

## Chair and Chief Observer's Report – AGM 20 October 2021

Results for last year show that we achieved 33 test passes, a third of which were F1RSTs. We started the year with 70 associates in training. Given that the year was so dramatically affected by the lockdown, this was a very good performance.

Our excellent observer team has remained committed throughout the year and continues to work hard to ensure we deliver our Advanced Driving Courses in a professional and effective way. We currently have 26 on the team consisting of 2 Master Mentors, 1 Master, 11 National Observers, 9 Local Observers and 3 Trainee Observers.

Examiner availability has much improved, thanks to the support of our Regional Service Delivery Manager (RSDM).

Recruitment of associates was severely affected due to the suspension of training and our inability to deliver external face-to-face presentations, our main recruiting method.

Whilst we were unable to hold members and observer meetings, we delivered some very good webinars and training bulletins. Credit must go to Ashley and Richard for designing and delivering these presentations.

Despite the very difficult and uncertain situation due to the pandemic, we were successful in maintaining our membership numbers, unlike many other membership organisations. Again, we must regard this as a positive outcome, and our thanks must go to our members for their loyalty. The support we receive from our members with their group membership fees and raffles at meetings is extremely important to our success, and we are very grateful to you all.

The finances of the group remain very healthy, and our income from membership and new associate fees is further boosted by our external presentation donations and, of course, the raffle!

Whilst our PCC Young Driver initiative was disrupted by the pandemic, we are over halfway through the 100 places agreed and are now working hard to clear the remainder. This initiative has been well received by the community and has produced some excellent results. Two of the young drivers are now Trainee Observers with the group.

Looking forward, barring any further disruptions, we are very optimistic for the future of the group. We have resumed our external presentations and have already delivered two of these. Recruitment of associates is going well across all age groups.

We are pleased to announce that we have just agreed a partnership arrangement with Boston College whereby they promote our courses to their students and staff by way of presentations and display of our pop-ups and leaflets on their premises.

Since resuming training at the end of May, we have achieved 28 test passes, 10 of which were F1RSTs. We have also recruited 35 new associates and currently have 43 in training.



I am sure it will be appreciated that all of this activity generates extra work for the committee and observers, interestingly all the committee members are also active observers! Both Ashley and I are very grateful to both teams for all their hard work and support.

However, I am sure my colleagues won't mind me giving a special mention to our Vice Chair and Group Secretary, Ashley Behan. The current levels of activity that we are now experiencing need to be effectively administered to ensure smooth running. Ashley is not only an excellent administrator, he is also a very active observer and Vice Chair. We work closely together on the running of the group and I am personally very grateful for, and appreciative of, his support.

Finally, thank you to all our members for your support, I hope that you can see that we are working hard to ensure we achieve our objectives by making better drivers and thereby actively helping to reduce the number of KSI's in our area.

**Roger Hicks**  
**Chair & Chief Observer**