

## **Spring Forum 21<sup>st</sup> 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)

I hope that I managed to cover the most salient points of the presentations for discussion at our next Committee meeting. Lots of information was imparted to us on the day, and Amanda said full details will be published on the IAM RoadSmart dashboard.

### **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

Group Chief Observer

21<sup>st</sup> April 2018