



Wolverhampton Advanced Motorists

Registered Charity 1053330

Committee Meeting Minutes

Date: 1st May 2018

Location: Holiday Inn
Gorsebrook Road
Wolverhampton
WV6 0PE

Time: 19:30

Present Paul Williamson (Chair) Tony Robson Roy Richards
 Jonathan Hughes

Apologies Geoff Davis David Gallagher Nigel Packer
 Richard Dodd Christine Westwood Graham Foulkes

1 Action Items

<u>Who</u>	<u>Target Date</u>	<u>Action</u>	<u>Status</u>
PW/NP	2.5.2018	A meeting to be established with the Complainant to quantify details and objectives following the complaint submitted to the Group Chair. (3.0)	Open
PW	5.6.2018	Discussion to be had with Dave Shenton to see if he would be willing to sit on the Group Committee or act in some other way within the Group (4.2)	Open
CW TR/PW/GF	1.5.2018	Arrangements to be made for Christine to become a signatory on Group bank account. (5.1)	Open
JH	24.5.2018	In accord with the general recommendations from IAM RoadSmart a message is to be sent to all Group Members giving them the opportunity to opt out of involvement(s) with the Group should they so wish. (6.1)	Open
JH	24.5.2018	Committee Members and Group Observers are to be contacted directly with regard to their compliance with GDPR. (6.2)	Open
JH/TR	8.5.2018	All Group Controlled Documents to be reviewed with regard to their compliance with GDPR. (6.3)	Open
NP	5.6.2018	Contact to be made with David Scarrott regarding his next actions (7.2)	Open
RR	5.6.2018	Chris Piper to be contacted after his interest in becoming an Observer (7.3)	Open
PW	14.5.2018	Meeting Room to be established for the forthcoming Associates Evening on 15 th May 2018. (8.0)	Open
TR	5.6.2018	Renewal notices to be sent to all Group Members (9.1)	Open
JH	14.5.2018	Scrolling photographs on Web-site home page to be replaced. (11.1)	Open
PW	5.6.2018	Establish possible venues for a Group Dinner. (12.0)	Open
DG	5.6.2018	Ideas to be generated for a 40 th Anniversary Gift for all Group Members. (12.1)	Open
JH	5.6.2018	Maintain contact with IAM RoadSmart regarding the availability of Nigel Mansell for an Event Evening. (12.2)	Open
JH	5.6.2018	E-mail to be sent to all Group Members regarding their interest in a Treasure Hunt towards the end of Summer 2018. (12.3)	Open
PW/DG	5.6.2018	Discuss possibility of making an "Introductory Video" with local Mini Dealership. (13.1)	Open

Paul commenced by welcoming and thanking all attendees.

2 Matters Arising

Approval for the Minutes of the Meetings of March 2018 and April 2018 were proposed by Roy Richards and Seconded by Tony Robson.

3 Group Chairman's Report

In the matter of the complaint that had been received from IAM RoadSmart in respect of Paul's "management and control" of the Group Committee it was understood that an e-mail had been received by Paul which included extracts of previous Committee Minutes and other e-mails relating to the complaint but that there was nothing explicit within this quantifying the matter at question.

As of the date of this Meeting there remains no clear "objective" in the matter of this complaint or detail of the complaint and nothing has been submitted by the Complainant in writing despite Paul having made the request that it be so presented. Paul advised that he has a meeting scheduled with the Complainant for Tuesday 2nd May 2018. He will report back to the Committee following this meeting. (It is intended that he attends this meeting with Nigel Packer).

The Committee noted that the Complaints Procedure as identified within the Group Handbook had not in this case been followed.

3.1

Paul advised that after the recent "Master's Evening" held at The Friends Meeting House concerns had been raised that were not "properly policing" our Member parking. As such TFMH have asked that for all future evenings that a "Marshall" be available to ensure effective Member Parking on the evening.

3.2

Concerns were raised about the responses that various Group Members had received from Surety regarding their insurance renewal quotations. The consensus was that the feedback and communication process with Surety was not as good as it could be or perhaps should be. Paul has spoken with Robbie Downing but received the standard responses regarding their trying to price match.

Discussion time was limited at this meeting so no decisions were taken regarding next actions; this matter to be considered further and greater discussion to take place at the next Committee Meeting in June.

Deliberately Left Blank

4 Group Secretary's Report

The Group Scorecard has been received and circulated to Committee Members; principal detail for April 2018 is as follows:

Advanced Course Statistics

Allocations	Group	Region Avg
Last Month	0	1.9
3 month Average	0	1.7
Last 12 months	16	23.3

Enrolments	Group	Average Days	Region Avg	Region Avg Days
Last Month	0	0	2.5	72
3 month Average	1	23	2.4	95
Last 12 months	16	13	24.0	47

Test Ready	Group	Average Days	Region Avg	Region Avg Days
Last Month	2	434	1.4	217
3 month Average	1	355	1.1	222
Last 12 months	15	184	15.4	206

Test Statistics

	12 months	Region Avg
First	6	3.6
Pass	8	11.0
Fail	1	2.3

% Pass	93	87
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Advanced Course Allocated Sales

	Total	Region Avg
Last Month	0	1.9
3 month Avg	0	1.6
Last 12 months	15	23.4

Details continue to reflect really well on Wolverhampton Group especially on the calibre and focus of the Group Observers with 40% of all passes being F1rst's through the last twelve-month period.

4.1

In the matter of Dave Shenton, it was understood that he was not at this time well and as such any contact regarding his possible involvement with WAM is at this time on hold. (Reference prior entries to these minutes shown in 4.2 below).

4.2

It was discussed and decided that an approach should be made to Dave to see whether he would be willing to sit on the Group Committee. To this end Paul agreed that he would have a "chat" with him at some stage and report back.

4.3

Tony reported that with the availability of the "new" browser based DTE from IAM RoadSmart that all those with functional roles within the Committee now had access granted.

4.4

Tony advised that he had consolidated such inputs as he had received from Observers and Committee Members regarding the Group Handbook, Observers Handbook and Associates Handbook all of which are under review by IAM RoadSmart.

It is understood that all of these documents are going to be reviewed and updated however there has been no date for completion issued from IAM RoadSmart. Tony will maintain a watching brief on this and update as appropriate at future meetings.

5 Group Treasurers' Report

Christine Westwood was unable to be present at this meeting so had passed details to Paul for presentation to the Committee.

Current account status is as below:

<u>Group Accounts Statement</u>	
Current Account:	£1,078.57
Social Account:	£97.03
Deposit Account:	<u>£1,552.49</u>
Total:	<u>£2,728.09</u>

The Group Accounts remain in good order.

5.1

Documents have now been received regarding the opening of a new Club and Society Account with Lloyds. This will provide the Group with full internet access to account details at all times.

In the meantime, the transfer of the accounts from Graham Foulkes to Christine Westwood is yet to be completed.

5.2

Because of the delays in managing the transfer of signatories and the creation of the new account as detailed in previous Minutes, Paul has raised a formal complaint with Lloyds Bank and has received notification that a compensatory payment of £200 will be made to WAM.

5.3

Annual Accounts have been generated by Christine despite the complications associated with bank account access. The 2018 Group Accounts will be audited by Ray Kenna however he has advised that this will be the last time that he will do so. (This is no more than his wish to retire from the function after many years' service to the Group).

In this Paul advised that for future years he has a Chartered Accountant contact who is willing to audit the Group Accounts.

6 Group GDPR Compliance Managers Report

Further to direction from IAM RoadSmart Jonathan agreed to take on the role as Group GDPR Compliance Manager. (GDPR – General Data Protection Regulations).

6.1

Following a discussion, it was agreed that WAM Group should send out an “Opt-out”, if required e-mail to all Members. This to be done via MailChimp so that message issue and receipt can be tracked in accordance with the requirements of such communications. (In this matter review Appendix 3 of these Minutes). This is to be actioned as soon as possible.

6.2

Following discussion, it was agreed that a specific communication should be sent to all Committee Members and Group Observers regarding the importance of minimising documentation retention and management of data within their purview. This is to be actioned as soon as possible.

6.3

The current Group Membership Application Form, amongst others, require to be substantially altered to be GDPR Compliant. As such a meeting between Jonathan and Tony was established for Tuesday 8th May 2018 to review all Group Controlled Documents and re-issue them as required with appropriate changes.

7 Group Chief Observer Report

Roy advised that Pre-test Drives had been undertaken for:

- Francesca Hyett (Kelvin Street identified as Examiner – Date to be advised)
- Edward Connett

Both drives were completed successfully and as a result both people have been marked on DTE as Test Ready.

7.1

Roy advised that Assessment Drives had been undertaken with the following people:

- Lorraine James (Observer David Gallagher)

Tony is aware that this drive has been completed and has passed the details back to IAM RoadSmart for their follow up.

7.2

Following discussion, it was agreed that David Scarrott should be contacted by Nigel Packer to establish what he is now intending to do.

7.3

Chris Piper has indicated interest in becoming an Observer. Roy to follow up on this.

7.4

Roy advised that he had attended the recent Regional Spring Forum on 21st April 2018 on behalf of WAM Group. His notes regarding this are contained within Appendix 3 to these Minutes and are also now posted on the Group Web-site.

The Committee extended thanks to Roy for the generation and speedy distribution of the notes from this meeting.

8 Group Associate Controller's Report

It was noted that following the Associate's Evening on 24th April 2018 where Part I of the Training was given, it was agreed that there would be a Part II Associate's Evening on 15th May 2018.

In this Paul agreed to contact Holiday Inn to ensure that a room was available for us for that evening.

8.1

The following shows the current Associate Member Status:

Associate Presentation Attendance

Associate	Observer	Part I	Part II
Deborah Perrens	Alan Bates	x	x
Akiff Janjua	Roger Denley		x
Edward Connett	Mike Leadbeater	x	
Francesca Hyett	Barry Sadler	x	x
Luana Mazzetta	Nigel Packer	x	
Sandra Ingram	Paul Williamson		x
Sheila Barnfather	Tony Robson	x	xx
Pam Dawson	Grahame Trusselle	x	
Robert Harbon	Peter Spillan		
Deborah Judd	Tony Robson		
Mark Joszi	Christine Westwood		
David Scarrott		x	x
Christopher Smallman			

On Hold

Active

Associates Evening Part II is scheduled for 15th May 2018

8.2

Both Francesca Hyett and Edward Connett are now identified by the Group as being "test ready" and marked up on DTE as such.

9 Group Membership Secretary's Report

Current position of the Group is:

- 58 Full Members
- 14 Associates
- 3 National Observers (Two of which are LOA's)
- 9 Local Observers
- 1 Observers under Instruction
- 5 Expired Members (Showing on DTE)

9.1

Following on from the discussions arising in Section 5 of these Minutes Christine is to liaise with Tony to establish who, out of the Group Membership, has and has not paid their Annual Group Subscription. Once this detail is clarified Tony will send out a "Renewal Reminder" e-mail.

Further to Section 4.5 of the March 2018 Committee Meeting Minutes Tony emphasized the importance of all Observers having paid their Group Subscriptions.

9.2

Tony advised that he had contact with Chris Smith who is a First Responder and an ADI who is interested in joining IAM RoadSmart and Wolverhampton Group. Details have been passed to Chris so that he can take the necessary actions with Welwyn Garden City.

10 Group Newsletter Editors' Report

The Spring Newsletter was superseded by the Summer Newsletter which has now been issued to all Members. A copy of this Newsletter has been posted to the Group Web-site.

10.1

Tony advised that the closing date for the Autumn Newsletter would be 1st July 2018.

11 Group Web Administrators Report

Jonathan reported activity on Facebook and within our Group Twitter Accounts had been strong through the course of April though not as good as March. Full details are available in Appendix 1 to these Minutes.

11.1

Paul requested that the scrolling home-page photographs be changed to ensure freshness of image for the Group. Jonathan agreed that this would be undertaken at the earliest opportunity.

11.2

Paul queried the current status of our Web-site Cookie Policy. The WAM Group issued Cookie Policy is as follows:

We use cookies to give you the best online experience. By using our Web-site you agree to our use of cookies. This use of cookies is in strict accordance with the recommendations of the W3 Governing Body and the EU IT Commission.

For your general information a cookie is a small file and holds a certain amount of data, which our website can send to your browser. It may then be stored on your computer's hard drive and can be accessed by our web server. This cookie data can then be retrieved and can allow us to customize our web pages and services accordingly. It's important to clarify that cookies do not collect any personal data stored on your hard drive or computer.

For further information please contact the Wolverhampton Advanced Motorists by using the Contact Us form on this web site.

Following a brief discussion, it was felt that the policy was sufficient to meet the needs of the current GDPR requirements as well as those of the Web-site. The detail is available on the Web-site and is followed by a link to allow direct contact in the event of a query.

12 Group Publicity and Events Co-ordinator's Report

Paul suggested that consideration be given to a Group Dinner. This was discussed and agreed to be a positive suggestion. So as to be able to progress this Paul was tasked with finding possible venues and costs associated with such a dinner so that the opportunity could be presented to the Group Membership.

12.1

There was some discussion as to whether we should produce a "memento/gift" for all Group Members in celebration of the Group's 40th Anniversary. There was some debate as to what this could be within the confines of our budgets but no consensus was reached on any of the items suggested. It was thought that David Gallagher may have some better ideas and as such Jonathan agreed to raise an e-mail asking David for his thoughts in this.

12.2

Following the success of our Paddy Hopkirk evening it was considered worthwhile our seeing if we could get Nigel Mansell to a future event. Jonathan agreed to see if this could be arranged with IAM RoadSmart. As such an e-mail has been sent to Rodney Kumar at IAM RoadSmart. (See Appendix 3 to the April 2018 Minutes). As of the date of this meeting no response has been received. Jonathan to follow up on this matter.

12.3

The possibility of a "Treasure Hunt" was discussed. (Arising from the suggestion by David Gallagher). In this see Appendix 2 to these Minutes which are notes from Nigel Packer provided for this meeting. It was agreed that following the AGM a notice should be sent to all Group Members advising them of the opportunity with a view that we establish if there is sufficient interest.

Following discussion, it was deemed that we needed to have a minimum of ten vehicles participating to make the event worthwhile and that we should charge £7.50 per entered vehicle and £2.50 per person to accommodate the refreshments to be provided. Jonathan to draft an e-mail to be sent towards then end of May.

12.4

The Group will be attending the Himley Mini Show on May 13th 2018. Support is required for this show.

The following was input directly from an e-mail sent to Committee by Nigel Packer:

Spoke to Graham last night and advised him that currently there is only Graham and me as volunteers on the Sunday. Peter Spillan, Alan Bates and Mike Leadbeater are helping on the Saturday to set up but cannot help on Sunday. I have to leave on the Sunday by 1.30pm which would leave Graham until Paul arrives to help dismantle.

We have 115 leaflets left so whilst it should be enough I shall try and order more on Wednesday.

There is an implied offer, (not yet confirmed, for some of the Sunday), from Neil Abel who is retaining IAM RoadSmart membership but not that of the Group. Can anyone help for the last couple of hours.

13 Group Young Driver Ambassador Report.

David Gallagher was unable to attend the meeting having another IAM RoadSmart commitment.

13.1

Paul has asked David whether he would be positioned to make a video similar to that he had helped generate with Boston Group to promote the opportunities of Young Drivers within IAM RoadSmart. This was left open to discuss more fully when David is present at Committee.

In the meantime, Paul has agreed that he will speak with Tom at Ryland Wolverhampton Mini to see if support and interest was available for the generation of such a video.

14 A.O.B.

There were no matters discussed here.

15 Date of Next Meeting

The next meeting is scheduled for 5th June 2018 at the Holiday Inn, Gorsebrook Road to start at 19:45.

This meeting adjourned at 22:10

Proposed as a true copy of the above meeting:

Seconded as a true copy of the above meeting:

Date:

Appendix 1

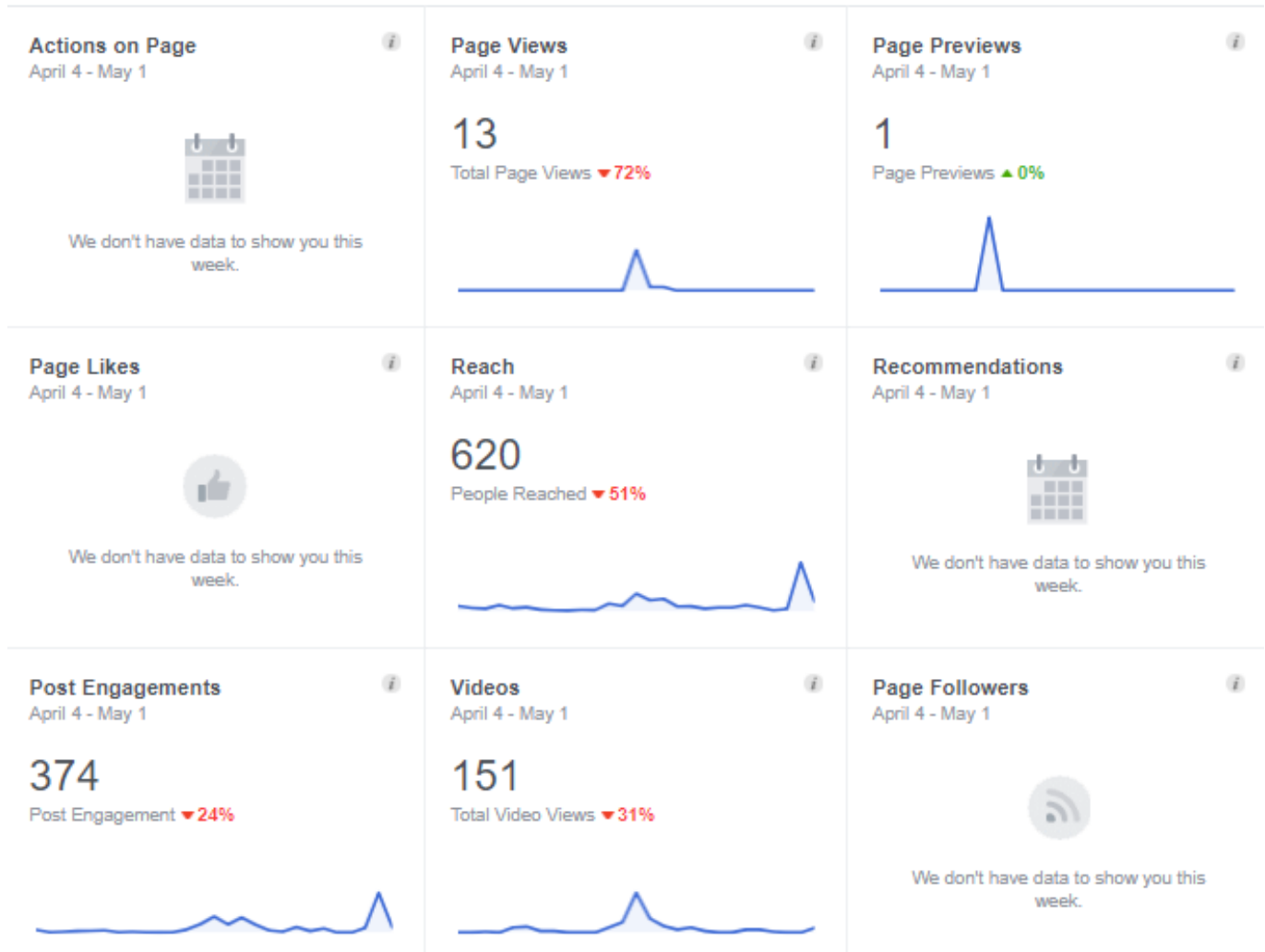
Facebook Details for April 2018

Overview

Results from Apr 05, 2018 - May 02, 2018

Note: Does not include today's data. Insights activity is reported in the Pacific time zone. Ads activity is reported in the time zone of your ad account.

Organic Paid



Who Saw Us and Followed Us

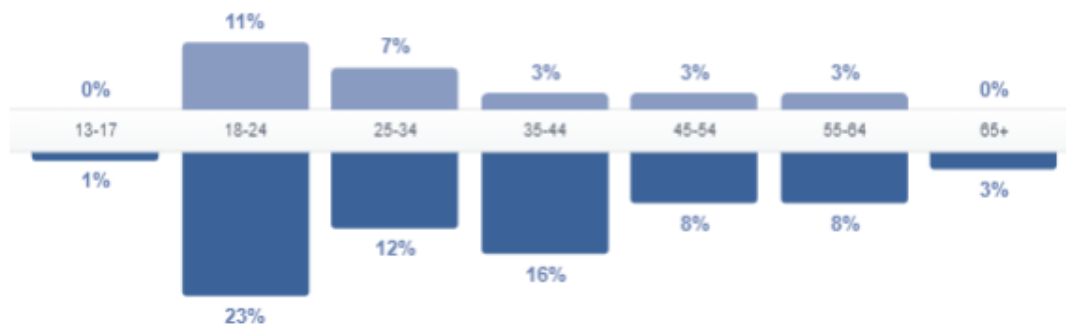
The people who follow your Page

Women

26%
Your Followers

Men











73%
Your Followers



Top Posts Through the Month

Published ▾	Post	Type	Targeting	Reach ⁱ	Engagement
05/02/2018 1:29 am	 Wolverhampton Advanced Motorists shared Humankind Stories			4 	5 1 
05/02/2018 1:16 am	 Watch out for those tinted windows!			3 	5 1 
05/02/2018 1:14 am	 Wolverhampton Advanced Motorists shared a post.			6 	0 0 
04/30/2018 6:52 pm	 Wolverhampton Advanced Motorists shared a post.			34 	31 0 
04/30/2018 1:39 pm	 Any Sedgley motorists lost a plush member of the family? Cuddly			314 	73 4 
04/29/2018 11:16 pm	 There's a reason we do everything that we can to make people t			29 	17 2 
04/26/2018 10:38 pm	 Wolverhampton Advanced Motorists shared a post.			32 	0 0 
04/26/2018 9:04 pm	 Wolverhampton Advanced Motorists shared a post.			20 	7 0 
04/26/2018 9:01 pm	 Wolverhampton Advanced Motorists shared a post.			26 	1 0 
04/25/2018 7:15 pm	 Wolverhampton Advanced Motorists shared a photo.			23 	1 0 
04/25/2018 6:04 pm	 Humanity at its finest...			17 	1 0 
04/25/2018 12:44 am	 Anyone with an old banger fancy an adventure?			15 	0 1 
04/24/2018 4:49 pm	 Wolverhampton Advanced Motorists shared a post.			20 	9 0 
04/24/2018 3:38 pm	 Wolverhampton Advanced Motorists shared a post.			17 	1 0 
04/24/2018 12:03 pm	 Are you that bothered by music you'd drive past the destination			10 	0 0 

Top Videos Through the Month

Video	Published	Minutes Vie...	Video Views
 <p>4:09</p> <p>Someone you might recognise has been working with Mini in Boston. Rybro...</p>	<p>04/17/18 4:07AM</p>	<p>24</p>	<p>29</p>
 <p>0:17</p> <p>Due to an incident in Coseley, expect travel disruptions. West Midlands Fire...</p>	<p>04/18/18 10:33AM</p>	<p>15</p>	<p>40</p>
 <p>1:29</p> <p>Doesn't this look fun!</p>	<p>04/17/18 6:15PM</p>	<p>9</p>	<p>13</p>
 <p>1:39</p>	<p>04/18/18 4:14PM</p>	<p>7</p>	<p>10</p>
 <p>2:14</p>	<p>04/22/18 9:05AM</p>	<p>6</p>	<p>8</p>
 <p>2:09</p> <p>Our mature driver ambassador doing what he does best...</p>	<p>04/18/18 3:33AM</p>	<p>5</p>	<p>8</p>
 <p>0:53</p>	<p>05/01/18 5:29PM</p>	<p>5</p>	<p>10</p>
 <p>0:20</p> <p>Watch out for those tinted windows!</p>	<p>05/01/18 5:16PM</p>	<p>4</p>	<p>8</p>
 <p>1:03</p>	<p>04/26/18 1:01PM</p>	<p>3</p>	<p>9</p>
 <p>2:14</p> <p>Wonderful example of a highly trained driver at work</p>	<p>12/30/17 1:34PM</p>	<p>2</p>	<p>1</p>

Appendix 2

From: Nigel Packer <nigelpacker@hotmail.co.uk>
Sent: 01 May 2018 15:17
To: committee@wolvesiam.org
Subject: Committee

I noted Paul's comments regarding the treasure hunt in the newsletter. If we are proposing a buffet at the end of the day (event) then we need a hall for that so we cannot have one for the village stop as well. I must admit when we did these events we had the lunch stop (booked village hall) so that we could eat, do a couple of quizzes whilst eating and then wander round village looking for other clues. At the end we would meet at a garden centre which provided drinks etc. The results always came out a few days later at a dance evening. This has to be different.

We still should have the village stop with clues and other quizzes. We can hope for decent weather so that we can find somewhere to park up, eat etc or do we have 2 halls booked. If so then the group should part fund it. If you want to gather at the end then is the only option. The first stop is an appropriate break as it has facilities. If we have a buffet at the end then presumably we all take something (pre-arranged) but do we carry it in the car all day with us. If not, who takes it to the final location. Presumably our partners may well be with us.

Before our rambler's AGM there is a short walk but when people gather at the meeting place for the walk everyone brings some food and someone, who is not going on the walk, is there to collect the pre-arranged contributions for lunch. Or is the group going to fund a Sainsbury buffet of sandwiches etc. to be collected by someone?

My friend is going to drop round the last 3 year's events and I can contact village halls to see what the availability and cost is and e mail you accordingly.

Nigel

Appendix 3

Spring Forum 21st April 2018

The meeting was well attended with approximately sixty Group Members present.

IAM RoadSmart was represented by Amanda Smith, Robbie Downing and David Gallagher.

The agenda consisted of three items.

- GDPR (Amanda Smith)
- Young Driver Ambassador (David Gallagher)
- General business updates (Robbie Downing)

1. GDPR (Amanda Smith)

Amanda commenced by saying that GDPR would create an enormous work load for both WGC & Groups. She envisaged twelve months would elapse before things would settle down to some “normality” All records, current and historical, needed to be re-visited, and this was a monumental task for all concerned.

WGC would act as Controllers and Groups as Processers.

For GDPR when a person joined IAM it was deemed a contract.

Groups should immediately appoint a “Group Data Manager” from Committee Members. The purpose of this role will be to oversee and monitor compliance of all processes related to GDPR

If no GDM appointed within the group, group trustees liable for any breach of GDPR.

For implementation of GDPR, only the information deemed necessary should be kept. In the case of a new Associate, that being enough to enable a person to pass the ADT. This should include Name, Address. M/F and Y.O.B. and a contact telephone number. Groups should NOT seek details of Driving License, Vehicle Registration Number, Number of years driving or any Motoring related convictions.

The Contract Form, (template down loadable from IAM RS dashboard), should be sent out to existing members as a matter of urgency. This must always be used for new members. The form contains an option for the person to withdraw from certain Group activities.

No response from the member can be deemed “no objection” on their part. Amanda suggested that it was envisaged very few objections would be received, however should there be any, they must be in writing, and the form caters for such occasions. Group data Managers must keep master copies of forms. Forms can be sent out electronically.

A question was raised from the floor questioning capacity when sending out large number of forms. It was suggested this was a matter of one’s own service provider.

All data retained must be stored securely using strong passwords with the advice that paper records are not kept. If portable devices are used, such as memory sticks, then the data held on those memory sticks must be encrypted. If using paper records, they must be kept in a locked cupboard, and disposed of by shredding. If you are sharing records you must record who you are sharing with, and why! Only keep personal data for as long as necessary.

Information on expired or lapsed members should be destroyed.

If Run Sheets are kept they must be disentailed so that no individual identification can be made. (We need to pass this information to our Observers)

Retention policy document available.

Destruction policy also available. Records may be kept if there is the likelihood of a Court case or legal proceedings.

Keeping a library of old Newsletters acceptable, but consent required to publish old photographs.

Groups recommended to pay data protection fee of £40.00 for 1st year. Details from ASDM.

On 25th April 2018 a “one off” form will be sent to Group Chair and Secretaries requiring their signature confirming that they will fully implement GDPR within their Group.

What needs to be done

- Appoint Group Data Manager.
- Implement Contract with Members.
- Implement Contract with Associates
- Create secure systems
- Identify where personal data is held.
- Cleanse personal data.
- Destroy historical data.

What not to do

- Do not ignore it.
- Do not share information with 3rd Parties
- Do not share information with “non- related” groups.
- Following completion of the Spring Forums a Q/A sheet will be produced and report back to Groups.
- Any Questions about GDPR should be addressed to Robbie Downing.

2. Young Driver Ambassador (David Gallagher)

David gave a very good presentation covering What he does, what is happening now and what is planned for the future.

I felt it unnecessary to take copious notes, because David will be attending our Committee meeting next week and will be able to give a brief summary of what he said at the forum.

3. General Business Updates (Robbie Downing)

Robbie outlined his current activities and said that one area that was taking off was the Masters.

- The current overall membership target currently set at 92,000 (actual 90,353)
- IAM RS target for 2018/19 (91,500)
- Advanced Sales 6,500
- Renewal Rate 89%
- New Product Sales 20,000

Robbie had conducted some analysis as to reasons for membership loss.

- Deceased

- Resigned due to age.
- Resigned due to no benefits.

IAM RS now working in partnership with Boundless CSMA

It is proposed to 1/ test first with no benefits 2/. 3 months to see if:-

- Win back ex-members
- Increase monthly renewals
- Increase members satisfaction.

On-line Apps now available free on Google Play, Android and iPhone with E-learning modules now available to Groups.

Charity Big Idea initiative to operate throughout August. This to coincide with holiday drive period.

Updates to Group Handbook and Group Course material to be issued.

Group Handbook, (GDPR and Complaints procedure), to be issued.

Feedback from Groups requested by 25th May 2018.

At the present time there are 861 National Observers Car with 47 trainees and 1,078 Local Observers with 243 trainees. Overall Cars and Bikes 3,744.

Introduction of fast track observer training. This to take place over 2 days. Dedicated documentation. This developed tried and tested by Carlisle Group. Theory approved by Richard Gladman and will appear on website.

Results of Contact Survey (Associates)

- 74% contacted within a week.
- Satisfaction with Observer 99.18% - score of excellent or good
- Satisfied with observed runs 99.4%
- Would recommend to family or friends 99.03%
- Overall course experience 98.66% positive

Group Audit and self- assessment tool-kit to be rolled out later in year. This to support and encourage Groups to grow. Aimed at identifying strengths and good practice in Groups. Consist of on-line survey forty-nine drop down questions designed to test the appetite for change.

Group Official training for Chair, Secretary and Treasurer.

This is a new approach aimed at giving new Committee Members guidance in their role.

- Video Guidelines
- How to use DTE
- Complaint resolution

As of last year, there will be no National Conference. Instead there will be eight Regional Events Robbie asked for ideas from Groups, as to what may be considered for Region 4.

The meeting closed 14.00

Roy Richards (Chief Observer WAMG)