

## Hello fellow Advanced Drivers and Members of Cardiff IAM

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Dear Members

As we welcome the start of a new year, I would like to take this opportunity to thank each of you for your continued commitment to Cardiff Advanced Motorists. As, members, national observers and associates your enthusiasm and dedication to improving driving standards remain at the heart of our group's success.

This year brings with it some exciting developments. Firstly, we are exploring the possibility of a change of venue for our monthly meetings. Our current location has served us well, but we are mindful of accessibility, facilities, and convenience for members. We will keep you updated as discussions progress, and your

feedback will be invaluable in helping us make the right decision.

Secondly, I am delighted to announce the integration of the former Gwent Advanced Motorists into Cardiff Advanced Motorists. This merger strengthens our community, bringing together a wealth of experience, knowledge, and passion for advanced driving. We warmly welcome our new members from Gwent and look forward to learning from one another, sharing best practices, and continuing to promote safer driving across South Wales. In fact, one of their members has just been elected Secretary of Cardiff Advanced Motorists as well as being our newsletter editor. Welcome David Palmer to the team.

### Member Meetings

Our monthly meetings remain a cornerstone of Cardiff Advanced Motorists. They provide a chance not only to hear updates from the committee but also to share experiences, ask questions, and enjoy the company of fellow members as well as hear from guest speakers. We encourage everyone to attend whenever possible; your presence helps keep our group vibrant and connected.

### Take Your Driving Further

For those who are keen to push their skills even further, may I remind you of the IAM RoadSmart Masters programme. This is the highest level of advanced driving available, designed to refine your ability and increase the enjoyment you get from being behind the wheel. If you are looking to take your driving standard and pleasure to the next level, the Masters is an excellent opportunity to challenge yourself and achieve recognition for your expertise.

As we move forward, our focus remains on supporting members in achieving and maintaining advanced driving standards, fostering camaraderie, and ensuring our group continues to thrive. I

encourage you all to get involved, whether by attending meetings, participating in events, or simply sharing your ideas, or submitting articles, cars you have owned etc. for the newsletter.

On behalf of your committee, I wish you a safe, happy, and fulfilling year ahead. Together, we can make 2026 a year of growth, collaboration, and excellence in advanced motoring.

Ken Abram  
Chair  
Cardiff Advanced Motorists

## **From Your Chief Observer**

Happy new year to everyone. Just a quick write up from me this quarter.

The new IAM Advanced Driver Course Logbook which was recently re-written and updated for new associates had the traditional IAM runs sheets removed. In its place they only provided a sample run sheet at the back and a much-reduced run sheet at the end of each sector specific only to that discipline. This allowed for only the completion of any 3 individual drives that the Observer and associate agreed upon.

After feedback from IAM observers around the country they have now agreed to put the full run sheets back at the back of the book so that it can be used as a continual logbook of an associates' journey through their training much like the older logbook.

I am unsure as yet when the revised book will be available to new associates in a printed format. The pdf version which now includes the run sheets is available for download on the IAM website.

The new Observer Handbook 2025 edition is only available as a downloadable pdf from the IAM website. IAM have said that this will not be available in printed format for observers.

My congratulations go to **Nigel McClelland** who successfully passed his IAM IMI National Observer qualification in November 2025. Nigel joins us from the Gwent group and will be a welcome new edition to the Observer team. I must commend him on the sheer effort and dedication he showed during his training. His knowledge, skill, enthusiasm and communication skills will serve the group well moving forward. Well done Nigel.

Stephen Davies  
Chief Observer

## **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](mailto: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.

Proposed events for 2026 are currently:

- **5<sup>th</sup> February** Gary Williams (Police) on Speed Cameras
- **2<sup>nd</sup> April** Steven Benson-Davidon (Police – Operation Tarian) on Scams
- **4<sup>th</sup> June** Sara Head (Paralympian) on her story and how it affects her motoring
- **1<sup>st</sup> October** Meet the Examiners
- **3<sup>rd</sup> Dec** Annual General Meeting

In addition

- **28<sup>th</sup> June** Cardiff Classic Car Show – we intend to have a stall there

## **Test Pass News!**

Congratulations to Sean Loughlin, who recently passed his test through Cardiff IAM. He writes:

“Here is a picture of me in my car. I passed my driving test in 1972 when driving conditions and cars were very different from today. The Advanced Driver course was an excellent way to update my driving skills and to drive more safely on today’s roads. My observer Gordon Blythe was an excellent coach and the test went well. I strongly recommend this course to all drivers.”





## **New Duty on EVs and Hybrids**

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As I am sure you are all aware, the Chancellor announced a new pay-per-mile charge for electric vehicles (EVs) and plug-in hybrids from April 2028. Two years later, all new cars will have to be electric. Unless common sense prevails.....

From April 2028, electric car drivers will pay a road charge of 3p per mile, while plug-in hybrid drivers will pay 1.5p per mile. That will increase annually in line with inflation.

If you are wondering what that will cost, an electric car driver driving 8,500 miles a year can expect to pay about £255 per annum. That equates, apparently, to half what a petrol or diesel user pays in fuel duty.

As Rachel Reeves stuttered and stammered when asked how it will work, we know that the logistics of collecting the data on new cars is yet to be established, while MOT tests will provide data for older cars.

I am now anticipating that state surveillance may be introduced in the sense that cars will send their mileage data to an app or via the manufacturer, who will tell HMG what to charge. I wonder if digital ID will expand to fit that lovely Orwellian thought?

Why is this happening? Anyone with a brain could have told you several years ago that NOT charging any duty on EVs, which the State wants to replace duty-paying ICE cars, was inevitably going to cause tax income to plummet, so the introduction of charging was a no-brainer. And, of course, those heavy cars are churning up the roads.

So, as a driver who sees a market and some benefits of owning an EV but whose lifestyle, budget and love for petrol engines preclude paying for one, and knows they're not as green as they are made out to be ....

Ha. Ha. And thrice, Ha.

## **New Roadcraft Manual**

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The new edition of Roadcraft, including new chapters on ADAS and electric vehicles, was released on 15 October. While strictly speaking National Observers are not required to have a copy, it is 'the' Advanced Driving Manual utilised in training Masters Candidates, and the content will remain valuable to any member, observing or not, even if some elements will need explaining – which is not a slur, it's just that the book leaves a lot out that Masters Mentors can add. (Ask me for an example when you see me.)

IAM RoadSmart members receive a 30% discount by purchasing through the Safe Driving For Life website, using the code **IM30** at checkout. I've saved you five minutes of searching through the email link IAM provided, which went nowhere near this one:

<https://www.safedrivingforlife.info/shop/roadcraft-police-drivers-handbook/>

**IMPORTANT:** If you do apply for a Masters Course, a copy is included in your fee, so don't buy it twice – **JUST DO THE MASTERS!**

## **IAM RoadSmart AGM Report**

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*By David Palmer (Newsletter Editor), who again states that some of what follows is his opinion, and should be taken in that vein.*

On the 19<sup>th</sup> of November 2025 IAM RoadSmart held its Annual General Meeting. It was open to Zoom participants and I attended using that facility. The reason I attended was because I felt there were some resolutions being mooted that I was not comfortable with, and because I need material for the Newsletter 😊.

The AGM was due to start at 10.30AM, so based on a previous experiences when (a) my computer regularly, repeatedly and consistently decides to update itself whenever I need to use it for an on-line event, and (b) if you aren't on time then IAM 'cannot' let you in after the meeting starts, I logged on at 9.30AM just to be sure. And sure enough, when I switched my laptop on it decided to update BIOS. Had I left it to the appointed time there would be no article.

The meeting started as planned, with 61 listed ZOOM attendees including the administrator, plus a room full of interested parties at the Welwyn Garden City HQ building. Immediately, things went badly.

The camera in the room – just the one – was set up to automatically move so that it faced a speaker, but it was so sensitive it responded to any minor noise and was constantly moving back and fore and side to side, to the point where it was the subject of many comments in the Q+A facility about how distracting it was, and some parties actually left the meeting.

The Chair opened with her report, and then the CEO followed with a list of accident statistics that justify our continued existence, after which the Treasurer explained how IAM had lost about £1,000,000 in the last financial year, but they had a plan to improve things by 2028. It was pointed out by an audience member that the income from selling the building in Chiswick some years ago had pretty much gone.

I would have asked why, if we're losing money this badly and this often, we spent (what they stated was) £100,000 on an update to a website that (a) was working reasonably well and (b) isn't working well any more. Unfortunately microphones were disabled and the Q+A facility was, IMHO, being comprehensively ignored, in the main. More on that, later.

An open Q+A session then took place. There were some combative questions regarding the aforementioned finances, the excessive digitisation of materials to the extent that we wonder what members are paying for, and a suggestion that Observers should get a discount on their 'exorbitant' annual membership fees.

With regard the latter, I sighed. Under £50 a year is not exorbitant, sorry. And volunteering is supposed to be the provision of a service without thought for recompense, so pardon me if I'm content not to get £5 off my fees for the hundred or so hours a year of volunteering that I, and other Observers and Committee members contribute. It's a charity, after all.

Next, the Resolutions were dealt with. Someone asked, in respect of the 'Members Compliance with the Articles of Association' change, for more detail about how that would work, and the response

was ‘We are putting a policy together on that’, to which I and others commented on the Q+A, “Surely the policy should inform our decision on whether to agree to the Resolution” but that question remained unanswered.

Many commentators on the Q+A found the manner in which the Resolutions were addressed to be very poor. First of all, the slide show with each Resolution was left at Resolution 1 until the vote was called, at which all the following Resolutions went past like the first lap of a Formula 1 race. Seriously, they went by so fast you barely had time to see them at all. Comments were made about how they should have been dealt with as they were being spoken about by the Chair et al, and others wondered why the poll was opened before the Resolutions were discussed and, when the discussion (Chair only) was concluded with a whole 3 minutes left before the poll closed.

And it was becoming apparent that it appeared to those on Zoom that none of their challenging questions about the Resolutions were even mentioned during the non-debate about them.

In the event, after the poll, all five resolutions passed. No numbers were provided as to how many votes were cast and what the actual numbers for and against were. Resulting in further, ignored comments in the Q+As. There was no mention of an independent arbiter.

I leave members to conclude how the new Articles may be used in the future.

A writer of my acquaintance said, “Results take time to measure.” Only time will tell us whether the measures introduced will be used appropriately, and whether the profligacy extended towards the funds YOU provide to the charity will be better used, or whether some conclude that what you get for your £50 just isn’t worth it any more.

One other observation about AGMs in general. Why is it that when time is at a premium, some people invited to ask a question – start a speech?

## **Oops Moment.**

From Barri Williams, your former secretary, to whom the Committee extends its gratitude for his sterling service over the years. He was always truly helpful, as this story, written by him, will show.

“One funny (!) story that comes to mind from my time as a Traffic Warden with South Wales Police was when I was on foot patrol at Talbot Green. I’d just come out after lunch and came across a red Clio parked on double yellow lines with the bonnet up and a young man peering underneath it. When asked about it, he said his starter motor was stuck and he couldn’t start the car. After telling him to put it into top gear, rocking it back and fore, that didn’t help, so I tried pushing it forward and backwards with still no result.

Within a couple of minutes, his friend turned up (with some boxes under his arm) so we now had help. I stopped the traffic behind us whilst we both pushed the car into the road, got up a head of steam and got the car started (quite easily I thought) and off they went.

3 minutes later, my police radio squawked with message to be on the look out for a red Clio which had just stolen an amount of mobile phones from a local phone shop at.....Talbot Green!

Embarrassing to say the least as I'd just aided and abetted their escape!

I became known as the VERY helpful Traffic Warden of Talbot Green.

Anyway, first car, Triumph Herald convertible, present car, Toyota Yaris hybrid, best car, Toyota Yaris hybrid. About 30-35 cars in between including a lot of dogs and 1 full EV."

Barri is now the Gift Aid co-ordinator for the Group and remains on the Committee.

## **A Question from the Floor**

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As stated in an earlier edition of the Newsletter, I was trained to an 'Intermediate Advanced' level of driving at the Queen's expense. One of the things I was taught was the fabled 'Off-siding'. You may have heard the expression, and some may wonder what it means. In fact, many of my Associates and Mentees have asked about it.

For the uninformed, it means driving on the other side of the road. For example, as one may drive around the sweeping B-roads behind Barry and Rhoose, you may be approaching a long, left hand, hedge-bordered bend and, in order to extend the view of the road ahead, you drive right over to the right side of the road to gain a few extra hundred yards of view. That is Off-siding. Now you know.

There are those who already knew what it means, and wonder why IAM RoadSmart doesn't teach it. In fact, IAM RoadSmart not only declines to teach it, but they also actively discourage it. Why? It seems a great way to make progress.

The rationale is simple: when the police teach off-siding they are teaching it to advanced drivers who are travelling at speed way in excess of the posted speed limit. At 100mph you need 600 feet to stop, so it pays to be able to see that far.

We, on the other hand, never travel at speeds like that, never need to, and legally can't, anyway. So there is no need to learn it and no circumstance whereby you could use it.

That said, this is different to straight-lining, which is taking a straighter line through a bend or series of bends, which is allowed unless, it transpires, you are learning to be an Approved Driving Instructor. Then, I am reliably informed, your examiner will threaten to take your keys off you.

But there are times to do that and times when not to do that. And your Observer will know and instruct you accordingly or, if not, speak to our Chief Observer, Chair or to me for the secret password mnemonic that covers that technique. (I'm not putting EVERYTHING in this newsletter....)



## **An Anomaly in The Highway Code?**

When the 'new' (now nearly four years old) Highway Code was published, it contained lots of stuff about the Hierarchy of Road Users with which I am sure all IAM Members would be familiar. (Fingers crossed emoji.) However, I wonder if I am the only one who spotted an anomaly.

New Rule H3 is directed towards drivers who have to negotiate cyclists and states, "You should not cut across cyclists, horse riders or horse drawn vehicles going ahead when you are turning into or out of a junction or changing direction or lane, just as you would not turn across the path of another motor vehicle, this applies whether they are using a cycle lane, a cycle track, or riding ahead on the road and you should give way to them.

Do not turn at a junction if to do so would cause the cyclist, horse rider or horse drawn vehicle going straight ahead to stop or swerve. (Etc)"

First of all, it says should, not must. Important point. But that's for another time.

The accompanying diagrams in the Code used to illustrate this rule clearly imply that it is a cyclist coming from behind that should be allowed to pass on your nearside before you turn, if compliance with this rule is to take place. Notwithstanding you'd have to be a complete loon to turn left from lane 2 in front of a car travelling in lane 1, this advice seems clear.

Except.

In the section of the Code specifically directed towards Cyclists, Rule 74 states "Do not ride on the inside of vehicles signalling or slowing down to turn left."

H3 implies they can, and that drivers should expect them to do so. Rule 74 says 'DO NOT' do that.

I still ask myself (a) was the IAM even consulted on the new Code and, if so (b) where were they when THAT debacle took place?

## **Gor Blimey, Guvnor – An Advanced Driving Video That May Amuse**

I recently tripped over what I consider to be an absolute gem on YouTube. It is video called "Advanced / Standard Police Driving - Roadcraft (The System of Car Control) 1996", and is a reflection of the (then) relatively new IPSGA model with which anyone passing a test in the last twenty years should be familiar – although the Masters input last April suggested that few Cardiff members were even aware of it. The 90 minute video follows a few Metropolitan Police Response trainees through their three-week course, but from a member's perspective there were quite a few bits of highly relevant input on limit points, observational links, commentary, and so on. Despite its age it is still relevant. But for me the most striking part was – the accents. Of course it is London-centric, but I found myself marvelling at the accents and the way the instructors put across the information that they wanted their students to take on board. Their 'police-speak' was, shall we say, amusing. As I once heard a colleague say about another English accent, "They don't half talk funny, dwnt they?"

Have a look – it will make you smile. And you may genuinely learn something. I did.

[https://www.youtube.com/watch?v=x\\_BrsgznGXA&t=5089s](https://www.youtube.com/watch?v=x_BrsgznGXA&t=5089s)



## The Cockpit Drill – A Good One, not the one in the Manual

The IAM RoadSmart Manual contains a cockpit drill which, if dutifully learned and regurgitated at your test, establishes your bona fides as a serious candidate. But I hate it. Why?

To be frank, it doesn't appear to me to be all that systematic. The manual makes a case for *having* a Cockpit Drill, and mentions all the things that should be in it, but the manner in which it is communicated in the book doesn't lend itself to actually *learning* it.

So I teach my Associates the one I was taught by Grade 1 Police Drivers – you know, those people who examine you. The people who used it professionally. In a nutshell, by using THIS Drill, you know as a Candidate that the person hearing it knows you know. They don't have to think whether you missed something, or put it in the wrong place. In fact, I bet some examiners stop listening after a while because they're already thinking '1' goes on the form.

When I teach it, I try to make the Drill make sense. I provide logic for the order.

This is what I teach Associates:

"Think inside-out, and logically.

**"Handbrake on, gear lever in neutral, all doors closed"** (Now you're safe, the car won't wander off by itself.)

**"Seat adjusted"** (Everything revolves around your seating position. You move that, everything else needs moving.)

**"Steering wheel adjusted, interior mirror adjusted, exterior mirrors adjusted."** (Now think what happens to all of those if you move your seat. Exactly.)

**"Ignition on, all relevant warning lights on."** (Once they're checked, start the car. 99% of all drivers will now recheck the gear lever they said was in neutral not 10 seconds ago .....)

**"Relevant warning lights off. Static brake check – all good. Sufficient fuel for the journey. I am familiar with the controls and auxiliaries of the vehicle."** (Okay, bit of a mouthful, I'll allow you to shorten that.)

**"Seat belts on, passenger seat belts on."** (You can't forget this, too much beeping. You may ask 'Why leave it this late?' It's a hark back to when cars used to burst into flames on starting. Now that only applies to EVs.)

Then, as you move off...

**"Moving brake check. All good."** (Assuming it is, of course.)

As I said, your examiner has now given you your first '1' on the test sheet. And it's easy to learn if done this way! It's logical and progressive.

Of course, for automatics your gear lever is in Park. EVs are fun, but this Drill is easily adapted to the fact that you have no gears. Try it for your next test/retest/Masters/NO test.

## **Jonathan Coldman – Your Associate Coordinator**

I am Jonathan Coldman and have been part of the IAM for 33 years. I joined the Cardiff Group committee in the early '90s and served as a general committee member, then Secretary and Vice Chairman before becoming Chairman for 11 years. I am now the Associate Coordinator. I am also a National Observer and am responsible for assigning new Associates to Observers in the Group, and for welcoming Associates to the Group.

My driving started 40 years ago exactly on my 17<sup>th</sup> birthday in an empty car park with my father. He knew how much I loved cars and driving so he wanted me to start driving as soon as I could and I was super keen to start, too. He was also the one that encouraged me to take the IAM test after he was required to pass his test as part of his company's policy on having a company car.

I passed my driving test on 1<sup>st</sup> April 1986, first time on the second attempt! Perhaps I should explain. My first test was booked and I duly turned up with my instructor only to have it cancelled due to my examiner being ill. Then, when I returned for my new test date, I was told that the examiner was also being examined and I had two examiners in the car! Thankfully, I passed.

When I went to university, I decided I wanted a car as other students had cars and I wanted to be in the 'in' crowd. However, where they had rich parents able to provide smart, sporty cars, I had to buy my first car with my own savings. I paid £600 for an old Renault 18 saloon. Not quite the hip car but it did for me. It proved less than reliable, often breaking down on the motorway back from Exeter, but somehow I managed to keep it on the road and pass MOTs. I sold it when I started my first job and managed to get £500 three years later. I'm sure it soon went to scrap after that.

I have just totted up, and I have owned 16 different cars in my life. I've only ever had two cars that were the same (different colours, both Golf Rs), but my taste varies and I tend to go for cars that are sporty, stylish, attractive and yet practical. My current car is a Cupra Formentor.



**ABOVE:** Jonathan with one of the VW Golf Rs



His Classic Peugeot 205 GTi

As a keen driver I love driving on the continent and I have driven widely across France, Germany, Belgium, Holland, Spain and Portugal. Sadly, annual leave time hasn't yet allowed me to drive further into Europe on a more extensive drive. My bucket list item would be to drive one or two of the very twisty Swiss Alp passes. I have eyed up the Splügen Pass between Switzerland and Italy, heading towards Lake Como. It has 61 hairpins which look great! The Stelvio Pass is another I'd like to try. Perhaps something for me to pencil in when I retire.

One of my great driving experiences was getting to 153mph in one of my Golf Rs on a quiet section of the German autobahn. Exhilarating for sure but my fear was always, what if I had a tyre blow out.



I soon dropped to a more sedate 120mph (where legal) although I am sure a tyre blow out at 120mph would have been just as dangerous.

I enjoyed owning my classic Peugeot 205 GTi, which was huge fun. It was a throwback to my university days when one or two people had such cars. I took it to many car shows in my time with it and it was always admired. The Laser Green paint was a short term colour option for the GTi in the day and made it stand out. Sadly, not having a garage of my own meant storing at a friend's place which made going out in it a bit more of a planning exercise. I sold the car after 5 years of fun ownership.



**ABOVE, L TO R:** Some of Jonathan's other cars... VW Golf GTI (Mark 5) dressed to perform wedding duties for Kevin and Jazz in 2005, VW Sirocco and Range Rover Evoque.



**ABOVE, L TO R:** Volvo S60 was probably one of the more unusual car choices but it was quick! As was the Audi A4 Avant. And as is the Cupra Formentor.....

**Random Blank Space Because No Matter How I Tried I Couldn't Make Everything Fit.**

**(Non-corporate version of 'This page purposefully left blank'.....)**



## The New Driving Test

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Perhaps not altogether of intense concern to IAM Members, it pays to know what your sons and daughters will have to put up with when comes their time to pass the driving test, if that's what they want to do – apparently today's youngsters aren't that auto/bike bothered, but that's probably a survey done in a city where the public transport hub actually works. That's a long-winded introduction to the news that the driving test is about to change in some ways.

And they are:

- **Increased time on faster roads:** More time will be spent on higher-speed and rural roads to better reflect real-world driving conditions. *(About time. Ed.)*
- **Fewer stops:** The number of stops required during the test will be reduced from four to three. *(Who knew there was a set number? Ed.)*
- **Longer independent driving section:** The independent driving portion will increase from 10 minutes to 20 minutes, which will involve following either a sat nav or traffic signs, or both. *(Followed by a frantic 20 minutes finding their way back having got lost, or accidentally entered a motorway. Ed.)*
- **Revised reversing manoeuvres:** The "reverse around a corner" and "turn in the road" manoeuvres are being replaced with more practical exercises like pulling up on the right-hand side of the road and reversing two car lengths, or reversing into and pulling out from a bay.
- **Less frequent emergency stops:** The emergency stop exercise will occur in one in seven tests, down from one in three. *(Good to know that stopping quickly isn't seen to be all that important. Ed.)*

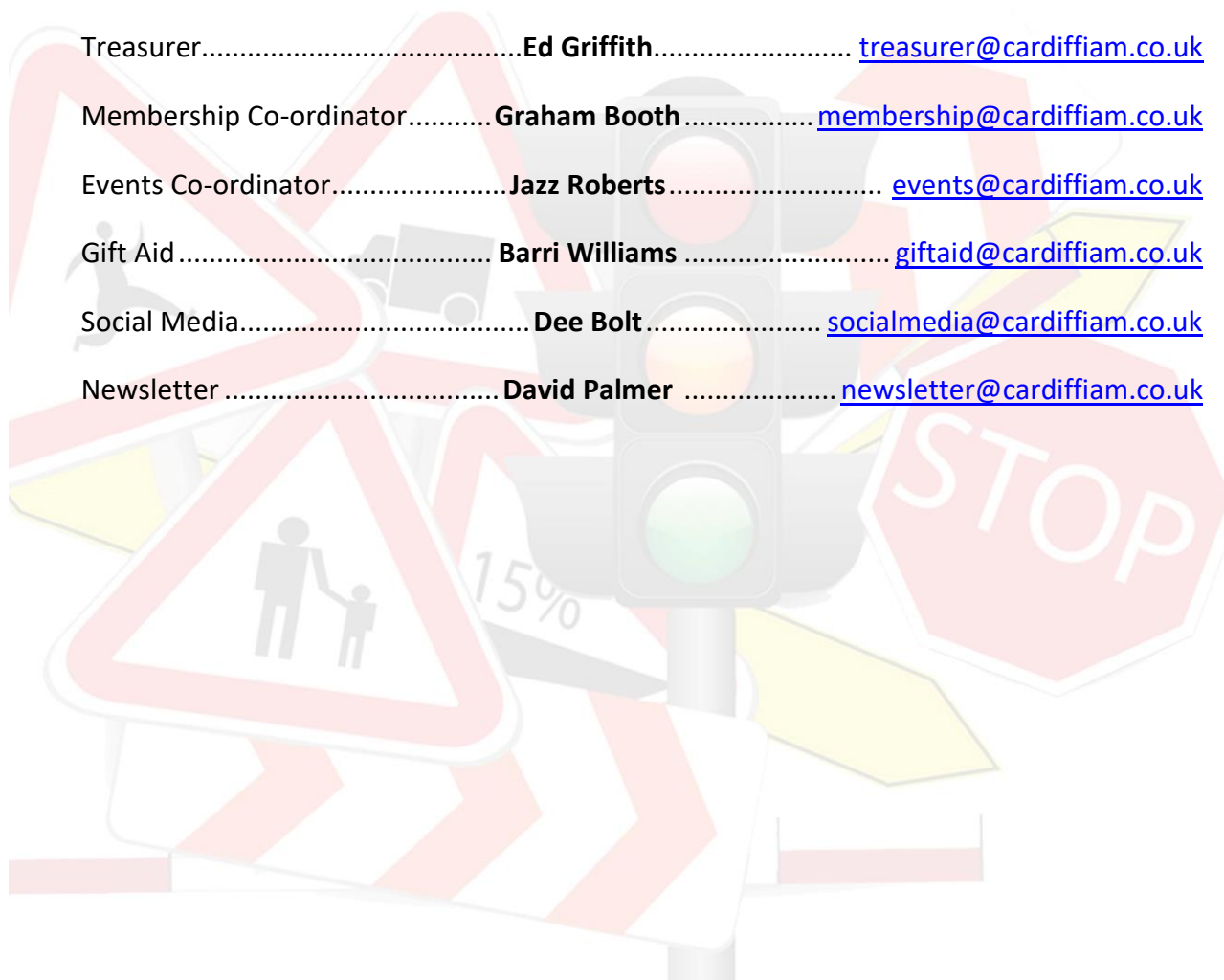
The changes came into effect on the 24<sup>th</sup> of November.



## Cardiff IAM Group Committee

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Secretary.....	<b>David Palmer</b> .....	<a href="mailto:secretary@cardiffiam.co.uk">secretary@cardiffiam.co.uk</a>
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Newsletter .....	<b>David Palmer</b> .....	<a href="mailto:newsletter@cardiffiam.co.uk">newsletter@cardiffiam.co.uk</a>



## Continual Development

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### 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](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

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### Website

Our [www.cardiffiam.co.uk](http://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](mailto:chair@cardiffiam.co.uk) or secretary at [secretary@cardiffiam.co.uk](mailto: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](mailto: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](mailto: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>.