



Official Provider



# ROADWORTHY

JOURNAL OF THE

**NORTH-EAST LONDON AND ESSEX GROUP  
OF ADVANCED MOTORISTS**



***Becoming an observer. Have you got the skills to gain this special qualification? If so, your local Group needs you! (page 10).***

SUMMER 2021

INSTITUTE OF ADVANCED MOTORISTS AFFILIATION NUMBER 7043  
REGISTERED CHARITY NUMBER 1056280

## CONTENTS

3. **Dates for your Diary** - "Zoom in" on our Upcoming Group Nights
4. **Chairman's Chat** - Paul Gillett
5. **AGM Minutes** - 13th April 2021
7. **Department** - Iain Wyness
8. **NEXTBASE Dash Cams** - 'Advertorial' - Elliott Blackburn, NEXTBASE
10. **What is an Observer?** - Peter Rowles, Observer Team Leader, NELE
12. **Recent Group Night Meetings:**
  - Crime Squad at Heathrow Airport** — Andy Lucker
  - Essex & Herts Air Ambulance** — Various
  - FordPass Mobile App**—Safety & Security Products — Owen Mabbott, Senior Product Manager, Ford Motor Co
14. **Getting back into driving after Lockdown**—Paul Gillett
  - Fraud & Scam Awareness**—Penny Latham, Community Banker, NatWest
16. **///what3words App**—Where exactly are you? - Jennifer MacLellan
19. **Living with Mild Brain Injury** - Pauline O'Connor  
**Ten great confusions and observations!**
20. **Your NELE Committee 2021**

### **NELE IAM would like to welcome the following new Associates:**

<b>John Austin</b>	<b>Buckhurst Hill</b>
<b>Sophie Fogg</b>	<b>Epping</b>
<b>Aadhar Gupta</b>	<b>London, E.16</b>
<b>James Lyons</b>	<b>Upminster</b>
<b>Radoan Mohamed-Ali</b>	<b>Dagenham</b>

## "Virtual Group Nights"

**Group Nights** are held on the **second Tuesday** of each month at **7.30 p.m.** In view of the pandemic, they are currently held online—via Zoom. In order to simplify things, the link, meeting ID and passcode to access the meeting will from now on remain the same each month as follows:

**Meeting ID: 840 2554 8565**  
**Passcode: 909354**



You can use the link in advance to download and install Zoom on your device, or it will run in your browser if you prefer. You can access the meeting from a mobile, laptop or tablet and can opt to watch and listen without having to appear on camera yourself (i.e. no video). You can even listen to the meeting without a computer by dialing in using one of the phone numbers provided.

Information about Zoom can also be found at **<https://support.zoom.us>**. If you need any help setting up, try a test run with family or friends first if you haven't used Zoom before. Alternatively, you can contact us by email [info@neleiam.co.uk](mailto:info@neleiam.co.uk). You will receive reminders of the meetings in the run-up to the event providing you continue to subscribe to our emails. All sessions include a friendly breakout session, so do have a cup of tea and biscuit to hand. We look forward to welcoming you.

### Dates for your Diary - all at 7.30 p.m.

- |                       |   |
|-----------------------|---|
| <b>13th July</b>      | "Advanced Driving—the system, positioning, cornering, limit points, overtaking and parallel parking" with IAM RoadSmart Examiner, Martin Diss |
| <b>10th August</b>    | "Living with Mild Brain Injury" with Pauline O'Connor, author of the book with the same title (see page 19)                                   |
| <b>14th September</b> | Essex and Herts Air Ambulance Trust   |
| <b>12th October</b>   | "Dashcams & Road Safety" with Elliott Blackburn, Nextbase Dash Cams (see page 8)  |
| <b>9th November</b>   | Road Safety and Safer Journeys, Speaker t.b.c.  |
| <b>14th December</b>  | Christmas Event, t.b.c.   |

## Chairman's Chat



Thank you to those of you who attended our AGM in April and particularly to those officers who kindly volunteered to continue with the work of the Group for another year. Where would we be without the dedication of our Committee, the details of which have been updated on the back page of this Journal.

It looks as if lockdown may soon be finally over, although certain constraints may remain in place for some time yet. NELE's challenge is now to get back to the new normality. A normality with many roads narrowed or closed for social distancing purposes "for the duration", which worked OK because traffic volumes had significantly decreased. However, they now may *not* be restored to their original state, particularly in those Local Authorities that profess to be cycle-friendly or pedestrian-friendly, but actually do so in a manner that appears to be driver-penalising.

One of our challenges will be to engage with those Local Authorities to spread the message of safer driving and road safety measures that are tolerant of momentary driver errors. Many of these, whilst technically a breach of the law, are nevertheless safe – much like cyclists ignoring red traffic lights when there is no traffic in the vicinity. All too often, cameras are now being used to enforce traffic signs without regard to the circumstances – situations which would have earned the driver a good telling-off and road-safety discussion from a traffic officer in former times. And all too often, those Local Authorities have an outdated view of IAM RoadSmart, not recognising that it carries out more post-DSA training than any other organisation, and thus is keenly in touch with the practical realities of improving driver behaviour.

One useful step to help with that engagement would be to find out who is responsible for Road Safety in the Local Authorities within our patch. Easy, you might think, but over the past few years, many London Councils have completely done away with their Road Safety team, or slimmed them down to a vestigial stump with limited remits such as giving talks to primary schools. Instead, responsibility has been subsumed within other Departments, such as Parking, Transportation and Planning, Built Environment or some such title. We can't engage with them until we find out who they are!

Apart from TfL / the GLA, NELE's "territory" includes all or part of Barking & Dagenham, Camden, Enfield, Epping Forest, Hackney, Haringey, Havering, Islington, Newham, Redbridge, The City of London, Tower Hamlets and Waltham Forest.

It's quite a task for the NELE committee to find out the names and responsibilities of the relevant Officers (paid officials) and Councillors (elected representatives) of these 14 Local Government Authorities. It would therefore be a great help if we could spread that load by asking NELE members to research this information for their own London Borough. If you manage to find these details, just pass them on to me at [chairman@neleiam.co.uk](mailto:chairman@neleiam.co.uk) so we can start to forge links on behalf of the Group.

Of course, it might be that you already network with other organisations – Round Table, Lions, the WI, car clubs, U3A—with whom we could forge links to take NELE forward. If so, please pass them on via the same email address.

Any help you can give the group in this respect would be very much appreciated. Hope you can help!

***Paul Gillett, Chairman***



***The below is a précised version; the full version will appear in RoadWorthy prior to next year's AGM.***

**Minutes of the ANNUAL GENERAL MEETING held virtually via Zoom on Tuesday 13<sup>th</sup> April 2021 at 7.30 pm**

Paul Gillett introduced the AGM and welcomed everyone to the meeting.

**1. Apologies for absence** – Derek Leggetter, Charlie McGlinchey and Clint Childs.

**2. Minutes of previous AGM** on 10th March 2020 carried unanimously as a true record

**3. Matters arising from the 2020 AGM** Minutes  
-a. Whether we should stay at St James' Hall Buckhurst Hill for meetings  
-b. Whether subscriptions should be raised  
*Both are addressed later in the meeting (Item 9)*

**4. Chairman's Report** - Please see p,19 RoadWorthy Spring 2021. Paul added that although we could not do a lot this year, we do have something to look forward to— May 17<sup>th</sup> when 1:1 observations can resume (subject to Government regulations).

**Resolution 1:** To accept the Chair's Report

**Proposed:** Pete Minvalla; **Seconded** by Mike Noel

**Resolution carried unanimously**

**5. Treasurer's report and adoption of accounts.**

The Treasurer's Report was emailed to all members before the meeting. The group's receipts and payments account increased by £996, mainly because we could not meet, and the drastic saving in production of

RoadWorthy. Expenditure also included funding for Observers' and Associates' PPE, and the signing up to Zoom for unlimited meetings.

The group's reserves now stand at **£9,850** and are all held in current accounts.

Paul Heasmer wishes to thank everyone in the group who has assisted him in his role as Treasurer.

*Paul Gillett* added that the ZOOM licence membership is shared with ELAM (East London Advanced Motorcyclists) who have offered to pay next year's membership fee.

**Resolution 2:** To accept the Treasurer's report and adopt the accounts.

**Proposed:** Heather Jameson; **Seconded** by Peter Rowles  
**Resolution carried unanimously**

## 6. Election of officers

The following stood for re-election:

Chairman: **Paul Gillett**

Secretary: **Mike Noel**

Treasurer: **Paul Heasmer**

**Proposed** (*en bloc*): Brian Calcutt; **Seconded** by: Ron Wood

**Resolution carried unanimously**

## 7. Election of committee members

**Committee Members retiring** and **not** standing for re-election: **Iain Wyness**

The Chair expressed his sincere thanks to **Iain** who 'retired' in July 2020 and has served the Committee, NELE & IAM unwaveringly over many years. Although he will be sorely missed, he is still 'active' writing excellent articles for RoadWorthy and will continue observing (when we resume).

**Committee Members who are retiring** (*on a 3-year rotation*) and **standing for re-election:**

Charlie McGlinchey, Peter Rowles

**Proposed:** Paul Heasmer; **Seconded** by: John McAndrew

**Resolution carried unanimously**

The Chair then invited any other members present to join the Committee.

**8. Resolution 3:** That any monies unclaimed by Group members for over one year by the end of the AGM should be treated as a donation to Group charitable funds.

**Proposed** Paul Heasmer; **Seconded** by: John McAndrew

**Resolution carried unanimously**

## 9. Membership discussion

- a. Future meetings (post-Covid): (PG): The Committee felt that it will continue the present format of ZOOM meetings – both Committee and Group – until September, then have a review, subject to Government guidelines. There is also the possibility of 'hybrid' meetings i.e., face-to-face meetings with a Zoom connection, or alternate Zoom and face-to-face meetings.  
*Heather Jameson* asked whether we could have a more 'congenial' meeting location. She felt that a more attractive venue would encourage more participants.  
**Action:** Committee to look into this by Sept 2021
- b. Membership subscriptions: (PH): Last year we proposed to raise the subscription from £10 to £15 & should have had an EGM to decide. Because of events, namely Covid & our increase in reserves to just over £10,000, this meant that we no longer need to increase our subscription; certainly not before the next AGM in 2022.  
**Action:** Committee to review in Jan/Feb 2022

## 10. Any other business. There was none.

*The AGM closed at 20.02 after which Owen Mabbott delivered his presentation on the FordPass Mobile App (see page 12)*

## Deportment

Deportment at the wheel is a subject discussed infrequently, but one that is highly relevant.

Poor or sloppy posture has an effect upon one's driving and could be caused simply by adopting an incorrect seating position. Both the 'nervous granny/grandad' position (too close to the wheel) or the 'laid back'



armchair style especially favoured by young men does mean that the driver cannot be fully in control of the vehicle.

Additionally, many cars have armrests on the doors and around the central transmission tunnel area encouraging a languid style where one elbow nonchalantly rests on the driver's door cill, holding the

roof on, or, even worse, dangling pendulously from an open window. It may look 'cool' but it could contribute to disaster in an emergency situation.

The fundamental requirement is to ensure that the pedals can be reached without stretching. In a car with manual transmission the seat should be moved forward until it is possible to fully depress both the clutch and brake pedals. It is then necessary to determine the biting point on the thrust of the clutch pedal. It may be that the clutch engages higher up its arc of pedal movement so that the seat can be moved back a notch giving a better position for the steering wheel. If it is possible to touch the top of the wheel with the forearm or with the wrist with the hand bent, the position is too close to the wheel.

The next adjustment to the seat and/or telescopic steering wheel should ensure that that either wrist can reach or be placed at the twelve o'clock position on the rim of the steering wheel. From there the hands can be dropped down to the quarter to three position (or ten to two, which some prefer). The arms should be slightly bent. Correct adjustment should allow unobstructed forward vision whilst also providing a clear view of the dashboard instruments. Of course, the mirrors may need adjustment. A proper seating position is crucial to accurate car control.

Attention also needs to be given to head restraints. The headrest height should equate to a point just above eye level and, most importantly, it should be as close to the head as possible. Anything more than 7 centimetres increases the risk of whiplash in an RTC.

***Jain Wyness***

#### **ADVERTORIAL**



Nextbase pioneered the Dash Cam sector in 2012 and is now the world's leading Dash Cam brand. With a current market share of over 80% in the UK (GFK stats), our Dash Cams have received universal acclaim, winning rave reviews and numerous awards, including multiple Which? Best Buy awards across the whole range, as well as accolades with T3, Auto Express, Forbes and more.



The current range of Dash Cams continue to focus on video quality and ease of use with a range of revolutionary new features. A Nextbase Dash Cam acts as your driving guardian and is described as your 'independent witness' on the roads. It can protect your

no claims bonus, help reduce insurance premiums and advocate for your driving when faced with false or unfair liability claims.

Nextbase have recently revolutionised car insurance, by offering for the first time ever, Nextbase Insurance, which offers dash cam owners up to a 30% discount. Nextbase Insurance will start at under £200, with 32% of customers paying less than £250 for fully comprehensive cover and over half of customers saving 30% or more on their insurance. It is in partnership with Cornmarket Insurance Services and underwritten by a range of major insurers including AXA and Ageas, which will reward drivers with significant discounts.

Road safety is of the utmost importance to Nextbase and the National Dash Cam Safety Portal, hosted directly on our website as a not-for-profit platform, gives all road users the power to report incidents of dangerous driving to their local police force. It allows motorists to upload video footage directly, safely and securely to their police force, thus drastically reducing police processing time from 14 hours to minutes. This service is available to all UK Police Forces, with over 6 forces including West Mercia and Warwickshire Police currently signed up. It is supported by Brake, the road safety charity, as well as Cycling UK, the national cycling charity.

Nextbase offers their full range of Dash Cams available to purchase direct via their website at [www.nextbase.com](http://www.nextbase.com). This includes the latest multi-award winning 622GW Dash Cam which includes stunning features such as 4K recording with Digital Image Stabilisation, Super Slow Motion, what3words, Alexa and more. For those looking at mid-range options the 322GW PRO Bundle is certainly worth considering at just £149.99. This includes the 322GW Dash Cam, with 1080p HD, Emergency SOS and Wi-Fi, as well as a clip on polarising filter to reduce windscreen glare, carry case to keep the dash cam protected when not in use, 64GB card to record footage and Rear Window Camera option to record front and rear.

**Elliott Blackburn**  
**Marketing & Sales Executive**  
**NEXTBASE Dash Cams**

## WHAT IS AN OBSERVER?



There is no doubt that observers are the life blood of IAM (RoadSmart). Without them the IAM would not exist in its current form. So who are these people? They are keen members who have passed their test and have chosen to pass on the knowledge, skill and experience

they have acquired to new members for which they undertake additional training.

As members of the IAM they know that Road Safety is paramount. We at NELE have a dedicated team of observers who give their time and expertise to train others. All now have to meet IMI requirements and are trained as National Observers, the test being conducted by an IAM examiner or as Local Observers, assessed by a qualified National Observer.

There are various requirements to become an observer. They need good communication skills and the ability to be able to talk to people in a positive and friendly manner. They must be able to describe how best to negotiate hazards and to advise accordingly. They need to explain IPSGA and how it should be used. They are expected to help those people who may be of a nervous disposition, put them at their ease and encourage them to be more confident in their driving.

Observers are trained to help all types of people from young to the mature, the less confident, and the new and inexperienced drivers. A demonstration drive to a candidate can be given if it is thought to be beneficial. We aim to get as many as possible to the required standard to pass the IAM advanced driving test.

After each drive the observer will explain and fill in the 'student's' handbook to clarify the progress that has been made and areas in which more practice may be needed. They are encouraged to put in as much practice as they can between each training session.

When an observer considers a candidate may be test ready, they are sent for a mock test which it is my function to organise. As an independent observer, I will assess the drive and recommend that they



that they go for a test or return them to their observer for further training. I also deal with any problems that may occur between candidates and observers and hopefully resolve any such issues. I am responsible also for allocating a new candidate to an observer in their locality.

Neither from political correctness, or any gender equality issue, some female trainees, understandably, would prefer to be trained by a woman observer. In this direction the observer cadre is somewhat lacking, and any female member who would like to train as an observer would be very welcome. We are a small and friendly bunch of volunteers, but we are always on the lookout for new observers. The reward for an observer is the satisfaction gained from the knowledge that with each

successful test pass he or she has made a worthwhile contribution to road safety.

If you think you have what it takes to give some of the experience you have gained through your training and passing of the test, and would like to help others to become safer drivers please contact either myself or Paul Gillett. You will find our details on the back page.

***Peter Rowles***  
***Observer Team Leader***

**If you love your driving then why not share your passion by becoming an IAM observer? Observing is a thoroughly rewarding and enjoyable way to help make our roads safer by coaching and mentoring drivers to be the best that they can be. You'll volunteer to provide these skills through the national group network.**

**As an observer with the IAM you'll provide one to one observed drives or rides as part of a local IAM group. These generally fall into regular times and patterns to fit in with your other commitments, they can vary by group and we can currently promise to keep you as busy as you wish to be with our associates waiting to start their courses!**

**Existing observers will tell you that the pleasure and satisfaction of hearing that your latest associate has passed his advanced test is a very satisfying feeling.**

## Recent Group Meetings



### March Meeting – Crime Squad at Heathrow Airport *Andy Lucker*

Andy is a retired DC with the Met. & British Transport Police and is an experienced speaker - although he was keen to tell us that this was his first “virtual” presentation. It was soon evident that Andy was well experienced at public speaking, and confident in front of the camera, as the talk included a 30 minute ‘Airport Crime Squad Special’ BBC produced film, where Andy was the very professional ‘face’ in front of the camera. The film included some shocking examples of criminality at the airport, with several clips filmed covertly and various arrests being made. After a networking break Andy went on to discuss other bag theft investigations which included those involving David and Victoria Beckham who members may recollect had some rather expensive luggage stolen! Members seemed to enjoy the presentation, and at the conclusion Andy was happy to answer questions.



Essex & Herts  
**Air Ambulance**

Your local life-saving charity

### Also in March – Virtual visit to North Weald Airbase

This virtual visit included a 3D tour of the EHAAT’s new facility at the North Weald Airbase, a presentation from one of the Trust’s critical care paramedics and a chance to meet the family of a young girl whose life they saved. Unfortunately, the details of this event were received rather late and so attendance was low but they have kindly agreed to present to us again at our September Group Night (see page 3). Although the airbase is currently closed to the public, they have also invited us to visit as soon as we are able to. To find out more about this amazing charity, please visit their website: [www.ehaat.org/webinar](http://www.ehaat.org/webinar)

### April Meeting – FordPass Mobile App – Safety & Security Products *Owen Mabbott*

Immediately after our AGM, Members received a presentation from Owen Mabbott, introduced to us by our Group Secretary, Mike Noel. Not only was Owen one of Mike’s former pupils (Mike was a senior IT lecturer with Havering College) but he is also an advanced driver, having passed in 2015 with our then Secretary, Eric Saunderson, as his Observer.



# FORD MOBILITY

Owen currently works at Ford Motor Company as a Senior Product Manager in the Enterprise Connectivity space based in the Olympic Park, Stratford, East London. After completing a two-year BTEC level 3 course in Networking at Havering College in 2014, Owen joined Fords at their Technical Centre in Dunton as part of a first cohort of IT Higher Apprentices: a four-year scheme focused on combining work experience with study. Owen was one of only a handful of Apprentices chosen nationally.

During his first two years within the role, Owen gained an NVQ level 4 in IT Professional Competence as part of the apprenticeship scheme. In 2016, he transferred to the FordPass team as a Business Analyst which involved designing solutions associated with the delivery of features in the mobile App ranging from owner services content to vehicle connectivity. In 2018 Owen graduated with a BSc Hons in IT Management for Business with his dissertation focused on *innovation management in automotive & connectivity*.

Upon graduating, Owen joined the Ford of Britain IT team in a dealer-facing technical role before achieving a promotion to his current position. With the automotive landscape constantly evolving, Owen is now looking forward to continuing to deliver solutions in this area.

### Summary

-  The technology associated with Vehicle Connectivity is continuing to evolve.
-  With the introduction of Electric Vehicles, mobile devices/apps are becoming more fundamental to the overall user experience.
-  Mobile app feature portfolio is continuing to expand, more functionality is on the horizon.



Owen's presentation covered some of the areas of his work; from leading a team of software engineers to the delivery of Safety and Security products globally within the FordPass mobile App.

## May Meeting – Getting Back into Driving after Lockdown *Paul Gillett*

Due to an admin error, our advertised presenter was unable to join our zoom session. However, so as not to disappoint our members, our Chair, Paul Gillett, presented “Getting back into driving after Lockdown” and what to expect in the way of change since Lockdown: narrower roads with additional cycle lanes; many roads closed completely to traffic (e.g. around Bank in the City); lower speed limits and changed junctions, of which we might be unaware.



He also touched upon changes in road usage – greater numbers of cyclists and pedestrians; the rise of the electric scooter (albeit that these are technically illegal,) and the widespread usage of electrically-assisted bicycles. All of these contributed to a different mix of commuting traffic of which we should be aware.

Similarly, increased hours for the Congestion Charge zone and changes to parking charges in certain Boroughs could catch out drivers who weren't aware, with consequential damage to the wallet! Outside of London, there had also been an increase in recreational cycling, resulting in greater numbers of cyclists on rural roads. We should be aware of this and build it into our driving plans.

Many of us may not have driven much in the past 15 months beyond a trip to the local supermarket. Paul suggested that we may therefore find our driving had become rusty from mis-use. He suggested that we venture out into the countryside and onto major roads for some dedicated practice to revive our skills away from the stress of a time-critical journey. In doing this, we would more likely bring our thinking skills back up to speed quickly and with less risk to ourselves and other road users. He also pointed out the NELE's Observer Team could help if any member wanted a friendly assessment run to revive and renew skills. Observers could also suggest some excellent roads which would make those refresher runs an enjoyable experience! (This still applies – contact details are on the back page).

## June meeting – Fraud & Scam Awareness *Penny Latham, Community Banker with NatWest and in association with Trading Standards*

Penny started her presentation by advising members that in the UK we are more likely to fall victim to fraud than any other crime due, in the main, to the increase in on-line services that have become necessary because of the pandemic.

Worryingly, any age group can be affected by scams and the best way to fight these crimes is to share knowledge and raise awareness. Since the

start of lockdown, we have all quite rightly become increasingly suspicious of any email, telephone call or text that we receive out of the blue especially when they ask for money or personal information. Worryingly, any age group can be affected by scams and the best way to fight these crimes is to share knowledge and raise awareness.

In 2019, over £1.2 billion was lost to fraud and scams and this has doubled through the pandemic. Only 5% of scams are reported with fraudsters settling for smaller payments which tend to not be picked up by the Banks.

Penny strongly recommends members sign up for "Your Community Alert" with their local police so that they can keep you updated by email and/or text as to any criminal activity in your area. You can also report and get advice about fraud or cyber crime by calling **0300 123 2040** or visiting [www.actionfraud.police.uk](http://www.actionfraud.police.uk).

**Want to find out more? The NatWest Security Centre:**  
[personal.natwest.com/personal/fraud-and-security.html](http://personal.natwest.com/personal/fraud-and-security.html)

**Advice:**

getsafeonline.org  
takefive-stopfraud.org.uk  
friendsagainstscams.org.uk  
cifas.org.uk

**Help:**

Citizensadvice.org.uk  
or call **03454 040506**

### **OBITUARY—Andy Watts, M.B.E. 1945—2021**

It is with much sadness that we have to report the death of Andy Watts M.B.E., who passed away in hospital on the 15<sup>th</sup> June, having been admitted 6 days earlier. He was a good friend for NELE IAM and was our group secretary for 4 years having joined the I.A.M. in July 2010, and passed his test in 2011.

I first met Andy at the A.G.M. in 2012 when we were trying to get volunteers for the committee. We desperately needed a secretary, and after making further appeals Andy stood up and said he could not ignore it any longer and would help us out. This he did, being an excellent group secretary with a great deal of very dry humour!! He was always very impressed with the way I.A.M. observers gave up so much of their free time to train people in the skills of advanced driving.

He was a man of vast interests, being a member of the Worshipful Company of Plumbers for over a quarter of a century, and awarded his M.B.E. in 1994 for his years of accomplished service and dedication to the plumbing industry. He was a good communicator, being a radio ham and never far from his iPad, but meeting people was what interested him most.

He will be missed by many people, and I will always remember Andy as a good friend and for his kindness to people. Our sympathies go to Marge and his family.

***Derek Leggetter***

### ///what3words, or “Where exactly are you?”

Many years ago, I worked on a project to digitally map every single property or area of land in the ownership of the London Borough of Barking & Dagenham onto a geographical information system.

The technology was all very new at the time but mapping provided an extra dimension producing tangible benefits – the project was quite a success. After an intensive 5-year labour of love by the Council, proving evidence of ownership to solicitors acting for purchasers became an admin job rather than one that needed the input of solicitors and legal experts.

The project well and truly paid for itself, and turnaround times for sales went from 2 years to 8 weeks. The Council went on to include the mapping of planning histories, contaminated land, areas of land maintained by the Council, and so on. A long story to introduce this topic, but hopefully this explains my obsession with maps and mapping!

I wonder how many of you have heard of or used the what3words App? If so, please forgive me if what is set out here is already known to you but given my past employment, I just cannot help but be fascinated with it and the enormous benefits that it can bring to one and all.

Street addresses were not designed for 2021. They are not accurate enough to specify precise locations such as building entrances, and do not even exist for parks and many rural areas. This makes it hard to accurately locate places and prevents people from describing exactly where they are when - for example—help is needed in an emergency.



Imagine that you are walking around Greenwich, and one of your party severely sprains their ankle or knee, has a severe asthma attack, or other very severe episode and needs urgent attention — perhaps you are in the spot on left. You may well have a mobile 'phone, but how do

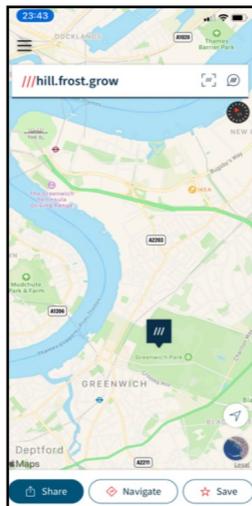
you describe your location to the emergency services when you have to make that call? You may find yourself saying something like “we’re about 500 yards from the Observatory”.

The difficulty in giving an exact location or “address” can cause a significant delay in response time from the emergency services.

And that is just one of the reasons why the what3words was created. Co-Founder of the App, Chris Sheldrick, recently explained that frustration with addresses and postcodes became an everyday part of his life in the music business and led him and two friends to formulate what is now a global address system. The three now have a 100+ strong team, with Headquarters in London and - seeing its potential - backers included Mercedes, Subaru and the SAIC Motor Corp.

What3words divided the world into 3 metres square (as on front cover) giving each square a unique combination of three words that pinpoint a place just as accurately as GPS coordinates but so much more simply. It is the easiest way to find and share exact locations.

Hikers, cyclists, bird watchers and mums can use what3words to share the precise meeting or start point; delivery drivers can quickly identify the exact location to deliver their consignment to a huge warehouse site and taxi drivers can find the exact pickup point for their passengers. The list of uses goes on. But for me, the most significant use for the App must surely be for its use in an emergency – with or without a car. And so we find in the example on the previous page, the what3word address for the emergency here in the grounds near the Observatory would be **/// hill.frost.grow**.



How do we find the what3word address of where we are? If you need to know your exact whereabouts as for this example, simply load up the App, click the “locate” button, and it will show your what3words address on the screen! The map far left shows **/// hill.frost.grow** on the App and left within the Waze App which I currently use as my sat nav. It can just as easily be shown in Google or Apple maps—including a compass. The address can be easily “shared” with anyone who needs it!

Should you have no data or wi-fi (e.g. if you are out in the heart of the New Forest, or on the Moors), the maps may not load but that is of no consequence as the what3words address comes via the satellite. As long as your phone can see the sky and you're not in a cave you can get the what3words address wherever you may be. You can then share that what3words address with the call handler so that the emergency service can coordinate a response directly to the exact location where help is

needed. All you need are those three magic words!

If you have been given a what3words address, you can enter it into the App by typing, scanning, or saying it. Scanning is particularly handy when you spot a what3word address in a guidebook for example, and voice is great for hands-free navigation. No more searching for the entrance to a large park, warehouse, showground, or complex building.

To find the what3words address for your home, tap the search bar, enter a street address or place name, then select the correct search result. Zoom in, switch to satellite mode and drag the map to find the exact location you want.—for example your building entrance or front door. Your what3words address is now displayed at the top of the screen.

To find a location given by the what3words address, type the three words into the search bar with a dot between each word. To scan when you have what3words address in a Guide, tap the scan icon in the search bar and scan the what3words address. Or, to say it, tap the speech bubble in the search bar and say the three words!



The AA now accept what3words addresses from UK breakdown customers, in order to help its teams to quickly identify the precise location the help is needed.

What3words addresses are also accepted by both the Essex and the Metropolitan Police Services, by the Essex Fire & Rescue

Service and the London Fire Brigade, and by the East of Essex and the London Ambulance Services – in fact by most emergency services as set out on its website. It is also accepted by the UK Coastguard. (*Do gather as much location information as you can in an emergency just in case what3words addresses are not yet accepted in any area.*)

There is sadly no standalone sat. nav. device that accept what3words at present, but drivers of many Mercedes models can use it in their in-car navigation system, and many Ford drivers can use it via Ford Applink.

Information as to how to share, navigate and create lists of saved locations can be found at [www.what3words.com](http://www.what3words.com), along with a wealth of additional information. You will also find really interesting videos on YouTube. If there is anyone out there who is an avid user of the system who would be happy to demonstrate some of things that the App does — for example its use in the logistics industry — do please get in touch.

**Jennifer MacLellan**

# Living With Mild Brain Injury

**20% discount for NELE members** at [Routledge.com](http://Routledge.com)

Enter the code LBI20 at checkout, valid 31 May-31 August.

This important book presents a unique, personal account of the impact a mild traumatic brain injury can have. It tells the story of Pauline, who was 33 when a football tackle caused a bleed in her brain. Includes descriptions of hidden symptoms of concussion & post-concussion syndrome, pitfalls in diagnoses, the uneven progress of recovery, and the varied reactions which people have to an acquired brain injury.

**“Incredibly vivid...this book will be of great benefit to professionals, survivors and their families alike.”**

*Dr Neil Parrett, Consultant Clinical Psychologist in Neurorehabilitation*

Also available at: [hive.co.uk](http://hive.co.uk) [bookshop.org](http://bookshop.org) [amazon.co.uk](http://amazon.co.uk) or search for 'living with mild brain injury book'

## Ten great confusions and observations:

1. At a movie theatre, which arm rest is yours?
2. If people evolve from monkeys, why are monkeys still around?
3. Why is there a 'D' in fridge, but not in refrigerator?
4. Who knew what time it was when the first clock was made?
5. Every time you clean something, you just make something else dirty!
6. The word "swims" upside down is still "swims"
7. Which letter is silent in the word "Scent"? Is it the 'S' or the 'C'?
8. Do twins ever realise that one of them was unplanned?
9. Why is the letter W in English called double U? Shouldn't it be called double V? (In some languages it is!)
10. 100 years ago, everyone owned a horse and only the rich had cars. Today, everyone has cars and only the rich own horses!

If you know the answer to any of the questions, please let us know. To help you, just remember that if you have What, When and Where and then replace the "W's" with "T's" the questions are answered!

(Taken from the internet)

And finally .... an observation purportedly by Prince Philip:  
"When a man opens a car door for his wife, it's either a new car, or a new wife!"

## NELE IAM Committee

(From April 2021 )

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*The views expressed in this newsletter are those of the individual contributor and not necessarily those of NELE IAM or IAM RoadSmart unless so stated.*

**Comments, ideas, suggestions and perhaps some motoring humour most welcome!**  
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