

iam RoadSmart

Glasgow North's Newsletter

Good friends
are *hard* to find,
harder to leave,
and *impossible* to forget.



Talented but Ugly!



Hugh's Tales of Spain

& Sandra's tales of woe!

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Message from the Chair

After three years as treasurer and three years as chair of the Group, I am not seeking reappointment so this will be my last message from the chair. It has been a busy time and I like to think as I move on the Group is in good shape. We have robust finances, a system of governance reporting that is fit for purpose for 21st century charities and, above all, active, successful car and bike sections. It becomes a little monotonous but the Group functions because of a dedicated group of volunteers prepared to commit energy and time to furthering the aims of the Group. I would like to thank all of the Committee for their support and their hard work. I would also like to thank all our observers for their contributions too – without their time and commitment we could not function.

One thing we have not been good at this year has been communication with our membership. Following changes in the Committee last year and changes in roles on the committee, sustaining a newsletter has been a problem. We are well aware that the last newsletter came out in January and I apologise that there has been nothing since then. Compiling a newsletter is an immense amount of work and we are not exactly overwhelmed with contributions. I did it for 3 years and I reckoned each edition needed 3 days work from beginning to end. Until John Donnelly stepped up, no committee member has been in a position to take this on.

At the same time the Bishopbriggs hall has been out of commission, so the Group nights have fallen by the wayside. Organising group nights takes an immense amount of time and effort. Sandra works tirelessly as secretary to keep the programme running but the request for suggestions for 'off site' visits had no response. With a new hall, a new committee and a new year, we hope this can be redressed.

It is also necessary to bear in mind that the huge changes in the IAM in the last three years have, rightly, been a major preoccupation for the committee. In very short order we have had to re-qualify all observers as national or local observers and adapt to the new IAM RoadSmart approach to the advanced test.

I will be pleased to get some time back but will miss working with my friends and colleagues on the Committee. I will now focus on what I joined the IAM to do; ride my bike. The Group requires so much 'maintenance' that it is sometimes possible to lose sight of what we are here to do. We all have wake up calls on the road – 99.9% of the time we get away with it but occasionally the moment comes when all the elements of fate come together at once. The IAM system makes sense and by adopting it as a day to day strategy on the road, we teach ourselves to stay focused

and see and so deal with the hazards much earlier. I sometimes think we are too focused on the advanced test and lose sight of the fact that it is a means to an end and not an end in itself. By continuing to be involved in the Group after the advanced test, our skills continue to be refined. There is no better way to keep skills sharp than to have them on display for analysis by others. This applies at all levels of proficiency. At the beginning of this year we were delighted and honoured when David Morrison (who was the IAM examiner for the majority of tests taken by members of the Group) resigned from examining and joined our group. During this bike season he has been providing Masters training for some of our most experienced riders/national observers. Masters training takes road competence to new levels but irrespective of whether or not there is a qualification goal, riding regularly with others who are equally committed to getting that little bit better can only be beneficial. Associates often express appreciation at the amount of time observers spend helping them. Of course, personally, that's nice to hear but the bottom line is that by staying involved with the Group, the greatest beneficiary is myself.

I was talking to a new associate member recently about his goals with the IAM. He summed it up as wanting to ride without looking back and saying 'I could have done that better'. Of course, that's what we all would like but the day we reach the point of saying 'there was nothing I could have done better, well done!' is the day before it will all go wrong.

Finally remember the [Group AGM is on Thursday 12th October](#). It is your opportunity to come along and hear about what the Committee has been doing on your behalf and to question the Group officials (myself, Sandra and Arthur). If you are a full member, it is also your opportunity to participate in the nomination and election of new Group officials and Committee members. If you cannot make it, please send in the proxy form (at the back of this newsletter) but it would be very good to see you.

Safe driving and riding,

Peter Hassett
Chair

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Martin Neillis

It is with sadness we have to report the passing of Martin Neillis. Martin joined the group in June 2013 as a bike associate. Despite ill health he worked hard and passed his advanced test in July 2014 gaining a F1rst. He continued participating in the bike section and last came out with us on 12th August when his cheery presence was a tonic to the group ride out. He never complained, was always positive and made light of his health problems. His partner Margaret said "because of Martin's health one of the few things that gave him a sense of happiness was riding his bike with his friends". Let's send him off in style; Margaret has invited as many of his biking

buddies as possible to meet at his home address [17 Livingstone Crescent, Blantyre G72 9DY](#) on Monday of 25th September at 10.00am and escort our friend Martin on his final journey. Our condolences to Margaret, Sandra and family, Martin will be missed by us all.

View from the saddle

This biking season has been a busy one for events attended and training undertaken including our annual slo-mo day which was well received as usual with those who missed out hoping that we run another. All these types of events take good planning, preparation and committed volunteers to assist so if you have any ideas on events or activities and would like to help out then please get in contact with any member of the bike committee as we are always looking for ways to keep it interesting for our members.

We have seen a drop in the turnout of associates and full members I'm sure it can't all be down to the weather, so dust down the leathers, put the bike back together and come along and blow the cobwebs off. The last Saturday of the season will be the 11th of November which is also an all day run.

We have had 5 people take up our RideScotFree tasters at the group 2 of which signed up to the Advanced Rider course adding to the 12 new associates. We have also had 6 test passes 5 of which were a F1rst and our observer pool has grown with 3 new local observers.

Advanced Test Passes

Steven Moffat	F1rst
Scott Abernethy	F1rst
Jim Kelly	F1rst
Colin Cairns	Pass
Gordon Forsyth	F1rst
Colin Kirby	F1rst

Local Observers

Moray Finlay
Calum Crawford
Raymond Dickson

Masters

John Anderson	Pass with distinction
David Coia	Pass with distinction
Colin Cowan	Pass with distinction
Iain Ellis	Pass with distinction
Peter Hasset	Pass with distinction
Eric Ross	Pass with distinction

Our new Masters would like to thank Mr. David Morrison for all his hard work and preparing the squad to such a high standard.

The group has been working on a pilot program for radio usage and has seen some changes along the way with a change in direction from two way radios to using Bluetooth headsets, the program has been approved and will be getting rolled out soon. We currently have 5 National observers trained to use the new equipment to the highest level and more will be trained before the end of the season.

IAM RoadSmart has track based skills days open to associates, members and non members. The Knockhill skills day was well attended in June and there were a few attendees from Glasgow North who were able to practice some new skills and techniques in a safe environment with the bonus of good weather.

Colin Cowan, Vice Chairman



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Glasgow North - A bunch of Friends making a difference

VIEW FROM THE DASHBOARD

Hi Everybody

Now in the latter stages of the summer which this year has brought mixed weather, we seem to have had some recent spells of wet weather with some torrential downpours which can present challenges for motorists. One day stands out in my mind. It was a rather overcast and 'muggy' day and as the afternoon progressed big black clouds gathered overhead. Shortly after setting out on a journey of about seven miles the majority of this being dual carriageway and motorway, the heavens opened and the road soon took on the appearance of a river. (There may be a bit of poetic licence creeping in here, but I'm sure you can picture the situation?!) As advanced drivers we should be aware of the risk standing water on the road surface presents particularly if driving at high speed. If the tyres are unable to displace the surface water quickly enough a wedge of water builds up between the front tyres and road surface causing aquaplaning with resultant loss of vehicle response to braking or steering. During my seven mile journey (which involved driving considerably slower than usual – more so than might have been the case had there not been any incidents and resultant traffic congestion en route) I came across four incidents where two or more vehicles had collided with each other and one instance where only one vehicle seemed to have been involved in a dispute with a central barrier. It didn't appear that there were any casualties other than the cars. All these incidents serve to highlight the potential danger of surface water and the need to drive accordingly.

At the beginning of June 2017 we held a training event for our car observers. Following the same (successful) format as a training session of four or five years ago the event was attended by 11 observers who split into groups of 3 or 4. Within each group each observer had the opportunity to be the 'associate' and receive feedback on their driving from the observer in the passenger seat who had planned a 35 to 40 - minute route for the drive. The 'backseat observer(s)' had the opportunity to observe the observed drive as it progressed and provide feedback on conclusion to both the observer and 'associate'. Each 'associate' drove their own car so there was plenty of opportunity to stretch one's legs between drives. Feedback from observers after the event indicated that they had found the exercise very beneficial and felt they had benefitted particularly from being able to observe other observer's approach to and techniques of observation, advice and feedback. We will endeavour to hold further observer training events in future.

Our observers have been working hard to obtain the required IMI observer qualifications and it is anticipated that by the end of 2017 all observers will hold either the local observer or national observer qualification. Without our dedicated

team of observers who freely give of their time and expertise as observers the Group would not be able to assist members of the driving public to improve their driving skills to the IAM RoadSmart advanced test standard. Thank you to all our car observers for their valued and much appreciated contribution.

Test Passes

Congratulations to Gina Wilson who achieved a F1RST in the advanced test in April 2017. Many thanks to her observer Andy Dunnett for all the advice and guidance provided.

Safe driving!

Di Carter

Chief Car Observer

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Glasgow North Group of Advanced Motorists 2017 AGM Notice

All full and associate members of the Glasgow North Group of Advanced Motorists are cordially invited to attend the 2017 Annual General Meeting of the group.

NOTICE IS HEREBY GIVEN by order of the Group Committee that the Annual General Meeting of the "Glasgow North Group of Advanced Motorists" will be held at 7.30pm on Thursday 12th October 2017 at the **Lenzie Union Parish Church, 65 Kirkintilloch Road, Lenzie, G66 4LD** to enable the Trustees of the Group (Registered Charity No: SC018356) to present their Annual Report and Accounts for the year ended 31 July 2017 for approval by the Group Full Members and to conduct an election.

Of which notice is hereby given by Sandra Neillis
Group Secretary 156 Menzies road Glasgow G31 3AF
12 September 2017
IAM Group Number: North 6150

While all Group Full Members, Associates and Friends are invited to attend, only Group Full Members may vote at the AGM.

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. A proxy form is available below.

Current Officers and Trustees

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

Chair:	Peter Hassett	<i>will not stand</i>
Vice Chair:	Colin Cowan	<i>will stand as Group Chair</i>
Secretary:	Sandra Neillis	<i>will stand for re-appointment</i>
Treasurer:	Arthur Nichols	<i>will not stand</i>

Other committee members and Trustees of the Group are:

Di Carter	<i>completing 3 year term</i>
Fraser Hunter	<i>completing 3 year term</i>
David Coia	<i>completing 3 year term</i>
Elaine Irvine	<i>completing 3 year term</i>
John Donnelly	<i>completing 3 year term</i>
Raymond Dickson	<i>continuing</i>
Stephen Hagenbuch	<i>will stand as Group Treasurer</i>
Len Kerr	<i>will stand as Group Vice Chair</i>
Andrew Richardson	<i>continuing</i>

Chief Observers

Bill Cairns attends the Committee as Chief Bike Observer but is not a trustee and has no voting rights on the Committee. Di Carter is Chief Car Observer and is also a Committee member.

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Agenda for the 2017 Glasgow North Group of Advanced Motorists AGM to be held on 12th October 2017 at Lenzie Union Parish Church, 65 Kirkintilloch Road, Lenzie, G66 4LD

AGENDA

1. List of attendees:
2. Apologies for absence
3. Minutes from the Previous Year: 2016
 - a. Resolution: That the Minutes of the 2016 AGM be approved as a true record.
 - b. 2016 AGM Minutes proposed by:
 - c. 2016 AGM Minutes seconded by:
 - d. 2016 AGM minutes accepted by all: Yes/No
4. Matters arising from the 2016 AGM Minutes
5. Amendments or adjustments to this Agenda
6. Chair's Report
7. Secretary's Report.
8. Treasurers Report
 - a. Resolution: That the Annual Report and Accounts for the year ended 31 July 2017 be approved.
 - b. Resolution: adoption of the Group Committee Handbook (the amendment of the Group Constitution
 - c. Review of honoraria
 - d. Subscriptions for 2018
9. Election of Group Officers
10. Election of Committee
11. Address by New Chair
12. Any Other Business

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Here is a copy of the committee nomination form. If you wish to stand for the committee or if you wish to nominate or second someone who is standing for committee, please use this form to provide the relevant information to the secretary no later than 12th October 2017.

We Need



Your Vote

Committee Nomination Form

If you wish to make a nomination print this page (left click 'FILE' at top left on this page, select 'PRINT' and left click. Select PAGE, enter '13', follow instructions to print)

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.

OFFICERS

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

COMMITTEE Members

Name	Nominated by	Seconded by	Signature of Nominee
.....
.....
.....
.....
.....

NOTES

- (1) You may not stand for the Committee if the law debars you from being a Charity Trustee.
 - (2) Only Group Full Members may nominate Committee Members or be nominated as Committee Members.
 - (3) This Nomination Paper must be returned to the Group Secretary before the AGM commences on Thursday 12th October 2017.
1. 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.
 2. Those elected become Charity Trustees of the Group.

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Spain 2017 (or Nigels final front ear..)

Brian Watson and myself, had previously carried out a reconnoitre in early 2016 with the view to offering a reasonably priced trip for members of Glasgow North to the Andalucía region in Spain, we expected interest from around 8 or so, however that soon turned into 18!! With flights, bikes, 4-star accommodation and routes all in place, it all came to fruition last March. Flying from Prestwick had the usual shenanigans expected from men (and women) of a certain age that really should know better, I still blame Sandra for getting them all hyper handing out sweets with high E numbers! On arrival it was the usual "Dad, Dad are we there yet immediately on boarding the coach to the hotel. 50 minutes later we were in Antquerra. What makes Antequera special is that it is effectively the crossroads for all routes in the area, and yet still maintains a special traditional feel to it with a mix of cobble stones and a castle at the top of the town- (Shio thought it was Edinburgh...)

The morning brought 27 Degrees C of heat, and excitement over the hired bikes. Once the formalities and paperwork was completed, we set off on our two split groups (naughty and nice) to the El Chorro Gorge, one group doing it clockwise the other anti-clockwise. El Chorro is an amazing place revered by the climbing community for its 400m high rocks stretching the full 3 kilometre length of two man made reservoirs. The water colour cannot be described other than vibrant jade. Everyone coped well with driving on the opposite side of the road, and then, being lucky rather than good, we all met up at the designated restaurant to exchange stories and let Brian complain about his lunch! The route was a mix of asphalt and dirt track but all well within everyone`s capabilities. Great food and some small libations back at the hotel set us up for a good nights sleep and expectations for the day to come.

Day two was special, Brian and I had both previously agreed that even with all our experience the road we were taking the groups on was indeed- one of, if not the best road we had ever ridden on. The beautiful contours of the Serrano road leading to the historic town of Ronda then Grazalema and then down the superb descent to Zahara will remain in the groups memories for a long time. As chance would have it the festival was on in Zahara so the colours, music and costumes added to the experience, that and Dario- in a fit of tiredness ,choosing the restaurant with probably the best food we had all trip! With the proposal of marriage to the waitress and having been introduced to her Mother, we decided we had better get back before dark. The evening frivolities were full of stories from either group about the days riding, the best one being that Nigel Love had taken a momentary lapse in concentration (Please enter whatever description you want of what you would like to call Nigel at this point..)and had put DIESEL in his bike. Numerous attempts were made to rectify but to no avail, John Donnelly kindly offered his bike to Nigel for the following day as he was looking to get a sun tan and do some shopping so it all worked out well apart from John getting burnt and Nigel getting a repair bill!

Day three had one group heading to Grenada to the Alhambra Palace, Dario thought we were going up the dancing in Glasgow however I assured him it was indeed a different Alhambra. The other group, feeling restless, decided they wanted to do some off road playtime with Brian, so their route was quickly adapted to suit and fun was had (Feel free to

question Bill Cairns regarding crossing a water ford!) To be honest the Grenada trip was a bit monotonous after the previous two day routes, still enjoyable however the itinerary will change for next year with one of the other routes Brian and I have in our back pockets! All in all a great, fun trip enjoyed by all, and going by the interest we have for same time next year I think we will need three groups – Naughty, Nice and Nigel's -Should have gone to Specsavers group!!!

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Tales of a new biker by Sandra

After a few years of our bike section asking when I was gonna try it for myself, I decided I would give it a go. So the lessons started, I fell off a few times, all from stationary bikes but eventually I managed to pass my Module 1 & Module 2. Hurrah!!!!.....I was now a biker. With the help of my friends within the bike section, I sat on a few bikes for size. At only 5ft ¼ " my options were a bit limited. Finally decided the Suzuki Gladius was the one for me. Luck was looking down on me when I saw a bike for sale on Gumtree. Couple of years old with less than 500 miles on the clock at a price I could afford. Still took some of my biker buddies with me to give it a good "going over" before I excitedly parted with my cash. NOW...I was a biker. I had all the gear and now I had my own "Big Girl" bike...well a lowered "Big Girl" bike.

My real training could begin. Out with various Glasgow North friends, all happy to see me progress and give lots of guidance to help me improve. My goal was to feel proficient enough for the Andalusian trip in March of this year. I was gonna have my own hire bike and look the part. No pillion rider for me anymore. Kept up my training over the winter months last year in preparation.

A cold but sunny day on Saturday 21 January 2017....yes I remember the date. Out for a run with 4 friends from Glasgow North. Dario leading the group, me taking up second position and Eddie, Hugh and Giovanni behind. All was going well, I was keeping up well, I was feeling good, I was riding in the expected IAM Group ride positioning on the roads (well...I was trying anyway). Then it happened.....

My forward observations were RUBBISH. I have no idea why it took me so long to realise I was too close to Dario. I was off set to him, but still felt too close. Dario came off the throttle due to the great big white Range Rover (not even a wee dinky, hard to see car) indicating for a right turn ahead. We were on a standard country road. I hadn't noticed...in my novice panic I thought....S*#! I'm gonna take out Dario. So what do I do...yeah.... straight onto the back brake...hard as I could! This resulted in the back wheel locking up and me going to the left. Still in total panic mode and inexperience...the only thought going through my head was "I NEED TO STOP.... I NEED TO STOP". So what do I do.... yeah I then went for both front & back brakes.

I remember nothing after this until the ambulance man was talking to me. I've since been told that, yes the back wheel locked up but I had managed to re-gain control. If only I had not panicked and just slowed down I probably would have been OK. My story would have been...." WOW that was close". Alas.....I went down with Gladys still braking hard. My

Helite vest didn't even get a chance to inflate as I never let go of the bike. The boys all took care of me and my bike. Biker Down stuff was carried out. Me.... I was on my way to hospital.



Sandra felt much worse after a visit from these two prats!

I was in Ayr Hospital for 9 days' with broken clavicle, 5 broken ribs, partial collapse lung, mega back eye and some grazing to my mouth. My new bike jacket was cut from my body along with the rest...I was not caring. I was in too much pain. Once home, my bed for a number of weeks was the couch, as I could not lay down. Was off work for just over 3 months, only recently returned. Still got pain, but it's getting better. Gladys has been lovingly repaired by the lovely Mr Coia. My bike gear has all been replaced. Some of the boy's even bough me a new helmet. I have managed two pillion rides.... just to check I can still get on the bike. Not yet managed (at time of writing this 3 May) back on Gladys. Was gonna try one of the day's but the strong wind put me off, and my confidence appeared to still be in the cupboard at the back of the stairs. I need to get back out there and start to rebuild the little skill had had. I need to learn how much forward observation is a life saver. I need to get back in the saddle a few times then re-start my IAM Road Smart training. Hopefully, although a painful and a slow recovery, it will make be a better rider for the future. After all,.....you all told me you are not a biker until you have had an accident.

Sandra

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it was amazing what the Doctors did for you Sandra!

Quiz answers a few pages further on don't cheat!

1. What is the capital of the US state of Tennessee?
2. What does 'RP' stand for when referring to the accent of Standard English in the UK?
3. What is the name of the nearest star system to our sun?
4. What do the fashionable initials DKNY stand for?
5. Who hosts the ITV quiz show 'Tenable'?
6. How many degrees are there in one and a half full turns?
7. According to the Kennel Club's statistics for registered dogs, what was the most popular dog breed in the UK in 2016?
8. What are the Duke of Cornwall's four Christian names?
9. During the Brexit campaign, a bus famously quoted an amount that the EU allegedly cost the UK. How many pounds per week was this?
10. "There was no possibility of taking a walk that day." This is the opening line of which classic work of literature?

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Q1: Jaguar's E-Type was one of the world's fastest cars when it was launched in 1961. What was its claimed maximum speed?

160mph

150mph

Q2: Which famous entrepreneur is well-known for owning a black Rolls Royce Phantom?

Peter Jones

Sir Alan Sugar

Q3: Which Italian design studio played a large part in the design of the successful Austin 1100 model?

Pininfarina

Italdesign

Q4: The Rover Group was formed from four companies that were previously part of BL (British Leyland) including Rover, Mini, Austin and which other marque?

Morris

MG

Q5: 1970s TV writer-turned-detective Jason King drove which car in the eponymous series?

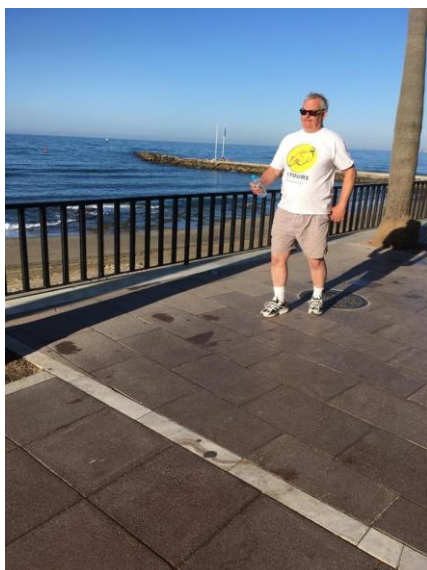
Jensen Interceptor

Bentley Continental S2

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Photos from our travels





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Glasgow North does Still Game



Good Advice

Caption Competition
best one I'll buy you a coffee



answers emailed to
johnkeida@btinternet.com

along with any contributions for the next newsletter

Guess the Bike



Guess the Car



Wee Joke

A man and his wife are awakened at 3 o'clock in the morning by a loud pounding on the door...

The man gets up and goes to the door where a drunken stranger, standing in the pouring rain, is asking for a push.

"Not a chance," says the husband, "It is three o'clock in the morning."

He slams the door and returns to bed.

"Who was that?" asked his wife.

"Just some drunk guy asking for a push," he answers.

"Did you help him?" she asks.

"Are you kidding? NO, I did not. It is three o'clock in the morning and it's pouring rain outside!!"

His wife said, "Can't you remember about three months ago when we broke down and those two guys helped us? I think you should help him, and you should be ashamed of yourself!"

The man does as he is told (of course!), gets dressed and goes out into the pouring rain.

He calls out into the dark, "Hello! Are you still there?"

"Yes," comes back the answer.

"Do you still need a push?" calls out the husband.

"Yes! Please!" comes the reply from the darkness.

"Where are you?" asks the husband.

"Over here on the swing!!" replies the drunk

Next Time

Does our new Chair look any better?

Tales from Ireland (fire fighter special)

More quizzes and competitions

Winner of the best caption

New joke page

More embarrassing photos



Poor Garry didn't quite get the hang of Dookin for apples

Answers

1. What is the capital of the US state of Tennessee?

Nashville

2. What does 'RP' stand for when referring to the accent of Standard English in the UK?

Received Pronunciation

3. What is the name of the nearest star system to our sun?

Alpha Centauri

4. What do the fashionable initials DKNY stand for?

Donna Karan New York

5. Who hosts the ITV quiz show 'Tenable'?

Warwick Davies

6. How many degrees are there in one and a half full turns?

540

7. According to the Kennel Club's statistics for registered dogs, what was the most popular dog breed in the UK in 2016?

Labrador Retriever

8. What are the Duke of Cornwall's four Christian names?

Charles Philip Arthur George

9. During the Brexit campaign, a bus famously quoted an amount that the EU allegedly cost the UK. How many pounds per week was this?

£350 million

10. "There was no possibility of taking a walk that day." This is the opening line of which classic work of literature?

Jane Eyre by Charlotte Bronte.

Second Quiz answers

150mph, Alan Sugar, Pinnifarina, MG and Bentley continental S2

Bike Suzuki GSX1100 Katana (2001)

Car Datsun Cherry 100a (1974)

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Glasgow North Group of Advanced Motorists Annual General Meeting: 13 October 2016

Attendance: Sandra Neillis (*Secretary*) Peter Hassett (*Chair*)
 Arthur Nicholls (*Treasurer*) Colin Cowan (*Committee*)
 Di Carter (*Committee*) Elaine Irvine (*Committee*)
 Fraser Hunter (*Committee*) Alastair Whitelaw (*Committee*)
 Bill Cairns (*Chief M/C Observer*) David Coia (*Committee*)

John Anderson	Jim Bowles	Calum Crawford
Raymond Dickson	Alan Douglas	Andy Dunnet
Iain Ellis	William Greenwood	Stephen Hagenbuch
Simon Harrop	Peter Hawkins	Philip James
Len Kerr	Paul MacFarlane	David McLellan
June Rhodes	Roger Rhodes	Andrew Richardson
John Stewart	Ron Thomson	Brian Watson
Eddie Young	(32 attendees)	

Apologies: Barbara Clarkson Garry Crammond John Donnelly
 Tom Gray Thomas Hatrick Dave Hutchens
 James Kilbride David Manson John Simpson
 Alex Smith Fiona Wright

Adoption of Minutes of 8th October 2015 AGM minutes as accurate with no challenges

Proposed: David Coia, **Seconded:** Simon Harrop

Matters arising: no new matters arising.

Adjustment to agenda: to include reports from Chief Observers from the car and motorcycle sections.

Chairman's Report:

The Group is in good shape with 414 members including associate members. This is an increase over 364 members in the previous year. The Group is fulfilling its objectives in preparing associate members for the advance test. As well as on road activities, there is a well-attended group syllabus organised by the Committee.

In the past year there have been significant developments -

The new Local Observer and National Observer qualifications have completed their roll out.

The transition to the IMI approved observer qualifications is in process and should be completed by end of 2017, where only LO and NO qualifications will be recognised.

In the largest change for many years, IAM has introduced its new Roadsmart system. Roadsmart which updates and re-formats the HTBBR&D, which standardises recording of progress and is based on core competencies. Despite the new approach, the test is much the same but with reduced areas of assessment.

The new system is now being rolled out within the Group after encountering a delay from the IAM with printed material being incomplete and it having typographical and grammatical errors. The IAM has also been in a state of transition and that has caused operational difficulties for the Group; administration problems in getting materials out to new associates, slow response times to questions and further dislocations through restructuring and the move of IAM HQ from Chiswick.

Further significant changes will include, moving away from Police qualified examiners and opening it up to IAM Masters with Distinction members with further training and support, although this is not confirmed.

We will, possibly, be piloting a modular approach – which means the associate not automatically taking a test but still working towards qualifications. This is at a very early stage and we will update the Group as soon as we have more information. It will also be discussed at the IAM conference at the end of the month.

Views and questions from the members –

Bill Cairns: the IAM is planning to do a pilot on the modular approach. The Group has offered to participate to get a ‘first look’ and awaits a response.

Stephen Hagenbuch: is it because the IAM is short of examiners?

Chair: IAM has different standards from Police, the modular approach may be better served by IAM member assessors.

Bill Cairns: research has backed up that people don’t want to sit tests. A modular approach is their preferred method. This approach is geared towards a younger audience. IAM still charging for Skills for Life, would the Group still receive the same amount of remuneration? It is still in its infancy, which is why we have volunteered to participate in order to assess.

David Coia: IMI qualification to be examiner will require additional training to become an examiner. It could be a better system to assess pupils over much longer periods; it is a better reflection of associate’s performance over a single test. It is important for us to look at it.

Brian Watson: this is not new there have been modules offered before – was it a success?

David Coia: modules were offered before but were stand-alone and not moving toward a test and being a full member.

Ian Ellis: the issue with a modular approach is when out with associate and assessing on only one competence, the other competences may be inconsistent but yet; they still make progress through the system. Even with successful modules there should still be a test to ensure that there is a consistent competence standard throughout the ride, otherwise they shouldn’t become full members.

Bill Cairns: we can’t have a two tier membership, just one level of member.

Chairman: reserve interest – better to be part of it to allow us to shape the outcome.

Winding up the questions and views, the Chair reminded the Group about the IAM conference 22-23 October with bike and car representatives attending, and returning to his report.

Within the Group, during the year, Andy Marshall, Vice Chair, left the Committee. Andy did not renew his IAM membership and was therefore ineligible to continue as a member, or office holder, in the Group, so Vice Chair Office has remained vacant since. Also, Tom Duncan resigned due to the pressure of other commitments.

Appreciation and acknowledgement, from the Chairman, was paid to Alistair Whitelaw who reached the end of 3 terms of 3 year Committee involvement. While serving on the Committee, Alistair was 100% reliable and was always there when a job needed to be done. Appreciation from the Group was shown by an enthusiastic round of applause.

It has been an extremely busy year for the Committee. As well as dealing with the normal day to day running of the Group and the changes created by the IAM, we have been systematically reviewing our Committee procedures, led by Arthur Nichols. We are revising our financial procedures to accommodate electronic banking and also to ensure Group funds are protected from any misuse. We have also taken steps to protect electronic data, led by Colin Cowan. We are currently finalising our approach to risk management. These policies and procedures are essential in satisfying the regulations for running a Group and for the Committee as Group trustees.

Succession planning – new committee appointments are being recommended with a view to ensuring continuity of governance, a good skills mix of people willing to do essential tasks on the Committee.

Finally, communication with membership is an important function of the Committee. There is an increasing move toward electronic communication but it is recognised that there is still a wish to have printed membership cards. So, the Winter newsletter will be a paper one and printed membership cards will be sent out with it.

The Chairman invited questions and comments from the attendees, no further contributions were made.

Treasurers Report

Group Financial Position at 31st July 2016

Arthur Nicholls, Treasurer, reported on the current financial situation of the Group, speaking to the Group accounts that were tabled at the meeting. There are currently no known concerns regarding the Group's finances or financial matters. All expenditure and income items have been recorded and accounted for. The Group monthly accounts show a cash balance and bank balance of £9710.77 at 31st July 2016.

Annual Inspection of Accounts for the Office of the Scottish Charity Regulator (OSCR)

Arthur Nichols reported that the Group accounts have not yet been independently inspected as required by OSCR. This is anticipated in the coming months. This is an annual requirement of OSCR and is carried out by an independent accountant. A new accountant has been appointed for our Annual Inspection of Accounts (our annual audit) and prepares the necessary documentation for the OSCR return by the end of March 2017.

Managing the Group's Money

Arthur Nichols reported that the accounts are submitted to the Committee as a standing item on the agenda of each Committee meeting and the accounts are reconciled monthly with the bank account. The Group account with the Bank of Scotland is now running smoothly using both internet banking with internet access limited to the Treasurer and withdrawals by cheque requiring 2 from the 4 registered signatories. Change to the signatories will be required to reflect changes in the Committee's membership. This allows savings in time and effort by the Treasurer and further streamlines the Group's administration processes.

Questions/comments from the attendees

Brian Watson: we have too much money relative to our expenditure

Treasurer: This year the Treasurer will suggest to the Committee the level we should have. We are looking for ideas on how to spend money to aid the Group, e.g. radios, road cones. We need some reserve in case subscriptions fall.

Brian Watson: we should have just 18 months of expenditure. We have 3 times the amount of money we should have.

Treasurer: It is worth pointing out that the reason it is as high as that is because, in 2014 we merged with the West Dunbartonshire Group which hiked our funds. Across the next few years, it should start to come down more in line with the charities regulations.

Sandra Neillis: Group has to pay for account auditing, previously accounts audited free of charge. We will now have to pay for this service.

Treasurer: We are moving to Internet banking but cheques will still be accepted. There will be two people able to operate the account. The system is working well. Being looked at once a month and can see transactions.

Ian Ellis: is there a limit to what Treasurer can withdraw from the Group's account?

Treasurer: No, but the procedure is being changed. The intention is to set a £100 limit which would cover the bulk of routine bills.

Fees - Gift Aid. A lot of members haven't ticked the box to allow tax recovery. Members will be contacted to ask if they will tick the box to allow tax recovery.

Approval of accounts

Nominated: Ian Ellis, **Seconded:** Colin Cowan

No objections to the adoption of the accounts

Review of Honoraria: no vote necessary as no change proposed

No objections to the Honoraria

Subscriptions 2017: no vote necessary as no change proposed

The Treasurer encouraged as many as possible to pay via the Internet. It is more convenient and streamlines administration.

Fees staying the same with – members who started on £7, members who started on £10 (and new members), payment after 31st January will be £12

No objections to the fees staying at the same level

Di Carter: Report from Chief Car Observer

Last year there was excitement about money available to encourage new recruits from Argyle & Bute but it did not materialise. The good news is that, as a result, we have more Observers. With the increased Observer pool we were able to reduce our waiting list which was 6 months. We have now managed to eliminate our waiting list so any new associates can start right away. Unfortunately, we have Observers sitting idle as we don't have enough associates

Satellite Group, Inveraray, since 31st January, 5 new associates: 2 passed and 3 continue to train.

During the year we have had 14 associates passed test.

We have a total of 15 Observers plus 3 Observers in Inveraray and Campbeltown

During the year, the Observers themselves have been busy with training:

3 National Observers re-qualified (re-tested every 3 years);

2 Observers qualified to National Observers;

2 Observers have qualified as Local Observers;

3 Observers registered for Local Observer assessment;

1 that is about to register for National Observer qualification.

We aim to have all of our Observers qualified to Local or National Observer level by end 2017

Bill Cairns: **Report from Chief Observer for motorbikes**

We had another busy year starting in the Spring with our Slo-Mo event which was very successful and was an opportunity to use our shiny new cones. We have been encouraging riders of 125s to come along to it.

13 associate passes with 6 F1rst

11 National Observers

13 Local Observers

6 in training for Local Observer

4 Group Observers are in training for Local Observer

2 Observers qualified as Track Managers through IAM

25 associates on books

To recap, we have this season, 13 associates, 3 Local Observers, 2 National Observers, 2 Track Managers through IAM, 1 Master, all qualifying.

640 observed rides

604 hours in training

524 group runs

56 quality assurance and training runs by Nationals

28 mock tests

It will be difficult to better that next year! Success credited to new IMI standard transferring into success of associates.

Bill Cairns achieved a Masters with Distinction and was given a round of applause from the Group.

Chair: this backs up that we are a thriving and successful Group.

Election of Group Office Bearers

All office holders are appointed on a year by year basis only and have to step down

Peter Hassett stepped down and Arthur Nichols took the Chair.

Peter Hassett proposed as Chair

Proposer: Ian Ellis, **Seconded:** Brian Watson

In the absence of any other nominee or objection from the membership, Peter Hassett was re-appointed as Chair.

Peter Hassett returned to the Chair

Colin Cowan proposed as Vice Chair

Proposer: Bill Cairns, **Seconded:** Brian Watson

In the absence of any other nominee or objection from the membership, Colin Cowan was appointed as Vice Chair

Sandra Neillis proposed as Secretary

Proposer: John Anderson, **Seconded:** David Coia

In the absence of any other nominee or objection from the membership, Sandra Neillis was re-appointed as Secretary

Arthur Nicholls proposed as Treasurer

Proposer: Simon Harrop, **Seconded:** Sandra Neillis

In the absence of any other nominee or objection from the membership, Arthur Nichols was re-appointed as Treasurer

Election of Committee

Committee members are appointed for 3 years.

Continuing Committee members are - Di Carter, David Coia, John Donnelly, Fraser Hunter, Elaine Irvine, also Bill Cairns will continue to attend but without a vote as Chief Bike Observer; Di is a Committee member in her own right.

We have 4 vacancies: 2 bike members and 2 car members and have received 4 nominations, who are willing to stand.

Raymond Dickson proposed as Committee Member, to act as minute taker and newsletter editor

Proposer: Bill Cairns, **Seconded:** Alistair Whitelaw

Stephen Hagenbuch proposed as Committee member, to shadow and deputise for the Treasurer with a view to standing as Treasurer in 2017

Proposer: *David Coia*, **Seconded:** *Calum Crawford*

Len Kerr proposed to join the Committee with a view to Standing as Vice Chair in 2017

Proposer: *Di Carter*, **Seconded:** *Sandra Neillis*

Andrew Richardson proposed to join the Committee

Proposer: Fraser Hunter, **Seconded:** Di Carter

The Chair intends this to be his last year as an Office holder of the Group. He served 3 years as Treasurer and 2 years (so far) as Chairman. He will continue the work of the Committee and moving with the IAM agenda, supporting car and bike sections. He was very grateful for the support of the Committee and the Group was very fortunate to have such hard working group of people.

Any other Business – one item: handed over to Di and David to take the floor.

Di and David made a presentation to Sandra, in appreciation of her continued and valued service to the Group, of a bike Roadsmart membership and a crystal engraved ornament. The Group recorded its appreciation with a warm applause.

Meeting closed at 2045 with thanks to everyone for attending and their contributions.

IAM RoadSmart

Glasgow North Group of Advanced Motorists

Committee Handbook

Version 10
19-09-2017

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Purpose of the Group

Charitable Purpose

The Group's charitable purpose is to implement (at a local level) the objects for which the Institute of Advanced Motorists (IAM or IAM Roadsmart) was formed, namely the improvement of driving standards and the advancement of road safety. More specifically this includes encouraging and assisting motorists to become members of the IAM and maintain their IAM membership; publicising the IAM and its work throughout the area; and, organising social and untimed competitive events for members.

Main Objectives

1. Publicising the benefits of advanced driving/motorcycle riding
2. Recruiting drivers/motorcyclists as associate members to undertake driving/motorcycle training which is provided by specially trained Group volunteers (known as 'observers') who provide on-the-road assessed drives/rides.
3. Encouraging associates to take the IAM advanced driving/riding test
4. Training car and motorcycle members of the Group to become "observers"
5. Promoting road safety and membership of the IAM on an ad hoc basis (e.g. attending shows; road side displays; liaising with specialist retailers and motorcycle dealers)

Constitution

IAM RoadSmart (Thereinafter referred to as the IAM)

CONSTITUTION OF THE GLASGOW NORTH GROUP

- 1 The name and conditions of the Group are as follows:**
 - a. the name of the Group will be Glasgow North Group of Advanced Motorists;
 - b. Group Full Members must be current Members of IAM
 - c. a Member of the IAM on completion of a Group Application Form and on payment of the Group subscription will not be refused admission to the Group except in the circumstances of a prospective Member having been previously expelled from the Group;
 - d. membership of the Group does not authorize any representation which would involve the IAM or the Group in any liability whatsoever;
 - e. the financial year of the Group will end on 31 July, and all subsequent subscriptions will become due not later than 1 January;
 - f. the annual subscriptions for Group Full Members and Associates will be set at the AGM.

- 2 The Objects of the group are as follows:**
 - a. to implement the objects for which the IAM was formed, namely the improvement of the standard of driving, and the advancement of road safety;
 - b. to organise social and un-timed competitive events for Members;
 - c. to publicise the IAM and its work throughout the area;
 - d. to encourage motorists to become Members of the IAM.

- 3 The management of the Group will be undertaken by a Committee formed as follows:**
 - a. 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) and a minimum of three other Group Members all duly elected at an AGM. The total number of the Group Committee Members shall not exceed 15;
 - b. a quorum of the Committee will be one-third of all Committee Members or three, whichever is the greater;
 - c. 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 AGM held each year. Nominations for Officers and Committee Members must be submitted in writing to the Secretary a minimum of 7 days before the AGM. A nomination will be considered if the nominee is a Full Member of the Group and one other Group Full Member supports the nomination. The nomination must have the approval of the nominee.
 - d. the Annual General Meeting will be held in October each year, and a minimum of 21 days' notice but not more than 60 days' notice shall be given in writing to the Members;
 - e. a quorum for a General Meeting will be six Group Full Members or one-tenth of the total number of Group Full Members, whichever is the greater;
 - f. the Chairperson will have a substantive and casting vote;
 - g. an Extraordinary General Meeting (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 day's but not more than 60 days' notice stating the business to be discussed, shall be given in writing to Group Full Members;
- h. Group Full Members also have the right to call an EGM. The matters for discussion must be put in writing, stating the business to be considered and signed by at least 20 Group Full Members or five percent 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 7 days' notice, and state the business to be discussed;
 - i. The IAM Council reserves the right to appoint a senior representative of the IAM to the Committee, authorized to attend Group Committee Meetings (without voting rights).

4 The duties and responsibilities of the Committee are as follows:

- a. to observe the objects for which the IAM was formed;
- b. to foster and maintain interest in the IAM among Members;
- c. to keep minutes of Meetings;
- d. to keep proper records of receipts and payments, assets and liabilities and to submit examined financial statements to the Group Members annually;
- e. to advise the Council of any suggestions or ideas put forward by Members of the Group;
- f. to ensure that the good name of the IAM is maintained and is not brought into disrepute by the conduct of any Member;
- g. to refer to the Council for guidance in the event of any difficulties which may arise;
- h. to call Ordinary Meetings of the Committee at least once every three months;
- i. to make arrangements for social and untimed competitive events;
- j. to abide by Group rules and regulations, and such other rules and regulations as may be made by the Group from time to time, provided such rules are approved by the Council, such approval being not unreasonably withheld by the Council. To abide also by any further rules and regulations issued by the Council after discussion with representatives of the Group at an Annual General Meeting;
- k. to endeavour to prevent the IAM's badge or a reasonable facsimile for being reproduced without the consent of the Council, and to report to the Council any such reproduction;
- l. to co-operate generally with the Council in all matters;
- m. to expel a Member from the Group if
 - the Member's membership of the IAM ceases, or
 - the Member's conduct is inconsistent with the aims of the IAM and/or those of the Group;
- n. in the event of the Group winding up, to hand to the Council of the IAM any surplus assets or monies for disposal as the Council may think fit;
- o. to assist the Council in all local matters concerning publicity, road safety and social events;
- p. to decide the Honoraria to be paid to Group Office Bearers, as agreed at the Extraordinary Meeting of the Committee on 5 September 2002.

- q. to set up sub Committees as the Committee sees fit to make recommendations on: -
- a. the appointment of Chief Observers (which shall be for terms of no more than 3 years)
 - b. the use of Group resources to promote Group objectives
 - c. the implementation of IAM RoadSmart policies and procedures the delivery of IAM RoadSmart products to delegate to sub Committees the following: -
 - d. the day to day recruitment and training of associate members
 - e. the sponsorship of members to undertake the IMI National Observer qualification
 - f. the appointment of IMI National Observer Assessors
 - g. the training and qualification of Local Observers
 - h. the organisation of special events to promote the objectives of the Group

Note: The Chair of any sub Committee shall be a Committee member and trustee. The Committee will, at all times, retain reserved powers over any matter delegated to sub Committees.

5. Honorary Members

An Honorary Member may not be appointed to the Group where such a person is not a Member of the IAM, except for the office of President. Such an Honorary member could not however describe himself/herself as being a Member of the Group, and would have no voting rights.

6. Group Associates

The Group Committee may accept persons who have purchased an IAM RoadSmart Advanced Driver/Rider package or its predecessors and who are desirous of becoming group members as Group Associates on such financial terms as the Group Committee may decide. Such Group Associates may continue in this status for a period of one year only, during which time the candidate must be accepted into Full IAM Membership. If the Group permits the Associate to continue preparation for the Advanced Test beyond one year the individual must pay an Associate Membership subscription to the IAM and a Group Associate subscription for each subsequent year. Group Associates are entitled to join in Group events but have no voting rights.

7. Group Friends

The Group Committee may accept persons who do not intend taking the Institute's test who are nevertheless interested in the work of the Group as Group Friends on such financial terms as the Committee may decide. Group Friends will have no voting rights, but they will be entitled to attend Group events and may assist the Group in any way which is approved by the Group Committee.

Financial Policy and Procedure

Financial Policy

1. The Group will manage its finances honestly, accurately and in a manner approved by the Office of the Scottish Charity Regulator (OSCR).
2. The Treasurer is elected annually at the Group AGM and is responsible for all financial matters and will serve normally for 3 years.
3. All elected officers of the Group and elected Committee members will act as Trustees of the Group. Chief Observers (unless separately elected to the Committee) and any co-opted members to the Committee may not act as trustees and may not vote on approval of the annual accounts and the completion of the annual OSCR return.
4. The Group will bank with the Royal Bank of Scotland, the account being managed by the Treasurer. Only Trustees of the Group may be signatories to the bank account.

Financial Procedures

Income

1. All cash and cheques received must be passed to the Treasurer as soon as is practicable. The Treasurer (or person receiving the income) will issue a receipt.
2. All income will be deposited in the Bank with a record entered in the Group accounts. Cash received must be kept separate from any float or cash held by the Group and may not be used as an imprest.

Expenditure

1. The Treasurer is responsible for managing all expenditure incurred by the Group.
2. Other than routine expenditure such as hall rental, refreshments and office costs, all expenditure should be approved in advance in accordance with the limits below.
3. When a payment is required, an invoice or Group claim form must be provided together with receipts where prior authorised expenditure on behalf of the Group has been incurred.
4. Payments may be made electronically or by cheques.
5. The Treasurer must ensure there is an effective audit trail where a request for payment can be reconciled with evidence of legitimacy and correct payment.

Payment Limits

1. For expenditure on a single item (see above), the Treasurer may make payments up to a limit of £100.
2. For expenditure from £100 to £250, the Treasurer must seek the approval (in writing or by e-mail) of the Chair or Secretary of the Group.
3. For payments above £250, the Treasurer must seek the approval of the Committee either through a resolution at a meeting or, if urgent, an 'electronic' meeting with office bearers can agree a payment.

Cash Floats

1. A cash float may be created either for incurring regular small amounts of cash expenditure (such as the Secretary's cash float) or for a one off event (such as providing a float for expenses when attending the IAM annual conference).
2. The Treasurer will monitor the level of cash floats; a float should be sufficient for a single event or should require topping up after three months.
3. The Treasurer may suspend a cash float at any time after reporting to the Chair (or the Vice Chair if the Chair is the float holder).
4. Providing the Committee has agreed to the expenditure, the Treasurer may issue a personal cheque up to the value of the float or to top a standing float up to the agreed amount.
5. Payments to cash float holders may not be made electronically.
6. Holders of cash floats are responsible for maintaining accurate records of expenditure, keeping all receipts and accounting for expenditure using the forms provided by the Group.
7. For a one-off float, reconciliation should occur as soon as practicable after the event, with any surplus cash being returned to the Treasurer for banking.
8. For a standing float, returns must be made by the float holder as requested by the Treasurer.
9. If a float is held at the time the annual accounts are being reviewed externally, float holders may be asked to allow the auditor to reconcile the amount of cash held with the relevant records.

Cheque Payments

1. The Treasurer, Chair and Secretary will be nominated signatories for cheques drawn on the bank account.
2. The Committee may appoint a further two signatories from amongst the Trustees.
3. In view of the length of time required to change the bank mandate, signatories who are no longer trustees may continue to sign cheques if no trustee signatory is available.
4. All cheques must be signed by two nominated signatories.
5. The beneficiary of a cheque must not sign the cheque.

Electronic Banking and Payments

1. The Treasurer may make a payment electronically provided the payment is within the limits set, where required the Committee has approved the payment and where there is an invoice for the payment.
2. No Standing Order, Direct Debit or other routine electronic payment will be set up without a resolution to and approval by the Committee.
3. Any payment to a Trustee or Member or Associate Member of the Group will be made by Cheque or electronic transfer if agreed by the Committee.
4. The Treasurer and one other office holder (normally the Chair) will manage electronic banking on behalf of the Group. All electronic transactions will be dealt with by the Treasurer. The other office holder will only access the account electronically to verify the reports on liquidity provided by the Treasurer to the Group.

Incapacity or Absence of the Treasurer

1. If the Treasurer resigns or is incapacitated, the Treasurer's duties will be taken over by one of the signatories of the bank account pending the return of the Treasurer or the appointment of a Treasurer at the AGM (or an Extraordinary General Meeting (EGM)).

Financial Impropriety

1. Financial impropriety ranges from a failure to follow financial procedures to serious fraud. The Group has a duty to investigate and deal with any concerns or allegations.
2. Any allegation of financial impropriety will be dealt with in accordance with the Group's code of conduct.
3. The Chair must be advised as soon as is practicable of any concerns (or the Vice Chair if the concerns relate to the Chair). The Chair will consult with the office holders (excluding any officer holder implicated in the allegations) with a view to undertaking a fair, proportionate and accountable investigation.
4. If the concerns relate to the Treasurer, the Chair must take all reasonable steps to ensure the resources of the Group are protected and consult with the other Office holders. Normally the Treasurer would be advised of the concerns and suspended without prejudice during such an investigation.
5. If the impropriety appears fraudulent, the Chair may consult with the Group's auditor, the IAM and OSCR with a view to involving the police.
6. The Chair should report to the Committee at the earliest opportunity. If a person(s) subject of allegations is a Committee member, the discussion should take place in camera without that person(s) being present.

Risk Register

The current version of the risk register is V1 at 03-08-17, to be reviewed by the Committee

Committee Roles & Responsibilities

Chairman Role & Responsibilities

Key Responsibilities

Convening and chairing Group AGMs and the Group Committee
Ex officio attendance at sub committees/working groups/meetings
Liaison with the IAM
Representing Group externally
Communicating with the membership
Maintaining oversight of activities of office holders
Dealing with complaints/disputes/conflict in the Group
Bank account signatory

Group Information and filing maintained

Current year Committee agenda, minutes and papers
Correspondence undertaken on behalf of the Group
Newsletters
Access to Bank Account
Records of complaints dealt with

Information handling

No specific responsibilities

Vice-Chairman Role & Responsibilities

In the absence of the Chairman, the Vice-Chairman will carry some or all the duties of the Chairman as required to cover the Chairman's absence. These will include:

Key Responsibilities

- Convening and chairing Group AGMs and the Group Committee
- Ex officio attendance at sub committees/working groups/meetings
- Liaison with the IAM
- Representing Group externally
- Communicating with the membership
- Maintaining oversight of activities of office holders
- Dealing with complaints/disputes/conflict in the Group
- Bank account signatory
- Other duties as required

Group Information and filing maintained

Current year Committee agenda, minutes and papers

Correspondence undertaken on behalf of the Group

Newsletters

Access to Bank Account

Records of complaints dealt with

Information handling

No specific responsibilities

Secretary Role & Responsibilities

Key Responsibilities

1. Principal contact point with IAM
2. Maintaining group membership records
3. Issuing communication to Group members
4. Booking of venues for meetings and events
5. Organising the AGM
6. Preparing and organising the Group's annual Syllabus
7. Attending the IAM National Conference
8. Other matters assigned by the Committee

Group Information and filing maintained

1. Secretary's general files
2. IAM information
3. Hard copies of archived files (pre-computerised)

Information handling

Group Database

1. Input of member details except fees
2. Review Gift Aid process with Treasurer

Storage

1. Maintain any paper files still necessary
2. E-files and scanned copies kept on personal computer
3. File storage on the Group hard drives to be carried out as per agreed procedure

Suppliers

1. Arrange for supplies and services to conduct Group business
2. Booking of halls and other venues
3. Arrange for IAM stock items to be available for members

IAM

1. Deal with finance related enquiries
2. Deal with membership related matters
3. Book associate tests
4. First contact for new members on the IAM database
5. Principal point of contact for all other group/IAM matters

Treasurer Role & Responsibilities

Key Responsibilities

1. Maintaining Group accounts
2. Reporting on financial matters
3. Arranging for an annual independent audit
4. Preparing and submitting annual OSCR returns
5. Acting as principal contact for the Group's bank accounts
6. Acting as the principal contact for all HMRC matters
7. Review of the Group Risk Register
8. Review of the Group Business Continuity Statement
9. Other matters assigned by the Committee

Group Information and filing maintained

1. Treasurer's files including accounting spreadsheets
2. Invoices and payments information
3. Bank of Scotland matters information
4. Inland Revenue information
5. OSCR information
6. Glasgow North Main Committee information
7. Treasurer related Committee information

Information handling

Group Database

1. Input annual fees when received
2. Review Gift Aid use

Storage

1. paper copies of invoices, bank statements and correspondence
2. E-files and scanned copies kept on personal computer
3. Cloud storage on any agreed account
4. File storage on the Group hard drives to be carried out as per agreed procedure

Suppliers

1. Arrange and manage payments

Bank

1. Bank of Scotland, The Cross Branch, PO Box 1000, Paisley,
2. Account number 00485454
3. Sort Code 80-91-27
4. Manage accounts and contact with Bank
5. Hold the Group's card reader and account card
6. Access on-line account
7. Issue cheques
8. Deposit funds
9. Obtain cheque books and deposit slips
10. Provide members advice on paying fees

IAM

1. Deal with finance related enquiries

Information Manager Role & Responsibilities

Key Responsibilities

1. Maintaining the Group website
2. Implementing and maintaining new mass email system
3. Custodian of the Group projector
4. Hold and maintain a tertiary backup of the Group's data
5. Maintain IAM RoadSmart data relevant to the Group
6. Technical advisor to the Group
7. Other matters assigned by the Committee

Group Information and filing maintained

1. Edit and updating group website
2. Updating mailing list for mass email
3. Group secure hard drive backup
4. Bike register spreadsheet
5. Document management

Group Database

1. General access to and updating of records on the Group's database as agreed by the Committee
2. Access and edit of Group database format through Information Manager only.

Storage

1. Paper copies of document deceleration until able to pass on
2. Paper copies of bike register
3. E-files and scanned copies kept on personal computer
4. Purchase of group hard drive file storage and syncing planned

Website

1. To be kept updated
2. News and events to be included
3. Discounts and cashback offers to be advertised
4. Images, logos and documents loaded after consultation with the information manager

IAM RoadSmart DTE Database

1. Restricted access as agreed by the Committee
2. IAM RoadSmart to maintain document updates
3. IAM RoadSmart to maintain image updates
4. Group to send on information for their events via e-mail

Complaints and Disputes

1. Introduction

- 1.1. The aim of this procedure is to resolve any complaint or dispute in an informal and constructive way. If a complaint or dispute cannot be resolved between the parties concerned, the Group will deal with it in a more formal way.

2. Complaints and Disputes

- 2.1. The Group is only concerned with complaints or disputes which arise directly out of activities of the Group except where, if a matter is in the public arena, it will bring the good name of the Group into disrepute.
- 2.2. As a charity and volunteer run organisation, there is no contract between members and the Group. The Group aims to operate fairly, reasonably and in accordance with natural justice. The Group processes for dealing with complaints/disputes are based on principles of arbitration and are not adversarial. Members or associate members must present their own case but may bring another full member of the Group into any discussions to provide support.
- 2.3. Elaborate procedures are not necessary to protect these principles but they will guide dealing with complaints and disputes. The Group is required legally to operate in a non-discriminatory way in matters of race, gender, religion and sexual orientation but, again, does not need elaborate procedures in these areas.
- 2.4. Complaints arise where members feel they have not been treated fairly, reasonably or courteously by officials of the Group or by fellow members. The Group Code of Conduct provides a framework for matters of conduct.
- 2.5. Disputes arise over matters of judgement or interpretation of driving or riding when being observed, trained to observe or in any other activity (such as bike group rides) where driving/riding performance is open to scrutiny. The IAM RoadSmart Handbooks and Guides to Local/National Observer qualifications provide frameworks for 'on the road' judgements.

3. Complaints

- 3.1. If a Group member (or Group associate member) has a complaint, in the first instance an attempt should be made to resolve it informally. A simple, polite, common sense approach direct to the person or people at the source of the complaint will resolve the majority of complaints.
- 3.2. If, despite informal efforts, it is not felt the complaint has been resolved, the member (or associate member) should speak to a member of the Group committee. The committee member will attempt to assist to resolve the complaint informally.
- 3.3. If the complaint remains, the Group member (or Group associate member) should put the complaint in writing (or email) and forward it to the Group chair. If the Group chair is the source of the complaint, the submission may be made to the vice chair, secretary or treasurer. The account should include the nature of the perceived problem, attempts made to resolve it, any evidence (such as witnesses) and the redress sort.
- 3.4. The Group Chair (or recipient of the complaint) will review the statement and decide how to deal with the complaint in a fair and proportionate way. The Group Chair (or recipient of the complaint) may deal with the complaint directly or ask another Group member (with appropriate knowledge, experience and independence) to deal with it. The complainant will be advised of the proposed action (if any) and the process for reviewing the complaint.
- 3.5. The Group has chosen to be silent on the detail of such action (other than requiring principles of fairness, reasonableness and natural justice to apply), leaving it to the judgement of the person dealing with the complaint to manage the process. The complainant is required to participate in this process, otherwise the complaint will not be recognized as valid.
- 3.6. When a decision on the complaint has been reached, the complainant will be advised in writing of the conclusions and action to be taken. This will also be reported to the Group Committee.
- 3.7. If the complainant is not satisfied with the response or action taken, the reasons should be put in writing to the Group Committee for review, addressed to the Secretary. The Group has chosen to be silent on the detail of such review (other than requiring principles of fairness, reasonableness and natural justice to apply). The Committee may reject the request for review, decide on the basis of the submission from the complainant to act on the complaint or ask another Group member without connection to the initial complaint to reinvestigate.
- 3.8. Any reinvestigation will follow the principles outlined above.
- 3.9. The decision after a review is final, there being no further avenue for redress within the Group. The member (or associate member) may contact the IAM but should be aware that unless the Group is in breach of the requirements of the Group Handbook, the IAM has no authority for involvement in Group activities.

4. Disputes

- 4.1. Observed drives/rides and IMI training and assessment may result in misunderstandings or disagreements over matters of fact (such as in respect of The Highway Code, Road Signs or IPSGA). If after discussion a member or associate member feels a satisfactory answer has not been given, a National Observer or the Chief Observer should be approached.
- 4.2. Observed drives/rides and IMI training and assessment involve judgements being made. The observer/trainer/assessor should be able to provide evidence for the judgement from direct observation related to criteria laid out in the advanced driver/rider handbooks, or the Highway Code, or Roadcraft or the IMI assessment guidance.
- 4.3. If a judgement is still challenged after discussion, the member should raise the matter with a National Observer. The National Observer will offer a view (with or without discussing the situation with the person who made the original judgement). If the member remains dissatisfied, the Chief Observer should be approached. Alternately, the member may approach the Chief Observer directly without involving a National Observer.
- 4.4. The Chief Observer will speak to the parties involved and arrive at a decision. The decision will support the original judgement or ask the person making the original judgement to review it.
- 4.5. If the member/associate member remains dissatisfied, the Chief Observer will approach the IAM RoadSmart Area Service Delivery Manager for an external professional opinion.

The IAM RoadSmart On-Line Resource

The Committee will direct the Glasgow North Group and its members to use the most up to date guidance from the IAM RoadSmart web-site. These documents will be updated regularly by IAM RoadSmart. They currently contain information on: -

- Risk Assessments
- Group Insurance
- Radio procedure
- Using DTE
- Group marketing support
- Other frequently used forms such as: -
 - Group financial assistance
 - Public assessment form
 - Group ride rules
 - Group scorecard explanation
 - Member declaration
 - Test report

In addition to the contents of this handbook, the web-site of IAM RoadSmart contains a resource for various documents

Group Committee Members

Chairman	Vice Chairman
Name e-mail Tel. Mobile. Address	Name e-mail Tel. Mobile. Address
Secretary	Treasurer
Name e-mail Tel. Mobile. Address	Name e-mail Tel. Mobile. Address
Information Manager	Newsletter
Name e-mail Tel. Mobile. Address	Name e-mail Tel. Mobile. Address
Committee Member	Committee Member
Name e-mail Tel. Mobile. Address	Name e-mail Tel. Mobile. Address
Committee Member	Committee Member
Name e-mail Tel. Mobile. Address	Name e-mail Tel. Mobile. Address
Committee Member	Committee Member
Name e-mail Tel. Mobile. Address	Name e-mail Tel. Mobile. Address
Chief Car Observer	Chief Bike Observer
Name e-mail Tel. Mobile. Address	Name e-mail Tel. Mobile. Address

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