided to us. You have the right to object to this processing. Please bear in mind that if you object this may affect our ability to deliver the products and services you have requested.

Disclosure of information to third parties

[*Group Name*] will not share your details with third parties except:

- a. we have your permission;
- b. where we are required to deliver your product or service;
- c. where we are required by law and by law enforcement agencies, judicial bodies, government entities, tax authorities or regulatory bodies around the world;

Third parties may deliver some of our products to you or provide all or part of the service requested by you. In these instances, whilst the information you provide will be disclosed to them, it will be kept secure, it will only be used for the administration of the service provided and to maintain management information for business analysis. In order to deliver these products and services, IAM RoadSmart may utilise the following third parties:

3rd Party Services	Information shared and reason to doing so
IAM RoadSmart	[*Group Name*] may pass on your details to IAM RoadSmart for the administration of the service.
**	
**	
**	

We may also disclose your personal information if we are required to do so under any legal obligation and may use external data for the purposes of fraud prevention and credit risk reduction, or where doing so would not infringe your rights, but is necessary and in the public interest.

If we provide information to a third party (either a provider of a product or service, or an external data processing agency such as a mailing house) we will exercise the strictest control over the third party contractually, requiring it and any of its agents and/or suppliers to: [list below how you will do this]

- _____
- _____
- _____
- _____
- _____

In addition, we will restrict the information disclosed to the absolute minimum necessary, for example, to provide the product or service.

Marketing

[Do you send marketing communications?]

[What information do you send? What does the communication include i.e. other products?]

If the data subject no longer wants to receive the communications, how can they stop receiving them?]

[Do you hold an opt-out/in database?]

How we use cookies

[If you have your own website please complete the section below]

[If you use the IAM RoadSmart website please refer the IAM Privacy Notice at the foot of this webpage]

“Cookies” are small pieces of information sent by a web server to a web browser, which enables the server to collect information from the browser.

When you visit a site that uses cookies for the first time, a cookie is downloaded onto your computer/mobile device so that the next time you visit that site, your device will remember useful information such as items added in the shopping cart, visited pages or logging in options.

Cookie Name	Functionality
**	
**	
**	
**	

You may refuse to accept cookies by activating the setting on your browser which allows you to block cookies. However, if you select this setting you may be unable to access certain parts of our site, including services and on-line shopping. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site. Details of how to disable the Cookie function can be found at the help menu on your browser.

How we use Google Analytics

[If you have your own website what arrangements do they have with google?]

How long do we keep your information?

We will hold your personal information for as long as it is necessary for the relevant activity. By way of example, we hold records of payment you make for at least six years so we can fulfil our statutory obligations for tax purposes

We may retain information after your association with us has come to an end. Some information may be retained indefinitely for historical, statistical or research purposes. As stated below, you have the right to require us to erase personal data.

Your rights

You have a number of legal rights to control what IAM RoadSmart can do with your information. For example:

- the right to be informed about the collection and use of your personal data
- the right to access the information we hold about you
- the right to correct or update information we hold about you
- the right to have the information we hold about you erased
- the right to restrict or suppress your personal information
- the right to obtain and reuse your personal data for your own purpose
- the right to object to the processing of their personal data in certain circumstances

Please note that:

In some cases, exercising these rights may mean that we are no longer able to provide you with our products and services.

We will not administer requests by a third party unless accompanied by evidence that the third party is entitled to act on behalf of the individual.

Please also note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

Changes to this Privacy Notice

This Notice may be changed from time to time. If we make any significant changes we will advertise this on our website or contact you directly with the information.

Do please check this Policy each time you consider giving your personal information to us.

Contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- In writing to: [*Address*](#)
- Via email to: [*Email address*](#)
- Via telephone to: [*Telephone number*](#)

This Policy was last updated on [*Date*](#)

IAM RoadSmart is the trading name of all businesses owned by The Institute of Advanced Motorists

Charity number: 249002 (England and Wales)
SC041201 (Scotland).

www.iamroadsmart.com
[@iamroadsmart](https://twitter.com/iamroadsmart)

