



Inform: Weekly News

Issue 245: 8 May 2019

News for Group Chairs, Group Secretaries, Treasurers, Chief Observers, Group Committee Members, Examiners, National and Local Observers and all active Group Officials

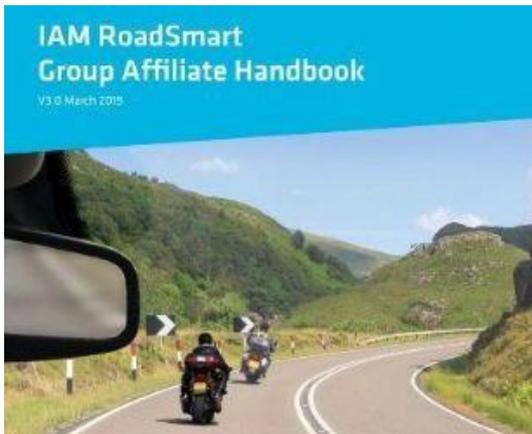
Business news





Well done to winners of Spring Forum awards

At the recent Spring forums IAM RoadSmart presented two prestigious trophies; The Fred Welch Rose Bowl was deservedly awarded to Graham Ranshaw, chair of [Guildford Advanced Motorists](#) (*bottom left*) for his outstanding contribution to the road safety aims and objectives of IAM RoadSmart. The Lord Strathcarron Award for Motorcycle Member of the Year was presented to Bob Samwell from [Cheddar Valley Advanced Motorcyclists](#) for his contribution to advanced motorcycling. Shirley Eden (*top right*) received the award on Bob's behalf. Tina Underwood (*top left*) from [Kent Advanced Motorcycle Group](#) received the award for Group Newsletter of the Year, whilst the Social Media Activity of the Year was jointly won by [IAM RoadSmart Lincolnshire](#) (*Roger Hicks and Ash Behan of LAM, centre*) and [IAM RoadSmart Northampton](#) (*Henny Cameron, bottom right*), both of whom have delivered outstanding social media activity this year. Congratulations and many thanks to all the winners for their contribution to IAM RoadSmart.



Look out for IAM RoadSmart Group Affiliate Handbook

Version three of the IAM RoadSmart Group Affiliate Handbook has now been completed. Group committee members who have access to the 'Group Management' dashboard can find the handbook, together with a revision history document highlighting the key areas amended, on the '[Running a group](#)' tab. Please take some time to review the changes, many of which have been made following feedback from groups and include improved guidance on complaint management along with examples of endorsements, social media guidelines and the IAM RoadSmart observer suspension policy. The IAM RoadSmart Group Affiliate Handbook provides useful information and guidance on running a group, if you need further assistance or guidance please contact your ASDM.



Let's Get Moving in May!

Have you seen IAM RoadSmart's Get Moving in May content online? IAM RoadSmart is encouraging people to get out and about this month and the organisation is providing hints and tips on how to stay safe on the road. Take a look at the page by [clicking here](#). Content will be updated weekly so make sure you keep an eye out for information you can share with group members and non-advanced driver and rider friends and family. Please support us on social media by using the hashtag #GetMovingInMay when putting out information of your own. You can also get involved by posting your top driving or riding tip on social media and tagging us - @IAMRoadSmart (Facebook and Twitter) or @iam_roadsmart (Instagram) - and use the hashtag #IAMRoadTips. Thanks in advance for all your support.



Changing opening hours to be more responsive to members and customers

IAM RoadSmart is changing its opening hours to make sure it can answer calls as quickly and effectively as possible. The dedicated customer care team takes enquiries from new recruits, members, commercial customers and drivers booking onto Drink Drive Rehabilitation courses. IAM RoadSmart has discovered it needs more customer care staff available between 8.30am and 6pm Monday to Friday to make it easy for people to get through as quickly as they can. Analysis showed very few people contact us after 6pm on weekdays or on Saturday mornings. From Monday 3 June, the customer care team will be available to take calls from 8.30am to 6pm Monday to Friday. Making this change means they can answer calls quicker and reduce the number of calls which are abandoned before someone gets to speak to a member of the team. IAM RoadSmart be monitoring the impact of these changes to ensure it results in an improvement.

Changes to bank details

Please ensure any changes to your group treasurer's contact details or group's bank account details are sent to Hayley.ellner@iam.org.uk and/or accounts@iam.org.uk as well as advising Support by email on support@iam.org.uk. Any changes made in DTE are not automatically passed through to the Finance team, which means that these also need to be sent directly to Hayley via the email address above.

In the media



Skills Day gets major coverage in the Evening Standard

Last week, IAM RoadSmart was featured in the Evening Standard online after journalist David Williams was invited to take part in a motorcycle Skills Day. The article gives an insight into what the day is about and the knowledge you can learn at it. You can read it by [clicking here](#).

Tips and blog



This week's blog: Has technology gone too far?

This week's blog is by Junique Aujla, digital content executive. She talks about her thoughts on driverless cars after listening to presentations on road safety when she attended the Young Driver Focus event last week. Read more by [clicking here](#).



This week's tips: don't drive tired

This week Richard Gladman, IAM RoadSmart head of driving and riding standards, shares with you his top tips to avoid driving while tired. Even two or three hours of reduced sleep can have a knock-on effect for days. Take a look at our tips by [clicking here](#).

Group news



Groups get together to boost motorcycle knowledge

Members from across the south-west gathered for a weekend of motorcycle training at the end of April. The strong winds presented a challenge on the Saturday but

they eased through the day and the Sunday defied the forecasters, turning into a glorious day. Training was across a variety of subjects including observer and masters training, as well as pillion riding, use of Bluetooth communications, slow speed handling, observing riders on Dual Clutch Transmission machines and more general riding reviews. Trainers and delegates were drawn from eight different groups in the region and more than 50 motorcyclists participated in a fun and rewarding training event. ***Supplied by Peter Herridge***



Road safety partners launch UpRight Derbyshire

Members of the Matlock (Derwent and Hope Valleys) Group assisted with the launch of UpRight Derbyshire, which is run by the Derbyshire Police and Road Safety Partnership, assisted by Biker Down, Derbyshire Fire and Rescue, Derbyshire Blood Bikes and Derbyshire IAM. The aim is to encourage riders to take some form of further training which will be provided by the advanced rider groups across the county. Biker Down events are being arranged at venues across the county, involving Derbyshire Fire and Rescue which provide some of the venues. Constable Tom Rowlands of Derbyshire Police spearheaded this project which even in its infancy, is producing a great deal of interest with several new associates added to groups. You can find the events on the UpRight Derbyshire Facebook and Twitter pages. ***Supplied by Bill Storey***

Stay in touch

Let's connect

Do you have something you want to include in a future *Inform: Weekly News*? Please email it to Junique Aujla at the IAM RoadSmart Press Office at junique.aujla@iam.org.uk or call her on 020 8996 9629. Please include an image with your article. Also if you have missed a previous edition, she will be happy to send it to you. **Please send your item by 5pm on Friday** to ensure its inclusion in the following Wednesday's edition. Please keep your submissions to under 150 words please, and we reserve the right to edit and condense all posts.

Update your details

In order to keep a consistent and up-to-date mailing list for *Inform: Weekly News*, if you have amendments to your email address please send the information to support@iam.org.uk, or you can change your entry into DTE directly. Or call customer services on 0300 303 1134



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