

## IAM Lincolnshire Member Survey 2018/19

The IAM Lincolnshire group strives for continual improvement and values feedback of its members, which we gain through an annual member survey.

Our 2018/19 member survey was released in January 2019, when we were still IAM Lincoln. It took the form of an online questionnaire; a new initiative for those who have access to the internet. Hard copies were also distributed to members on request.

The survey requested feedback on 25 subjects, starting with an IAM RoadSmart focus before moving onto IAM Lincolnshire. Respondents could grade each question, or statement, in accordance with the following scores and/or provide written feedback.

5	Strongly Agree	4	Agree	3	Neither Agree or Disagree	2	Disagree	1	Strongly Disagree
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84 IAM Lincolnshire group members kindly took the time to respond to the survey, where most replies were generally positive as per the below summary table.

		Rating	5	4	3	2	1	N/A	
<b>IAM RoadSmart</b>	1	IAM Roadsmart Membership Value for Money	24	33	20	3	1	1	
	2	IAM Roadsmart Magazine	25	47	9	0	0	1	
	3	IAM Roadsmart Website	20	37	12	5	0	8	
	4	Renew Membership?	46	26	8	0	1	1	
	5	Recommend IAM Roadsmart	57	20	4	0	1	0	
	6	Contacted IAM Roadsmart?	Yes 21		-	No 61		-	
	7	Feedback on contact	23 Replies of Variable Text						-
	8	Fellowship?	Yes 13		-	No 68		-	
	9	If not why?	57 Replies of Variable Text						-
<b>IAM Lincoln</b>	10	IAM Lincoln Memership Value	48	31	2	0	0	1	
	11	IAM Lincoln easy to contact	49	26	4	1	0	1	
	12	IAM Lincoln Committee, friendly and approachable	51	18	5	0	0	8	
	13	IAM Lincoln Events	45	22	5	0	0	10	
	14	IAM Lincoln Venue	35	29	5	1	0	12	
	15	IAM Lincoln Events Comms	51	26	4	0	0	1	
	16	IAM Lincoln Events Timing	38	36	4	0	0	4	
	17	Recommment IAM Lincoln Events?	41	30	3	0	0	8	
	18	IAM Lincoln Website	31	37	5	0	0	9	
	19	IAM Lincoln Quaterly Newsletter	37	38	3	0	0	4	
	20	IAM Lincoln Social Media Content	25	21	5	2	0	29	
	21	Recommend IAM Lincoln?	44	26	6	0	0	5	
	22	Attended IAM Lincoln Events?	Yes 64		-	No 18		-	
	23	Events Feedback	51 Replies of Variable Text						-
	24	What could IAM Lincoln to further promote roadsafety	44 Replies of Variable Text						-
	25	Anything more IAM Lincoln could do to improve?	37 Replies of Variable Text						-

The committee values this feedback and will use it to consider improvements for 2019/20

Report by **Richard Hardesty – Committee Member 21<sup>st</sup> May 2019**



**@IAMinLincoln**

Official Provider

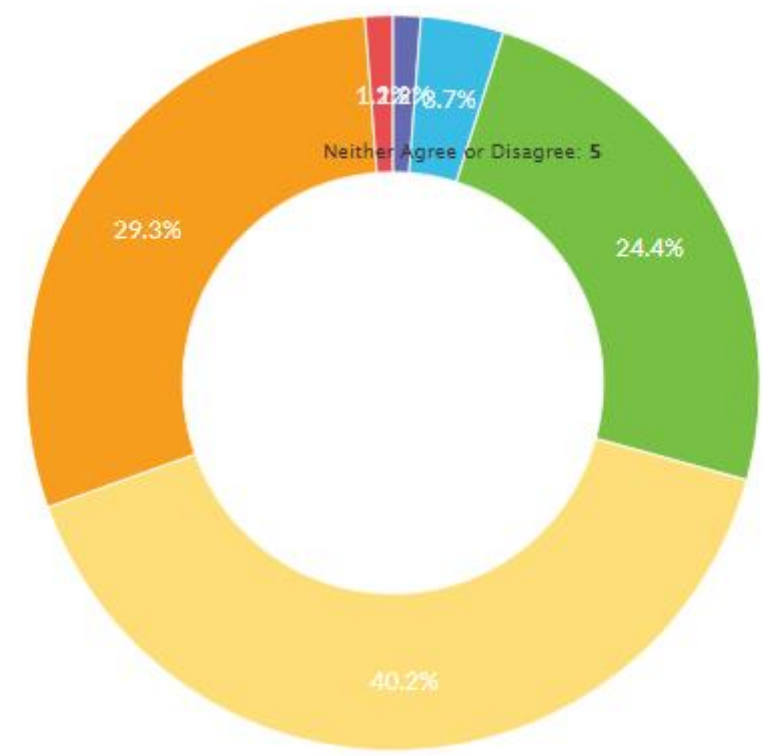


# 2019 Member Survey Results Summary



Q1

The annual IAM Roadsmart National Membership Fee offers good value for money.  
Rating



Choices	Totals	Ratings
1 - Strongly Disagree	1	1
2 - Disagree	3	6
3 - Neither Agree or Disagree	20	60
4 - Agree	33	132
5 - Strongly Agree	24	120
6 - Not Applicable - I'm not a Member.	1	6

Unanswered  
2

Answered  
82

Average Rating  
4 - Agree

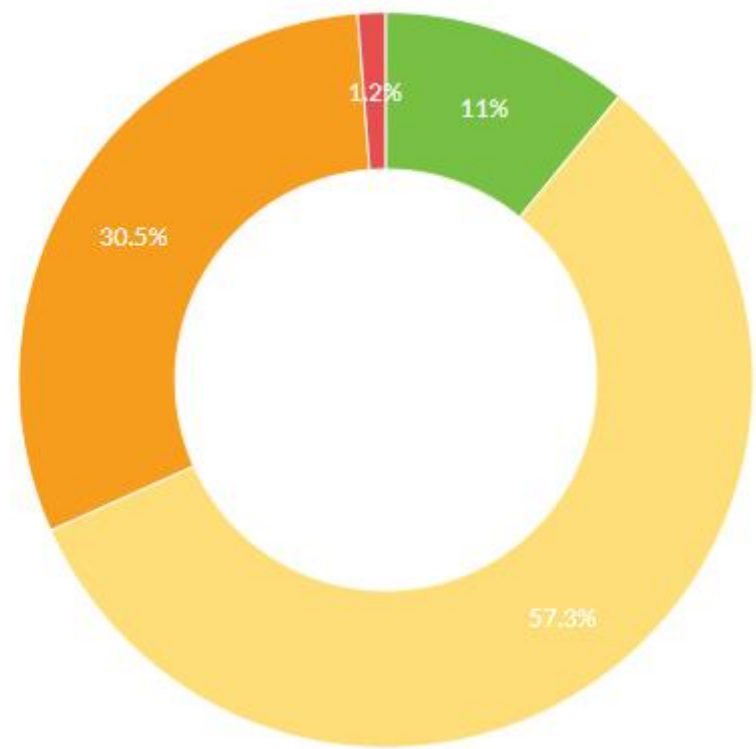
[Question Details >](#)



Q2

The quarterly 'Advanced Driving' magazine is interesting and enjoyable to read.

Rating



Choices	Totals	Ratings
1 - Strongly Disagree	0	0
2 - Disagree	0	0
3 - Neither Agree or Disagree	9	27
4 - Agree	47	188
5 - Strongly Agree	25	125
6 - Not Applicable - I don't read it	1	6

Unanswered  
2

Answered  
82

Average Rating  
4 - Agree

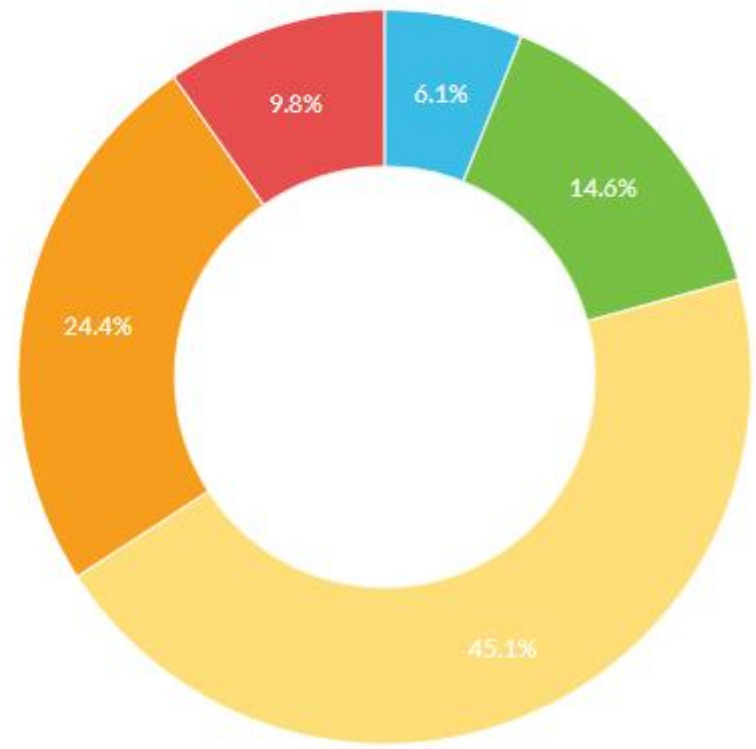
[Question Details >](#)



Q3

The IAM Roadsmart website (www.iamroadsmart.com) is clear and easy to understand.

Rating



Choices

Totals

Ratings

1 - Strongly Disagree	0	0
2 - Disagree	5	10
3 - Neither Agree or Disagree	12	36
4 - Agree	37	148
5 - Strongly Agree	20	100
6 - Not Applicable - I don't visit the website.	8	48

Unanswered  
2

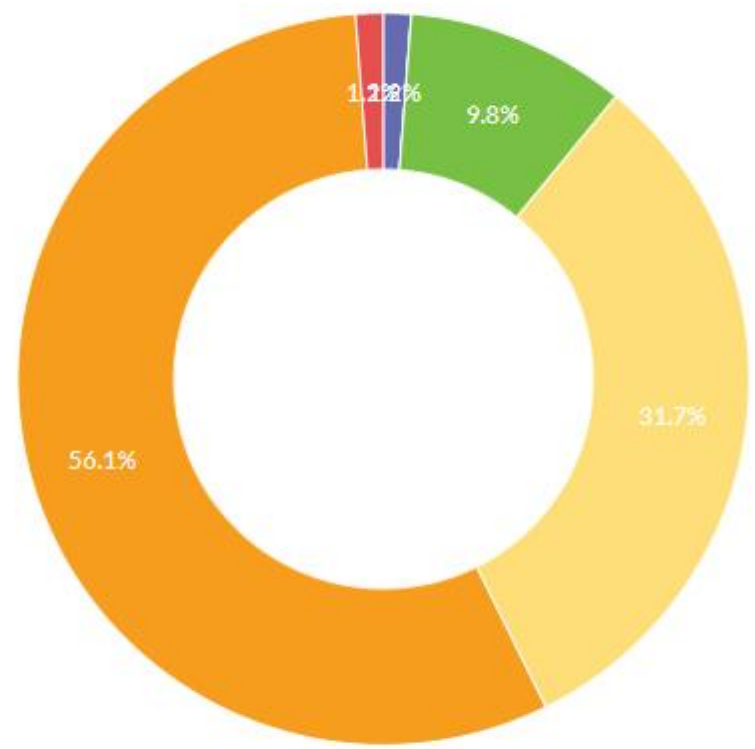
Answered  
82

Average Rating  
4 - Agree

[Question Details >](#)



Q4 I intend to renew my IAM RoadSmart membership when my renewal is due.  
Rating



Choices	Totals	Ratings
1 - Strongly Disagree	1	1
2 - Disagree	0	0
3 - Neither Agree or Disagree	8	24
4 - Agree	26	104
5 - Strongly Agree	46	230
6 - Not Applicable - I'm not a Member.	1	6

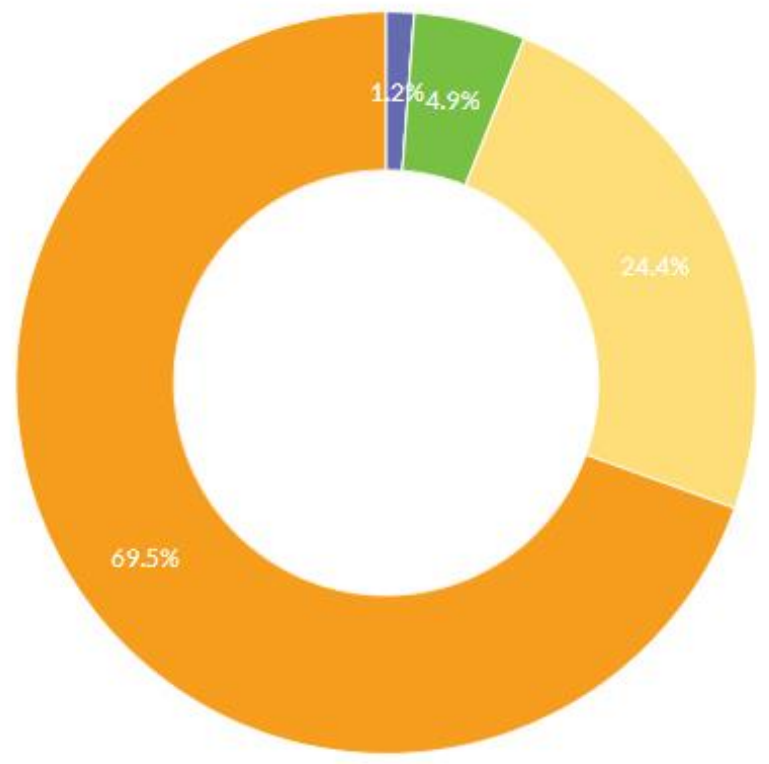
Unanswered: 2  
 Answered: 82  
 Average Rating: 4 - Agree

[Question Details >](#)



Q5

I would recommend IAM RoadSmart to others.  
Rating



Choices	Totals	Ratings
1 - Strongly Disagree	1	1
2 - Disagree	0	0
3 - Neither Agree or Disagree	4	12
4 - Agree	20	80
5 - Strongly Agree	57	285

Unanswered  
2

Answered  
82

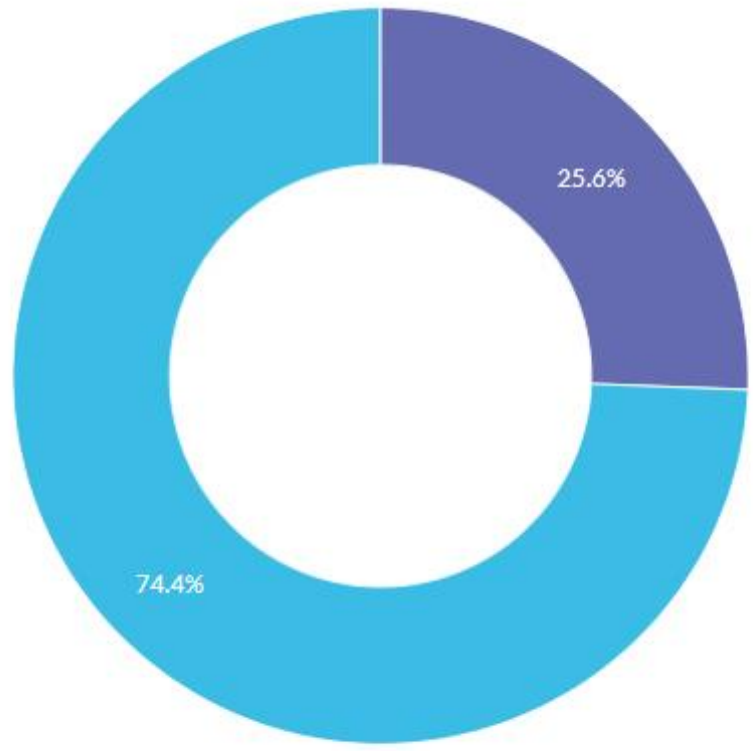
Average Rating  
**5 - Strongly Agree**

[Question Details >](#)



Q6

Have you contacted the IAM Roadsmart Headquarters at any time over the last year?  
Multiple Choice



- Choices
- Yes
  - No

Totals
21
61

Unanswered  
2

Answered  
82

[Question Details >](#)





Q7

If you ticked 'Yes' to question 6, please describe briefly the effectiveness of your experience below:

Essay

Latest Responses

Date

Not effective!!! My Master's certificate did not arrive in time for my house move as promised and hq told me they didn't have a postage record of what they post - how, to whom and when!! It [More...](#)

1 day ago

Very good, helpful

5 days ago

Recently became a member. No need to contact HO as yet.

5 days ago

I found IAM HQ staff extremely helpful when I made enquiries regarding taking my IAM test in a PCV

6 days ago

Asked about car insurance very helpful

6 days ago

Unanswered  
61

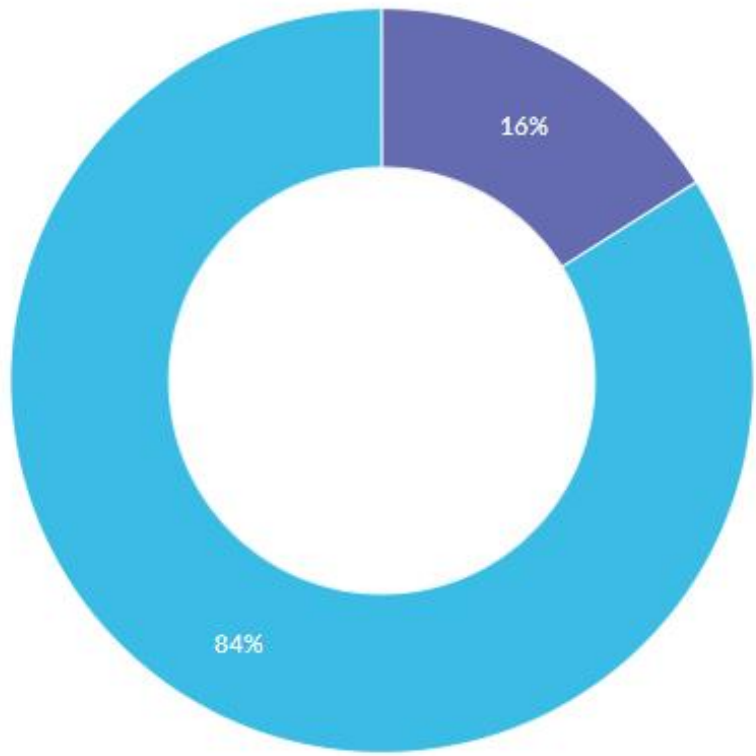
Answered  
23

[Question Details >](#)



Q8

Have you joined the IAM Roadsmart Fellowship scheme to ensure your skills are updated every three years?  
Multiple Choice



Choices	Totals
● Yes	13
● No	68

Unanswered  
3

Answered  
81

[Question Details >](#)



Q9 If you ticked 'No' to question 8 please indicate why you have decided not to join this scheme?  
Essay

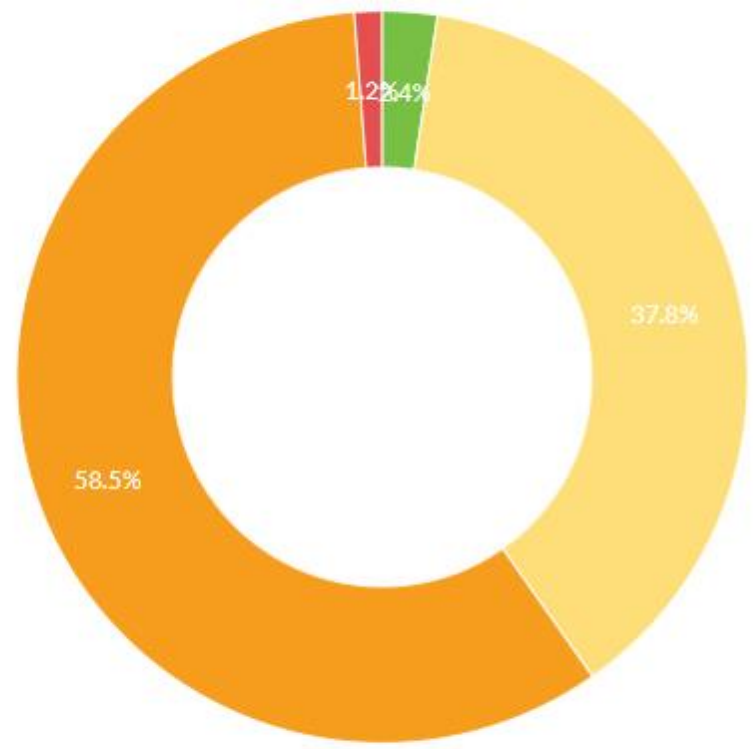
Latest Responses	Date
Haven't got round to it yet ... currently F1RST and Masters Distinction and Local Observer so continuous learning atm. Am sure I will ;)	1 day ago
To my shame wasn't aware of it	1 day ago
My choice	4 days ago
Lack of Time and total cost	4 days ago
No real reason	4 days ago

Unanswered 27      Answered 57

[Question Details >](#)



Q10 IAM Lincoln's membership donation (£12.00 per year to support local road safety) offers good value for money .  
Rating



Choices	Totals	Ratings
1 - Strongly Disagree	0	0
2 - Disagree	0	0
3 - Neither Agree or Disagree	2	6
4 - Agree	31	124
5 - Strongly Agree	48	240
6 - Not Applicable - I'm not a Member.	1	6

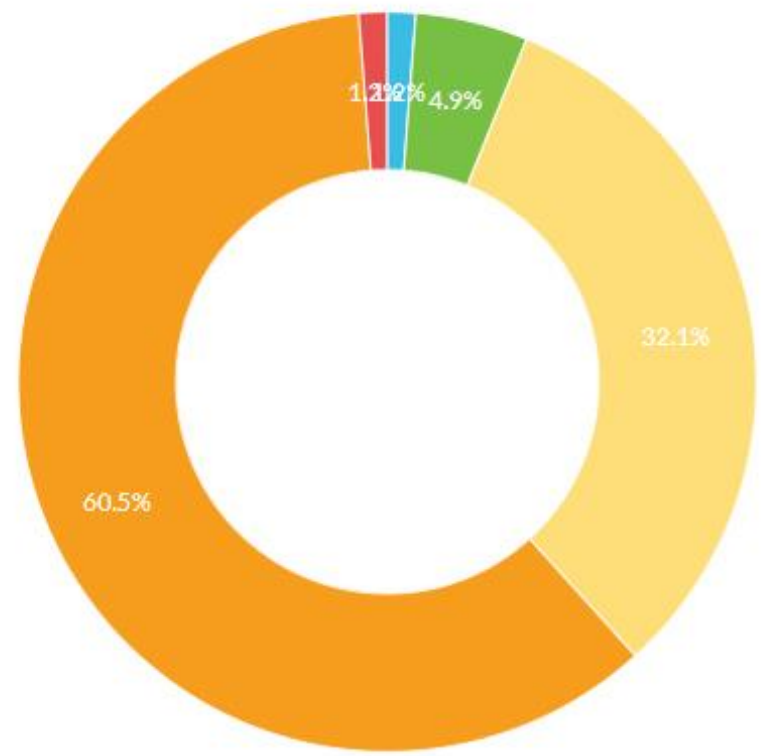
Unanswered: 2  
 Answered: 82  
 Average Rating: 5 - Strongly Agree

[Question Details >](#)



Q11

The Lincoln group is easily contactable when required (by phone, social media, email, post, verbal, etc)  
Rating



Choices	Totals	Ratings
1 - Strongly Disagree	0	0
2 - Disagree	1	2
3 - Neither Agree or Disagree	4	12
4 - Agree	26	104
5 - Strongly Agree	49	245
6 - Not Applicable - I've never tried to make contact.	1	6

Unanswered  
3

Answered  
81

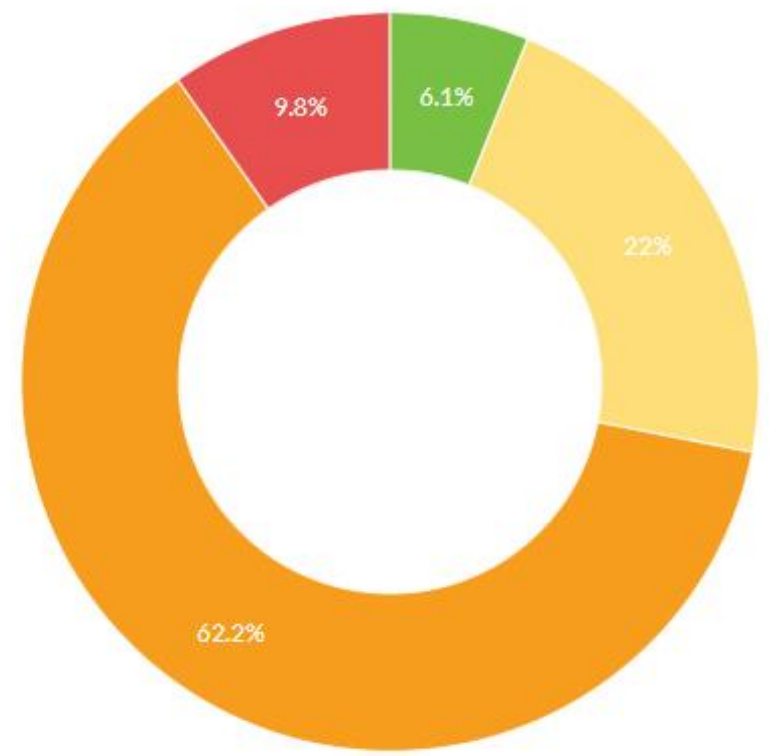
Average Rating  
5 - Strongly Agree

[Question Details >](#)



Q12

The Lincoln group's Committee Members are friendly, approachable and listen to feedback.  
Rating



Choices	Totals	Ratings
1 - Strongly Disagree	0	0
2 - Disagree	0	0
3 - Neither Agree or Disagree	5	15
4 - Agree	18	72
5 - Strongly Agree	51	255
6 - Not Applicable - I've never contacted a committee member or don't know who they are.	8	48

Unanswered  
2

Answered  
82

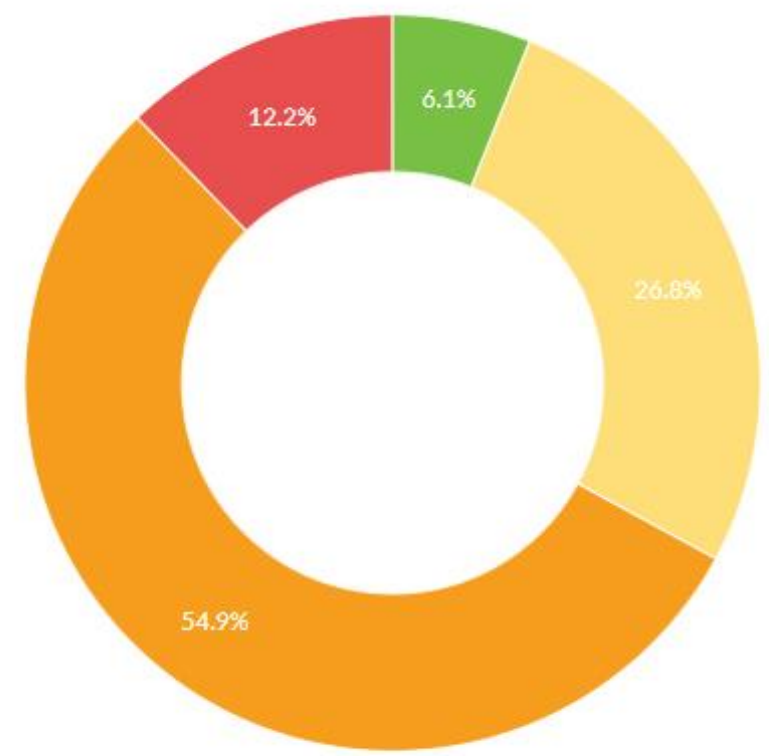
Average Rating  
**5 - Strongly Agree**

[Question Details >](#)



Q13

The events organised by Lincoln group are interesting and relevant.  
Rating



Choices	Totals	Ratings
1 - Strongly Disagree	0	0
2 - Disagree	0	0
3 - Neither Agree or Disagree	5	15
4 - Agree	22	88
5 - Strongly Agree	45	225
6 - Not Applicable - I've never been to one.	10	60

Unanswered  
2

Answered  
82

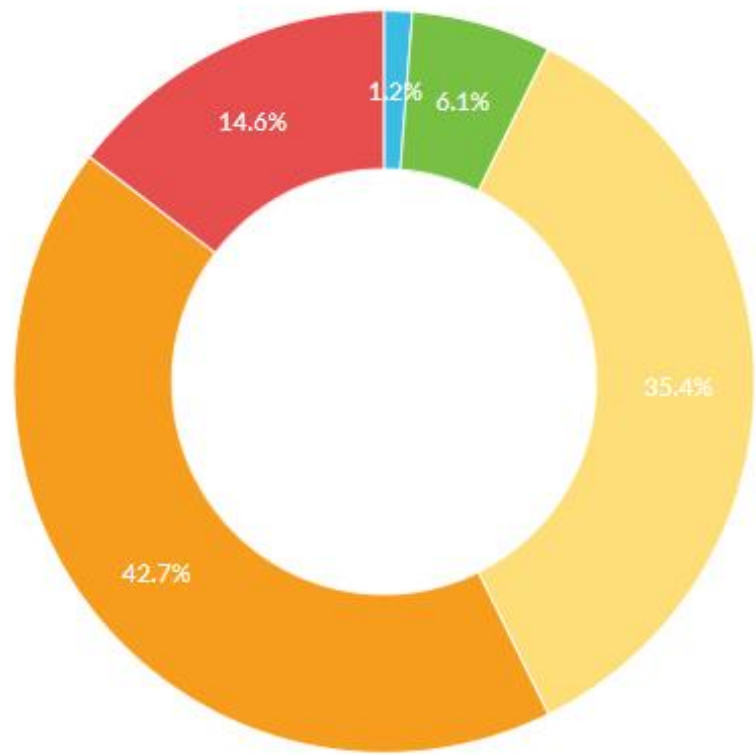
Average Rating  
5 - Strongly Agree

[Question Details >](#)



Q14

The Windmill Farm Function Room, used for IAM Lincoln group events, is good.  
Rating



Choices	Totals	Ratings
1 - Strongly Disagree	0	0
2 - Disagree	1	2
3 - Neither Agree or Disagree	5	15
4 - Agree	29	116
5 - Strongly Agree	35	175
6 - Not Applicable - I've never been	12	72

Unanswered  
2

Answered  
82

Average Rating  
5 - Strongly Agree

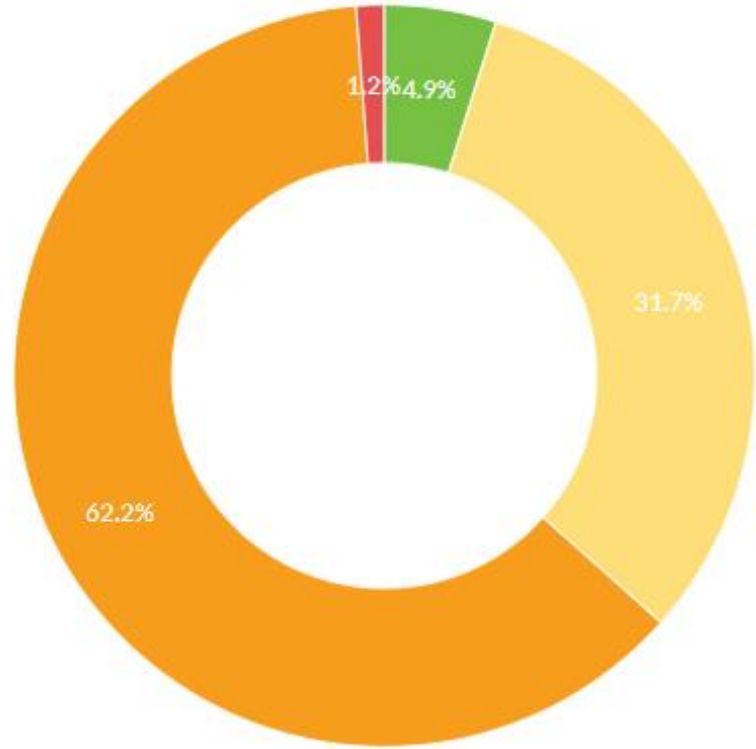
[Question Details >](#)





Q15

The Lincoln group provides information on events etc. in good time (email, post, social media).  
Rating



Choices	Totals	Ratings
1 - Strongly Disagree	0	0
2 - Disagree	0	0
3 - Neither Agree or Disagree	4	12
4 - Agree	26	104
5 - Strongly Agree	51	255
6 - Not Applicable - I've never received any.	1	6

Unanswered  
2

Answered  
82

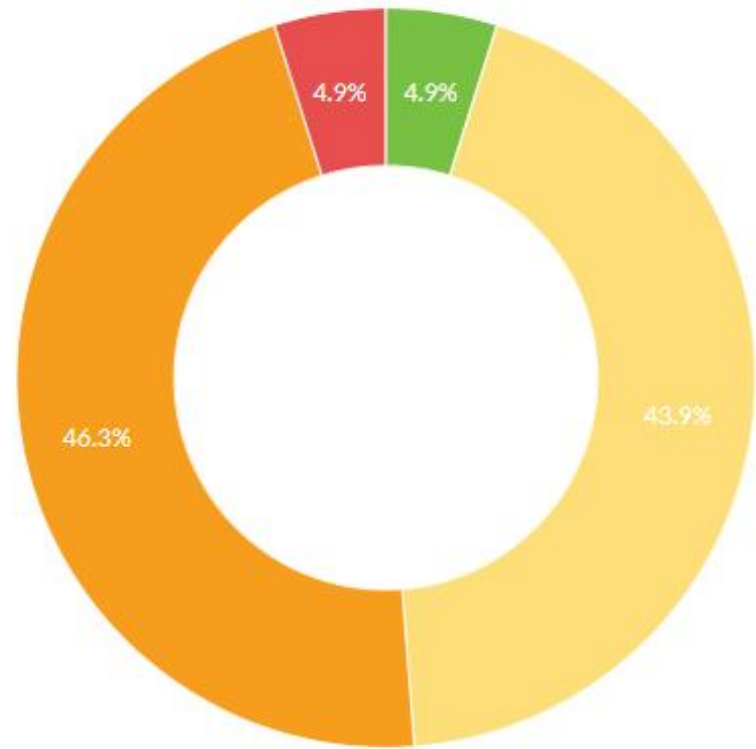
Average Rating  
5 - Strongly Agree

[Question Details >](#)



Q16

The day, start time (Tuesday/Wednesday @ 7:30pm) and length of IAM Lincoln group events is about right.  
Rating



Choices	Totals	Ratings
1 - Strongly Disagree	0	0
2 - Disagree	0	0
3 - Neither Agree or Disagree	4	12
4 - Agree	36	144
5 - Strongly Agree	38	190
6 - Not applicable - I don't intend to attend.	4	24

Unanswered  
2

Answered  
82

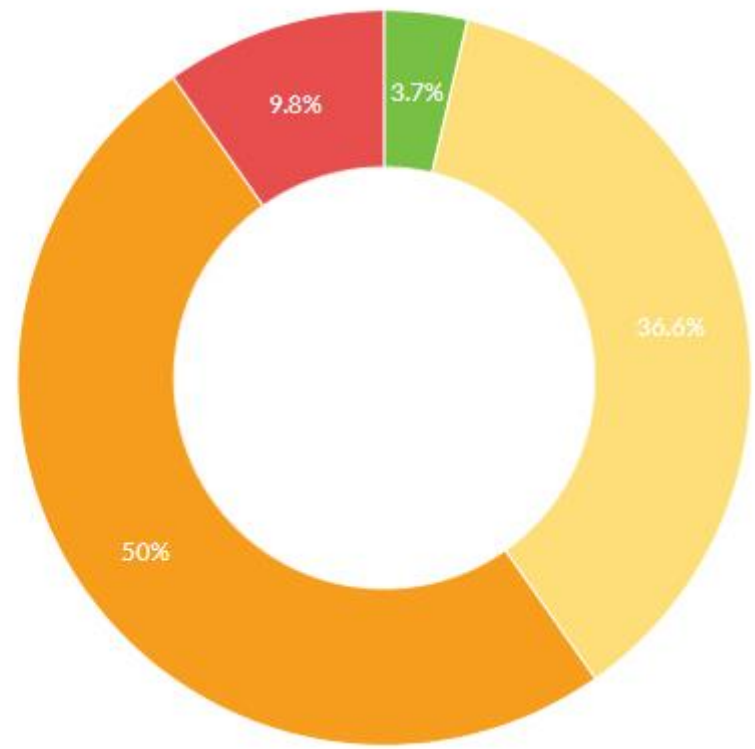
Average Rating  
5 - Strongly Agree

[Question Details >](#)



Q17

I would recommend attending the Lincoln group events to others.  
Rating



Choices	Totals	Ratings
1 - Strongly Disagree	0	0
2 - Disagree	0	0
3 - Neither Agree or Disagree	3	9
4 - Agree	30	120
5 - Strongly Agree	41	205
6 - Not Applicable - I've never been to one.	8	48

Unanswered  
2

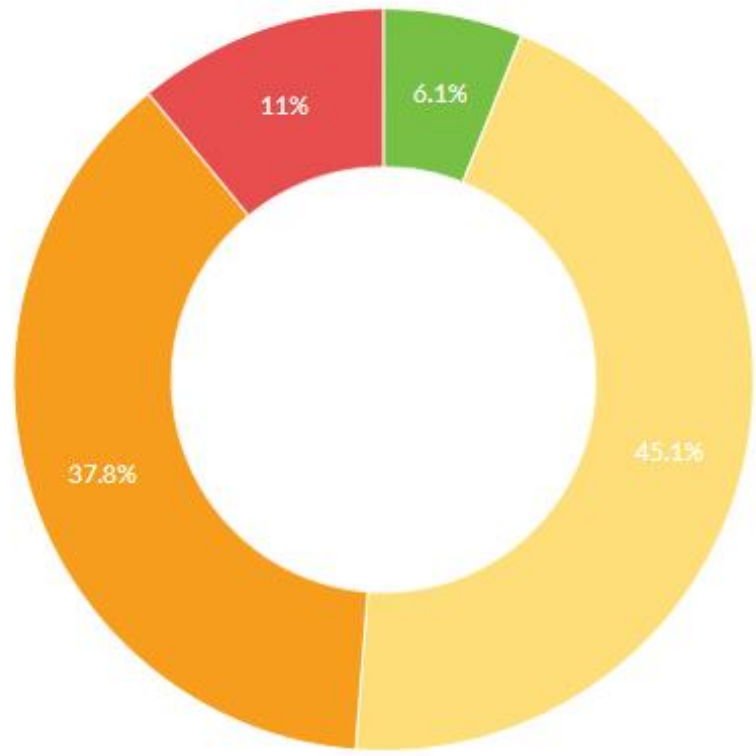
Answered  
82

Average Rating  
5 - Strongly Agree

[Question Details >](#)



Q18 The information available on our updated IAM Lincoln group website (www.iamroadsmart.com/groups/lincoln) is clear and informative.  
Rating



Choices	Totals	Ratings
1 - Strongly Disagree	0	0
2 - Disagree	0	0
3 - Neither Agree or Disagree	5	15
4 - Agree	37	148
5 - Strongly Agree	31	155
6 - Not applicable - I've never visited the website	9	54

Unanswered  
2

Answered  
82

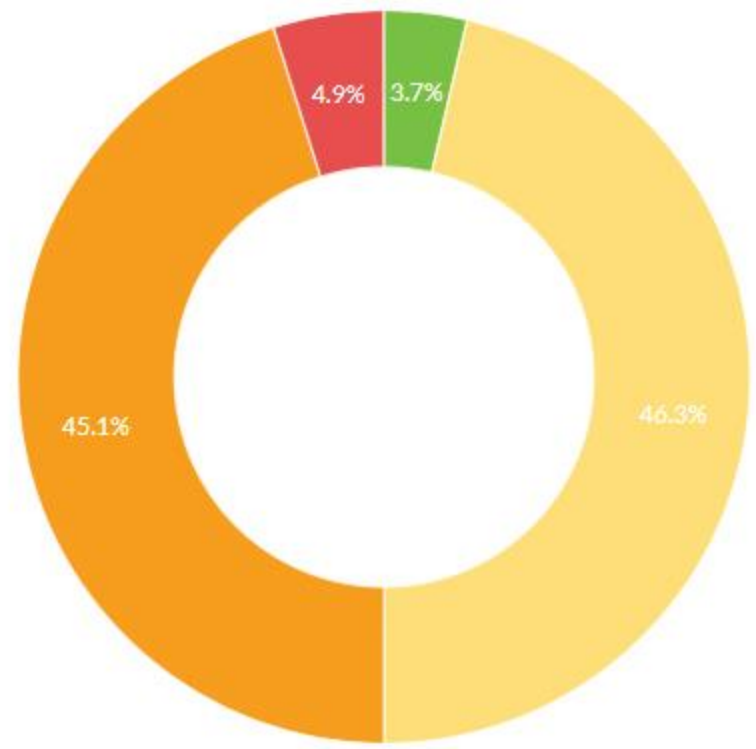
Average Rating  
5 - Strongly Agree

[Question Details >](#)



Q19

The updated quarterly IAM Lincoln group newsletter is interesting and enjoyable to read .  
Rating



Choices	Totals	Ratings
1 - Strongly Disagree	0	0
2 - Disagree	0	0
3 - Neither Agree or Disagree	3	9
4 - Agree	38	152
5 - Strongly Agree	37	185
6 - Not Applicable - I've never read it.	4	24

Unanswered  
2

Answered  
82

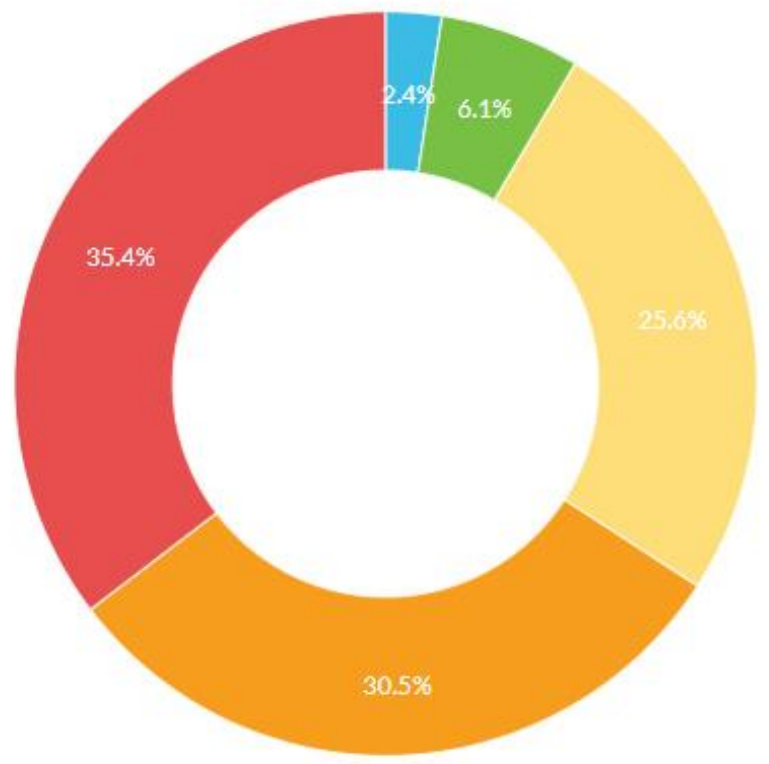
Average Rating  
**5 - Strongly Agree**

[Question Details >](#)



Q20

I find the information shared by IAM Lincoln on Social Media (Twitter, Facebook, Instagram, YouTube) interesting and informative.  
Rating



Choices	Totals	Ratings
1 - Strongly Disagree	0	0
2 - Disagree	2	4
3 - Neither Agree or Disagree	5	15
4 - Agree	21	84
5 - Strongly Agree	25	125
6 - Not Applicable - I don't do Social Media	29	174

Unanswered  
2

Answered  
82

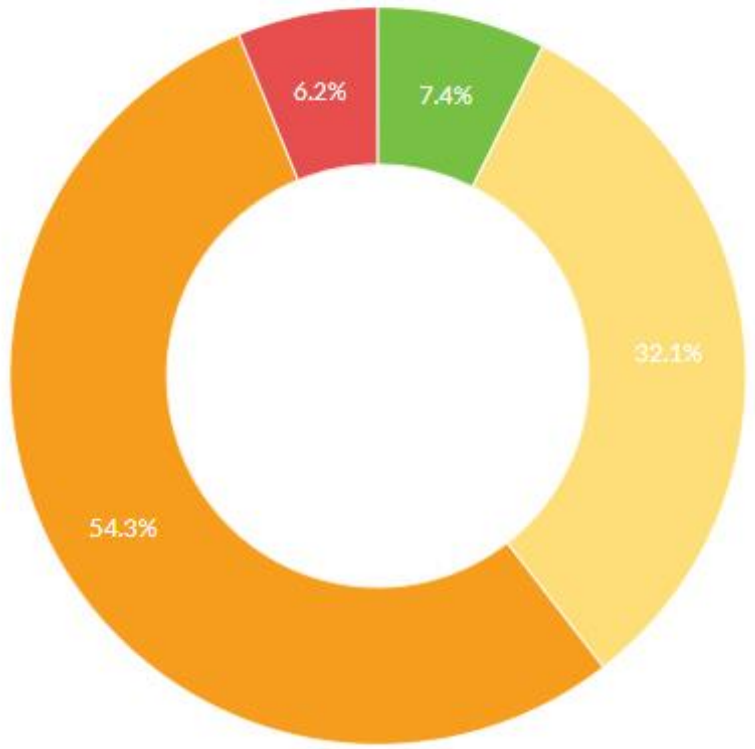
Average Rating  
5 - Strongly Agree

[Question Details >](#)



Q21

I would recommend membership of the Lincoln Group to other national IAM members.  
Rating



Choices	Totals	Ratings
1 - Strongly Disagree	0	0
2 - Disagree	0	0
3 - Neither Agree or Disagree	6	18
4 - Agree	26	104
5 - Strongly Agree	44	220
6 - Not Applicable - I don't know any national IAM members.	5	30

Unanswered  
3

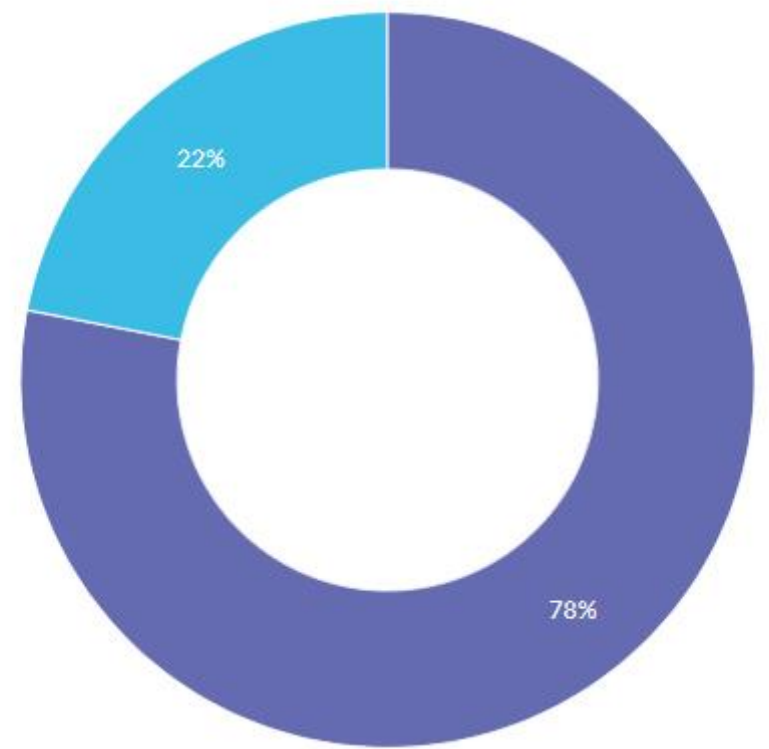
Answered  
81

Average Rating  
**5 - Strongly Agree**

[Question Details >](#)



Q22 Have you attended any Lincoln group events in the last year?  
Multiple Choice



Choices	Totals
Yes	64
No	18

Unanswered 2  
Answered 82

[Question Details >](#)





Q23

If you ticked 'Yes' to question 22, please indicate what you most and least enjoyed and why.

Essay

Latest Responses

Date

All very interesting and good speakers

25 minutes ago

very interesting and it is good to meet all the other members

1 day ago

Most - driving content of presentations Least - it's in Lincoln and I live up to an hour's drive each way away!

1 day ago

Most - evening talk re tyres. Marc Jones/police. In fact all good Least - Rural Rides

4 days ago

Most - blue light driving No preference for least

4 days ago

Unanswered  
33

Answered  
51

[Question Details >](#)



Q24 What more, if anything, do you think the Lincoln group could do to promote road safety, its work and the image of advanced driving locally?  
Essay

Latest Responses

	Date
Keep doing what you are doing	25 minutes ago
you are doing a good job keep on the same path	1 day ago
Already doing huge amounts - maybe presentations to schools via PTAs - catch driving parents and older students about to embark to sow the seed??	1 day ago
Maybe attend large country fair in the county	4 days ago
I think you do a good job - ok as it is	4 days ago

Unanswered  
40

Answered  
44

[Question Details >](#)



Q25 Finally, is there anything you feel the Lincoln group could do to make your experience of it better? If so, please write your ideas in the box below:  
Essay

## Latest Responses

it is about right for me in my advancing years

Date

1 day ago

Can't think of anything!

1 day ago

Maintain, as at present, a dedicated team which appreciate running the Lincoln Branch and continue with interesting speakers thus keeping the monthly meeting attendances at a high level

4 days ago

None

4 days ago

Attract younger drivers through schools, colleges and the Universities in Lincolnshire

5 days ago

Unanswered  
47

Answered  
37

[Question Details >](#)