

Hello fellow Advanced Drivers and members of Cardiff IAM



As the autumn leaves begin to fall and our roads take on that familiar golden hue, I'm delighted to welcome you to this latest update from the Cardiff Institute of Advanced Motorists. Whether you're a long-standing member or newly joined, thank you for your continued commitment to safer, smarter driving.

I am thrilled to once again extend a heartfelt welcome to our colleagues from the former Gwent IAM group, who have now joined us here in Cardiff. Your experience, enthusiasm, and shared values around road safety and driver development will enrich our community immensely. We look forward to learning from each other, collaborating on events, and building a stronger, more unified IAM presence across South Wales. As I am sure you already know one of your Gwent colleagues, David Palmer is now already on the committee as Newsletter Editor and after our AGM in December he may take on even more responsibility.

Topical Focus: Road Safety in the UK

Road safety remains a pressing concern across the UK, and September has brought several developments worth noting:

- AI-Powered Enforcement Cameras are now being rolled out nationwide to monitor speeding and red-light violations with greater accuracy and fairness. These systems aim to reduce traffic incidents by providing real-time enforcement and consistent penalties.
- Driving Law Updates have introduced tougher fines for mobile phone use (£300 + six points), income-based speeding penalties, and expanded seatbelt enforcement. These changes reflect a growing emphasis on accountability and public safety.
- Road Safety Week 2025 (16–22 November) will spotlight "Safe Vehicles Save Lives," highlighting how modern vehicle technology—from emergency braking systems to seatbelt reminders—can prevent crashes and reduce harm. We encourage all members to participate and share insights from their own driving experiences.

Looking Ahead

As we prepare for upcoming workshops, observed drives, and community outreach, I invite you to bring your ideas to the table. Whether it's a themed driving event, a tech-focused safety session, or a mentoring initiative, your input shapes our direction.

Let's continue to champion advanced driving—not just as a skill, but as a mindset that protects lives and builds confidence on the road.

Sadly, I was unable to attend our last members' meeting (2nd October), but look forward to seeing you at our AGM on 4th December. Come and join us for some pre-Christmas cheer.

Kind regards

Ken Abram

Chair of Cardiff Institute of Advanced Motorists

This is YOUR Newsletter

Just a quick plea to budding authors out there – your Editor's experience in another life in respect to newsletters was that they tended to be completely written by him. This is YOUR newsletter – please take time to write or even just propose subject matter for articles. We would love to hear from you at Newsletter@cardiffiam.co.uk

What's on?

All our regular meetings take place on the first Thursday of the month (February, April, June, October, December) at 7.30pm in Lisvane Memorial Hall, Heol Y Delyn, Cardiff.

There is just one event left for 2025:

04 December: Annual General Meeting (AGM)

Proposed events for 2026 are currently:

05 Feb 2026 Speed Camera Unit.

02 April 2026 Steve Benson-Davison, TARIAN, SWP.

04 June 2026 Meet the Examiners

Our October Meeting

We had quite an attendance for our talk on the life of a helicopter pilot, provided by Ivor Griffiths. He told us about his days flying to oil rigs, watching Piper Alpha burn while he could do nothing to help, and of his time flying in action films.

It was entertaining, very interesting and identified a life well lived!

BUT I'm not going to say any more because you should have been there. 😊

From Your Chief Observer

Wow, that summer really flew by! Now, as we shift into cooler, wetter weather, it's hard not to notice the increasing reports of crashes on the main arterial routes around Wales, especially it seems the motorways. Just as we adjust the thermostat at home to respond to changes in temperature, drivers need to consciously adjust their internal thermostat and alter their following distances to match deteriorating road conditions.

It's concerning how wet roads lead to more crashes. It seems that some drivers, who are used to getting away with less than adequate following distances in dry weather, suddenly find themselves in trouble when those same habits don't work so well on damp or wet road surfaces.

Following my statement in the last newsletter, in addition to the aid memoire I have now completed a Driver Self-evaluation Run Sheet, a Guide to Giving Directions when observing and eight separate briefings which follow the IAM associate themes for IMI National Observer candidate test. All of which are available for observers to use with associates at their own discretion.

Each briefing fits on a double-sided A4 page. These resources are designed to help observers give consistent guidance and assist associates in tracking their progress.

The briefings are structured around the content of the new Advanced Driver Course Logbook and follow the IMI National Observer test criteria. Additionally, where relevant, I have incorporated knowledge gained from my previous experience in advanced and defensive driver training.

For example, my experience has shown that emphasising situational awareness early in training leads to better long-term results, so this is a key focus in the briefings.

Briefings are as follows: Urban Environment, Rural Environment, Motorways & Dual Carriageways, Overtaking, Use of Gears, Use of Brakes, Positioning on Bends, Approach to and dealing with Roundabouts.

I hope to have these available on the Cardiff IAM website in October/November. However, if you would like earlier access to any or all of these documents, please email me at chiefobserver@cardiffiam.co.uk and I will send you the PDF versions directly. This offer is open to everyone, not just observers, so do feel free to get in touch.

Now that the summer break is behind us, I'm planning to arrange an introduction and knowledge exchange session for current and trainee observers in the next couple of months. If you're interested in taking part, please keep an eye out for my upcoming email and simply reply to let me know you'd like to attend. Your feedback and suggestions are always welcome—if you have any ideas for topics to cover during the session, please let me know. I look forward to hearing from you and working together to make these sessions as useful as possible for everyone.

Stephen Davies

Chief Observer

Proposed Changes to IAM RoadSmart Articles of Association

This article is written on the understanding that it be read only as the author's recollection of the event, and errors in understanding may have occurred.

On the 8th of September, a webinar took place during which the CEO, Andrew McLachrie, and other senior staff outlined proposed changes to the Articles of Association of the IAM, which (for the uninformed) are the rules by which the business of the charity are conducted. Such rules can only be changed at an Annual General Meeting – they require a membership vote and cannot be changed without that vote. The rationale provided for the proposed changes was that the current Articles were not felt by the management to be fit for purpose. I use the term 'management' rather than Trustees because of what was being proposed – it could not be said how much input the current Trustees have had in the proposals, for reasons which may become clear.

The proposed changes came under 5 headings, which I shall address in turn.

1. 'Trustee Onboarding (ugh) and Management. At the moment Trustees, once elected, are there until they choose not to be. They are difficult to remove once appointed. It was suggested that any disruptive elements could not therefore be easily removed. The proposals (which were later shown in more detail but the author awaits the PowerPoint release to read them in full) include having three-yearly retirements and 'maximum' 9-year tenures. There was a proviso for 'staying on' if the individual can serve the IAM at a level commensurate with their retention. (No comment.)

In addition, a requirement that the Trustees be Members, and to have taken - or be prepared to take, the Advanced Test will be removed and they would only be 'encouraged' to take the Test.

2. Voting Rights. Andrew went into a short speech on fees. This was a confusing part of the presentation and eventually an attendee had to ask what they actually meant as voting rights hadn't even been mentioned. It transpired that right to vote for membership fee rises and other fee increases would be removed from the Membership and rest with the Board/Management, enabling greater flexibility in altering such fees. That is, not having to wait for an AGM.
3. Membership Termination/Suspension. Proposed changes would 'speed up' the processes for those actions on transgressing Members, and reduce the costs of the process. The accused would have a right to make representations in their defence.
4. Digital Communications. This seems a non-controversial suggestion – the Board wants to be greener, and communicate more through digital delivery (meaning you'll have to print everything, not them....).
5. Member Compliance. This is a change designed to ensure that members comply with the expected' Values and Behaviours of the Institute. See 3 above. (No comment...)

Any proposed changes will be properly circulated prior to this year's AGM.

Driving Habits That Drive Me – Nuts

The greatest challenge about being an advanced driver is the sudden realisation how bad so many motorists are. The biggest challenge for my patience is the fact that having passed a test, including a written exam, most drivers just stop being competent. Here are my favourites – if that is the right word.

Roundabout signallers: Or rather, those who won't, under pain of death, provide anyone else with a clue as to what their intentions are. It's really not that hard to flick that switch. Or is everyone surveillance conscious?

Dawdlers: Not all of them, but there is a particular sub-set of drivers I find detestable. At a social gathering that took place not that long after the imposition of the 20mph limits in Wales, an intelligent lady stated, "I always go everywhere 10mph under the speed limit." Now, to be fair, I was really good and didn't say what I thought of people who hold such a policy – and none of them should be reading this, should they? But adopting that policy sends a couple of messages. First, "I am not competent to stick to limits so rather than seek to drive according to conditions I will instead inconvenience others." And an associated message, of course, is "I am a selfish driver."

Middle Lane Hogs: "I'm not getting off until Haverford West, so here I am in Swindon clogging up lane 2." Like Dawdlers, these are people whose 'policy' it is that to avoid any need to overtake by actually overtaking, they'll sit in Lane 2 for their entire journey. Except on the M25, of course – then they migrate to Lane 3 of the four. Although in the case of the M25 this leaves me the whole of lane 1 to pass on the nearside, with an empty lane safety bubble between me and any of those lane hoggers – who, like the aforementioned version, won't even be doing 70mph IN that third lane.

I make up so much time interpreting Highway Code Rule 268 which states: "Do not overtake on the left or move to a lane on your left to overtake. In congested conditions, where adjacent lanes of traffic are moving at similar speeds, traffic in left-hand lanes may sometimes be moving faster than traffic to the right. In these conditions you may keep up with the traffic in your lane even if this means passing traffic in the lane to your right. Do not weave in and out of lanes to overtake." Note the absence of the word Must. And the lack of any definition of Congestion, which I interpret to mean 'blocked'..... by a lane hogger, for example. (NOTE: If and when this happens, I take full responsibility for the pass and I execute it with absolute care.)

For my worst experience with these people, I once followed two cars onto the M4 at Membury Services. Lane 1 was empty for the entire visible distance, and as Car 2 in our group moved quite safely and correctly into Lane 2 to pass Car 1, I did likewise and went straight to Lane 3 (mirror, shoulder check, nothing behind) – at which Car 1 immediately swerved into Lane 2 to pass nobody, causing Car 2, surprised by the unnecessary move, to swerve into my path. If I hadn't already been Observing, Anticipating, Deciding and having a Plan B.....

Tailgaters: How hard IS it to leave a 2-second gap? If you spoke to most tailgaters they'd deny they were doing it. Well, if you're driving on a dark night, traversing a rain-sodden motorway at 70 mph and leaving the traditional stopping distance of 'an arms-length' between your front bumper and the rear end of the car in front, then you're a tailgater.

Convoys: This might be just me, but one big drawback of being an advanced driver is being in convoy with people that aren't. The ones who know you're in convoy but rush ahead and go through the amber light, then don't stop up the road for a catch-up. Or, being ahead, they go the wrong way. Or they don't take that advantageous line you could see as plain as a politician's lie, and slow everyone down. Or they drop way back behind you so you spend time watching your mirror instead of seeing that HUGE speed limit sign in Poole. (Who had no point-diverting speed awareness courses so that cost me umpteen quid....)

And oh, so many other things.

How about some pet peeves from the readership? Send your experiences to newsletter@cardiffiam.co.uk

Government Announces New Road Traffic Law Consultation?

In August, the Government announced a raft of proposals in respect of a new Road Safety Strategy. Suggestions included mandatory eyesight tests for the over 70s, a reduction in the drink-drive limit to match that of Scotland, and the introduction of penalty points for failure to wear a seatbelt.

Quite correctly, the road safety organisations came out in support of some of the ideas, while a few people pointed out issues. For example: what if your eyesight was sub-par yet treatable, but the NHS was dragging its feet with treatment: how would you fare if you needed to drive? The logistics of formal examinations as opposed to the best-guess of 25m by some authorised individual would be of interest?

Astute readers may notice that the headline to this article ends in a question mark. This is my cynical way of signposting an experiential truth – when an authority announces a consultation, the decision has already been made and no power on earth will change it.

The consultation paper was due to be produced by Autumn 2025 so maybe some will have a more informed view on it when we can read what it actually says – and also read between the lines.....

IAM RoadSmart Charity Request

From Maria Alexander, IAM RoadSmart Fundraising Manager

I wanted to take a moment to introduce myself. I joined **IAM RoadSmart** in April as **Head of Fundraising**, and over the past few months I've been settling into the role with the support of some fantastic colleagues.

As I've learned more about the incredible work of our Groups, I'm keen to build stronger connections and explore how we can work more closely together to grow our impact.

Although fundraising is a relatively new area for IAM RoadSmart, we've already launched several ways for individuals and partners to support our charitable mission — from regular donations to appeals and personal challenges. We're also developing new charitable services to support more drivers and riders across the UK.

One initiative I'm particularly excited about is our participation in the **Big Give Christmas Challenge** — the UK's biggest online match funding campaign. You may have heard about it during your recent meeting with our new Chair of Trustees, Shona, and it was also highlighted in your latest Group newsletter.

This year, we're aiming to raise **£25,000** through the campaign to run two fully charitable and fully sponsored **Driver & Rider Skills Days in 2026** — one for car drivers and one for motorcycle riders aged 17–26. These Skills Days will be completely free for participants and designed to deliver not just advanced road safety training, but also confidence, connection, and life-saving skills.

To unlock this funding, we first need to secure **£6,250 in pledges by Thursday 29 August at 5pm**.

I'm pleased to say we're already making great progress — with **£3,500 pledged so far**, including a generous **£500 from TVGAM Group**.

Would your Group be willing to help us reach the target?

A **pledge isn't a donation today** — it's simply a promise to give between **9 December 2025 and 9 January 2026**. The **minimum pledge is £100**, but if your Group is able to pledge **£500 or more**, it would go even further in helping us unlock the full match funding and **double every public donation made during the live campaign week: 2–9 December 2025**.

Here's what one young rider, Charlie, said after attending a previous Skills Day:

"I had an amazing day! Getting to know my bike in a completely different way than I can on the road was brilliant, and I now have a better understanding of road safety."

 [Add My Pledge](#) (It only takes a minute to complete.)

If you'd like to discuss the campaign further, or have any questions before pledging, I'd love to arrange a quick call. I'd also be keen to learn more about your Group and how we can support each other moving forward.

Thank you so much for everything you and your Group already do — I'm really looking forward to working with you.

The 7 Habits of Highly Effective Driving

Some IAM RoadSmart readers would have seen the book 'The Seven Habits of Highly Effective People' on the shelves of the better bookshops. With 40 million sales, you may have even read it. It is NOT a business book, even though that's usually the shelf upon which you'll find it. Don't let its nature put you off – read to the end and you'll see the purpose behind this article.

In very brief, the 7 Habits are a progressive approach to an organised, purpose-orientated life with a focus on relationships as much as on productivity, and many people 'do' those Habits without knowing. Like we all 'do' psychology, really. Having trained both adults and teenagers in those Principles I thought I'd try and combine my respect for the 7 Habits with my other love and see how they apply to advanced driving. So bear with me as I try and identify the parallels.

The first three Habits relate to a 'personal victory' or, to put it another way, our ability to lead and manage ourselves. They are:

- Habit 1 – Be Proactive
- Habit 2 – Begin with the End in Mind
- Habit 3 – First Things First

Habit 1 is about controlling our response to stimuli. Instead of 'just' reacting to things that (for example) annoy us and acting on instinct and emotion, Being Proactive means acting in the gap between stimulus and response and using our self-awareness to **choose** the appropriate response rather than instinctively reacting.

Habit 2 is about deciding on the end result we want in any situation. It's about having a considered plan, a destination in mind even before we set out. In the book the author Stephen Covey writes about a whole life 'end' perspective but the concept applies to any project, from building a bridge to erecting a shed to writing an e-mail. It's about thinking about and deciding upon the objective from the outset, not making it up as you go along.

Habit 3 is about using our independent will to make the aforementioned end come to be. It's mainly about time management but it applies to execution of any plan.

Can you already see how advanced driving is an example of the Seven Habits applied? Don't worry if it isn't obvious – I provide an illustration, later.

The next three Habits relate to mastery of your relationships with other people. They are:

- Habit 4 – Think Win-Win.
- Habit 5 – Seek First to Understand, then to be Understood.
- Habit 6 – Synergise.

Habit 4 is a mental approach to life which means looking for a solution that suits everyone involved in a project. It's a mindset rather than an activity.

Habit 5 is a systematic approach to communication, where I seek to understand what you mean before I state my own view. The purpose is to achieve mutual understanding.

Habit 6 is the result, the fruit of the root (Habit 4) and shoot (Habit 5). It's what happens when we both see the better route to identification and execution of the solution and then play our part in making it happen.

See it, yet?

Habit 7 is an all-encompassing habit called Sharpen the Saw. It's about renewal in the physical, mental, social-emotional and spiritual dimensions of life. I'll ignore the spiritual (except to the degree that driving fills my soul) and get on with the comparisons with Advanced Driving.

Be Proactive. Isn't that the core skill of advanced driving? Selecting an appropriate, measured, well-trained response to traffic conditions, our own abilities, other drivers and external conditions. How about consciously carrying out our cockpit drill and POWDER checks in anticipation of an unplanned need for action?

Begin with the End in Mind. Maintaining our vehicles, planning our journeys in advance, seeking out better training, anticipating potential problems both before we drive and as we enter changing environments, always with a view to safely arriving at our destination with neither damage nor points.

Putting First Things First. Hazard perception, identification, and prioritisation all represent a 'what do I need to do' approach to driving. Indeed, what is IPSGA if not the greatest example of putting things in the right order? Of course, the Roadcraft expression 'Observe/Anticipate/Plan/Decide/Act' represents the execution of this Habit.

Think Win-Win. This is an attitudinal rather than physical approach. It means believing 'I want to be safe for me AND for you'.

Seek First (etc.) is the result of approaching traffic with the 'Win-Win' intention. Now the rubber hits the road! How I read, understand and interpret other road users' intentions, capabilities, actions and objectives has an important influence on my own actions as a driver. Wanting to know what they are communicating is the first step to understanding how that knowledge will keep us both safe and allow us all to progress without incident. Of course, this Habit also requires I communicate to others what MY intentions are. This is the Information Phase in spades.

Synergise. This is when we get the benefit of all that has gone before. Smooth driving, integrated traffic driving in and around itself without incident, everyone getting where they want to go, when they need to be there and in the condition they most wish to be on arrival.

Renewal. This is where we read Roadcraft or the IAM manual, and the Highway Code. It's periodic review of the theory and practice of driving, supplemented by watching Reg's videos (mental), and practicing, persistently, what we preach (physical). All the time while relating to others by becoming more aware of how other people think, including how we think of ourselves (social-emotional).

And loving it (spiritual)!

To illustrate, then: I learned to be an advanced driver – it wasn't imposed upon or demanded of me – I chose. I also choose whether to get involved in that race, blaring horns and flashing of

lights – or not. (Habit 1) I know where I am going and decide in advance not only the route, but also my attitude. I make sure my car is bang on. (Habit 2) Having done all that preparation, I do exactly what I planned, adapting with consideration if I need to. (Habit 3). I read the road, traffic, weather conditions and other drivers, and let them know in the correct fashion what it is I intend to do. (Habits 4-5) And together, we all seek the same and drive around each other with everyone's interests in mind. (Habit 6) And we keep training, like Spitfire pilots, when we aren't in action (Habit 7).

The Seven Habits of Advanced Driving in about 1000 words. Blimey. That went quick. Must have the idea and a plan in mind when I started.....

Next, on a completely different tack.....



The Not-the-IAM Track Day Experience



(That's me at a Skills Day. Ed)

How to open an article like this? On first glance it may seem to be about speed and performance, but my objective is to explain the Track Day experience from a Masters Mentor, road safety/advanced driving perspective. So on a platform that is heavily safety, economy, and technology focused – where does this article sit?

For me, the 'speed' element of a Track Day is not the primary focus, although lap times do provide an objective measurement of an improvement in a driver's performance.

The primary focus is, instead, the competence element – how well can I control a vehicle at speed in a controlled environment? Not so that I can replicate it in public, although the ability to 'think fast' and manage emergencies is, arguably, improved through such an experience. I love IAM track days – I've done four. I have learned a lot, including how to kill a cone. I've done that twice. So to extend on that learning I booked several 'proper' track days in 2021 (before my 60th birthday). I thought I'd tell members about my experience, starting with the preparation.

It's expensive. In fairness, the day itself isn't the major cost unless you book the Big Circuits (Brands, Silverstone), although it is all relative to income. You can hire a garage at some circuits if you wish. It goes without saying your car must be roadworthy if it's not a track special, but ensuring your car is up to it means you might fit new brake pads (and bed them in) and consider new(er) tyres. Or use old ones and buy a new set afterwards! The biggest one-off, irrecoverable cost is – insurance. Ignore the ad for 'just £67 a day' - £250+ a day is easily paid out, although there is a broker who will insure for half that.

Prior to attending, I recommend viewing circuit videos – there are some professional videos on YouTube and watching them will identify any track-specific foibles, particularly challenging corners such as Quarry at Castle Combe, which has a bumpy bend right in the braking zone that has caught out many an uninformed driver.

On the day, strip the car of loose 'stuff', but carry a small, emergency tool kit and extra fluids. I didn't use mine but I was prepared. Fill up at a nearby supermarket, you'll be using a lot of fuel and will want to avoid the track-based provider. (Unfortunately, the nearest one to Anglesey Circuit is miles away.) At the circuit your car will suffer a sound check – sitting in neutral at 4,500 revs hurt my

sensibilities but any road car with an MOT should clear this hurdle. Then, after an obligatory safety briefing and (possibly) a familiarity drive with escort, you're let loose. You can pay for instruction but an IAM Trackday is enough to get you up to speed (sorry) on lines, braking and gear selection, so if you've had that magnificent experience you're probably set.

How did my first experience go? For my first drive I chose Castle Combe in Wiltshire. (It cost nearly as much as Brands Hatch but a hotel wasn't necessary.) Passing through Tiddlywink and Kent's Bottom en route, I arrived in plenty of time to prepare. I spoke to anyone who'd been before as part of my Information phase. I noted that I was almost the oldest driver, and that my car was evidently the only bog-standard, unstripped and unmodified one present. By the way, you CAN book Novice Only days at Brands Hatch.

With my ESC firmly switched ON – as it would be on the road – I prepared to venture out. As I waited in the queue to enter the track, I heard a screech. I looked over my shoulder onto the track to see a green BMW saloon facing the wrong way up this one way street.

An obvious parallel with road driving was the need for extensive mirror use. I was frequently going to be passed by some powerful machines so IAM training was truly helpful. Whereas I have only been passed once on a Skills day, I was a mobile chicane here and had voluntarily obtained the yellow badge of shame that rookies should display. Fortunately, the briefing outlined that overtaking was only allowed on the right, was barred at certain points, and required the passee to communicate their awareness to the passer. Yes, on a racetrack I frequently took, used and gave information by indicator, as per IPSGA.

The driving itself, though faster than 'normal', was still IPSGA compliant. Approach the corners and brake to the appropriate entry speed, select the appropriate gear and drive through on the optimum line, guided by cones representing braking points (optimistic, I felt!), clipping/apex points and the exit points. I applied learning from a Skills day about where to focus my sight – *past* the apex (once identified) and on to the exit point. Thank you, Barry. It pays to start tentatively: run off areas differ in size and Castle Combe has few. No heel-and-toeing. It's just too hard if the pedals aren't set up for it.

The organisers recommend 15 minute limits – I believe I initially lasted about three laps before the smell of my brakes caused me to leave the circuit and watch the smoke emit from the newish pads, causing a nearby participant to state, "No one can say you aren't trying!" As the day went on the pads bedded in and I adjusted my braking application, so the brakes coped far better.

The other drivers were extremely well-behaved and overtaking was conducted patiently and safely. (Unlike on a later experience at Anglesey Circuit, where some BMW boy racers were particularly troublesome to the organisers.)

I caused the occasional queues in the prohibited areas – Caterham 7s, a Radical, a plethora of race-ready MX5s – but I accepted the limitations of my Ford Focus ST estate and quietly surrendered to the inevitable. Yet there was no sense of pressure – no flashing lamps, just pure patience. I found that the advantage of being the slower car (!) is that eventually you feel as if you have the track to yourself. Everyone else has gone.

I had a few goals for the day – to enjoy myself, to learn about my car and myself, and to beat the Stig's lap time. I achieved them. I beat the Stig by 4 seconds. Okay, he used a Vauxhall Astra diesel and I had a 254bhp Focus ST but I'll take the win.

All in all I would describe the organisation and experience as enjoyable, educational, and expensive.

I managed about 80 miles at the circuit, and 10 mpg. I drove home in 6th gear....

For those who wonder what it looks like from inside the car, this was me:
<https://www.youtube.com/watch?v=vDZxDZdSvTo> At 4m 40s, you see a tyre blow out on the car in front. Sobering – he was okay, by the way.

Cardiff IAM Group Committee

Chair.....	Ken Abram	chair@cardiffiam.co.uk
Secretary.....	Barri Williams	secretary@cardiffiam.co.uk
Group Liaison.....	Barri Williams	lo@cardiffiam.co.uk
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Newsletter.....	David Palmer	newsletter@cardiffiam.co.uk

Continual Development

Suggested further reading:

Highway Code <https://www.gov.uk/browse/driving/highway-code-road-safety>

Know your traffic signs..... <https://www.gov.uk/government/publications/know-your-traffic-signs>

Traffic Signs Manual..... <https://www.gov.uk/government/publications/traffic-signs-manual>

Roadcraft: The Police Drivers Handbook

Suggested Videos:

RegLocal <https://www.youtube.com/@RegLocal>

Driving on Unfamiliar Roads <https://youtu.be/iWQl46-Y8Tc?si=zIZlIV3Edgl7XAhc>

Limit Points..... <https://youtu.be/OWD7SNU4eXs?si=oyMmSIBuLdUry664>

Tips to Pass your Advanced Driving Test .. <https://youtu.be/H9boDxN3KRM?si=6iMMUSIV2YYBaubi>

The System of Car Control <https://youtu.be/PcmHRCGxa0Y?si=TTgKFNmL9XRHddjH>

How to Drive Like a Driving Instructor | Rural Roads, Including Overtaking.....
..... https://youtu.be/8_BnV3SPatl?si=PPBBsb5CEq9yVFW7

Further Driver Development

IAM Roadsmart further development <https://www.iamroadsmart.com/courses>

IAM Fellows.....
... <https://www.iamroadsmart.com/campaign-pages/end-customer-campaigns/fellow-membership>

IAM Masters..... <https://www.iamroadsmart.com/masters>

IAM Skills Day..... <https://www.iamroadsmart.com/events/skills-days>

Website and Social Media

Website

Our www.cardiffiam.co.uk website gives further information on Group activities, and links to IAM Roadsmart.

Social Media Links

Our Facebook page is another way to keep up to date on what's on within the Group.



Find us as Cardiff IAM on Facebook.

Cardiff Advanced Motorists Complaints Procedure

Here in South Wales at Cardiff Advance Motorists we like to have satisfied customers and it's nice to know you are out there so please feel free to email the Chair at chair@cardiffiam.co.uk or secretary at secretary@cardiffiam.co.uk with any feedback.

We also know that sometime things can go wrong, and we want to be able to respond quickly to any concerns you may have. If you have a complaint, then email the secretary at secretary@cardiffiam.co.uk. We aim to resolve issues as close to the event as quickly as possible coming to mutually acceptable outcomes. If your complaint is about the secretary, then email chair@cardiffiam.co.uk.

The secretary will initially respond and register your complaint and will then pass your concern to the most appropriate member of the Cardiff Advanced Motorists Committee to look into and give a considered response usually within 2 weeks.

If you are not happy with the outcome, you may appeal and a different committee member will review your appeal, again usually responding within 2 weeks.

If you are still not happy with the outcome you may at this point escalate your concern to the Area Service Delivery Manager at IAM RoadSmart.

Information You Need to Provide:

When making a complaint, you should provide as much detail as reasonably possible, including:

- Your full name, address, telephone number, and email address.
- Any relevant reference numbers.
- Specific details of your complaint, including times, dates, events, and people involved.
- Copies of any documents or other evidence to support your complaint.
- What you would like as a resolution to your complaint.

If your complaint is about IAM Roadsmart and not your local branch then you can find details here. <https://www.iamroadsmart.com/contact/complaints> and make your complaint through their contacts page here. <https://www.iamroadsmart.com/contact>.