

IAM RoadSmart

Mature Driver Review
Examiner guidelines v2 11/17



Mature Drivers Review: Examiner guideline

This guide provides all the information to enable you to successfully complete a mature driver review. If you have any questions please contact either your Regional Service delivery Manager or Amanda Smith.

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Introduction

Since 1994, there has been a 72 per cent increase in the number of licence holders over the age of 70.

Conservative calculations by the DVLA and ONS predict that the number of older drivers will continue to grow dramatically over the next 30 years.

Referring to the IAM publication: Holding back the gears: The ageing process and driver safety; we believe the number of licence holders over 70 will increase by at least 49% by 2032. This will be a figure in the region of 5.8 million drivers.

The aim of the Mature Driver Review is to offer older drivers an opportunity to receive a personal and confidential review on their fitness to drive safely. The review will be conducted in much the same way as a DC55, but with the advantage of allowing the Examiner to declare that the drive delivered was safe.

The safe driver will be offered other IAM products and training to support and encourage the retention of skills, attitude and knowledge. This can include the Advanced Driver Course and Modular products.

In the event of the driver being felt unsafe to drive the Examiner will be able to provide sensitive feedback with advice to receive additional training. This training can be provided by an IAM registered ADI. The advantage will be to ensure the driver is aware there is a safety concern with their driving, providing them with, if necessary, sensitive support and guidance on the recommendation to voluntarily surrender their licence.

The Mature Driver Review report will be clearly graded to show a competency level together with a Safety Concern notification.

Please remember these are not advanced driver tests, your candidate may not ever have been an IAM advanced driver or know anything about advanced driving techniques. You will be assessing the candidate against the Mature Drivers standard which describes a basic level of driving.

The Mature Drivers Review is an opportunity for a driver to take an unbiased review with honest feedback. We understand the need for mobility and independence, for all ages, in today's world; our review is seen as a way to give confidence and reassurance to drivers who may unnecessarily be thinking of giving up driving. We offer additional training through our modular products, an IAM Approved ADI or an Advanced Driver Course with the local group as a means of keeping safe drivers on the road for as long as possible. The option to class the drive you experienced as unsafe should be used if you feel additional training will not help.

Please show care and empathy towards the driver throughout the review.

1. Initial contact

Candidates may be coming to you for a variety of reasons. They may have had this product bought for them by a concerned family member, may be seeking reassurance that they are fit to drive, or may be facing a tough decision of whether to surrender their driving licence. The candidate is looking for the answer to the questions:

- Am I safe to drive?
- Do I need to give up driving?

It's very important to engage with the candidate from first contact in a positive and friendly manner. You will need to establish:-

- The reason for the review
- Fears and concerns of the driver
- What driving do they usually do:-
 1. usual journeys – types of road: local, dual c/way, motorway, rural
 2. usual time of day for journeys,
 3. reason for journeys – do they only drive to the supermarket and back each week or are they caring for grandchildren etc.

Once you have this information you will need to make arrangements to meet the driver at a mutually agreeable time and place. This might be different to what you normally do. Consider meeting the driver at their home address at a time that they usually drive. Please be careful not to put yourself or the candidate in a vulnerable position.

If possible, you should try to establish the means by which you remain in contact with the candidate when arranging the review date. Most people have mobile phones, but this may not be the case with a mature driver candidate - in the event that you are unexpectedly delayed en route to the meeting point, or have to cancel at short notice, having a contact number means that you can inform the candidate accordingly.

It is acknowledged that candidates undertaking this review may want someone to accompany them. Every courtesy should be extended to allow this to happen. However the accompanying person should be made aware they are not to become involved in the review procedure and must not make any attempt to influence its outcome.

2. Review drive:

The review drive should last no longer than one hour to include a briefing and debriefing. Obviously, time for the de-brief may be extended dependant on the result of the drive. Please be careful, however, not to give driving instruction during the de-brief. Explaining what was good and/or bad is great, but please don't explain how to overcome the problems – that becomes instruction and is not part of what we are asking you to do.

All usual test/review guidelines are to be followed in relation to your conduct and the organisation of the review. It is worth highlighting:

Your greeting should be friendly, but not to the extent where it may compromise your position, as it should be remembered that at the conclusion of the review a decision will have to be made about the driving ability of the test candidate.

Your demeanour should be such that it will help the candidate overcome any nervousness and settle down to the assessment.

3. Eyesight test

This is a vital part of our Mature Drivers Review as a driver may not be aware their eyesight has deteriorated. Please deal with this sensitively and professionally.

Although IAM examiners do not have the authority under law to test a candidate's eyesight, it is essential, particularly with this review that all candidates can meet the minimum legal requirements as far as eyesight is concerned.

Examiners should therefore ask a test candidate to read a vehicle number plate at a distance of 20.5 metres (20 metres new plate format), in good daylight, as outlined in the Highway Code.

If a candidate fails this test, or refuses to comply with the examiner's request to undertake such a test, the examiner should terminate the review at that point.

4. Briefing

It's important to fully brief candidates, so they can be prepared for the terminology and expressions which will be used during the review. By telling the candidate exactly how directions will be given, you'll minimise the risk of ambiguity.

You should continue to encourage the candidate to settle down in a way that best suits their particular style, emphasising the fact review conditions should not inhibit or stifle the drive.

The briefing itself should include:

- the duration of the drive
- an overall view of the route you will be taking

Be clear. Keep it simple.

Give directions clearly and with plenty of time. Turning left or right at specific road junctions should not present any particular problem, provided directions are given clearly and in plenty of time.

Please bear in mind some people do have a genuine issue with terms like left and right and will confuse the two without clarification. Although these candidates do not appear frequently, be prepared to deal with them sympathetically and yet effectively when they do.

Roundabouts can create confusion from time to time; examiners should be specific about how they are going to communicate the required direction.

Always be prepared to remove any ambiguity which may arise with signs or road markings.

Candidates should be informed that during the course of the drive you will be making notes. Try to discourage them from allowing your note taking activity to disrupt their concentration level and subsequently the drive.

It's a good idea to reassure candidates at this stage that not all written notes are criticism, indeed they can very often be complementary.

All examiners must be guided by the circumstances of the review environment.

Please think carefully about the route for the drive. Try to make it appropriate to the driving they normally do.

The candidate should comply with all traffic laws, and the IAM cannot condone breaches of the law. However, it should be remembered that the purpose of this review is to determine whether a driver is safe to continue driving, and a technical or serious breach of the law – deliberate or unintentional – may not be a sign that they should “fail” as being no longer safe.

Concentration is essential when driving and therefore conversation levels in the vehicle should be controlled. Conversation may develop to a level in line with your examining style but should not reduce or affect concentration.

Do not under any circumstances give any driving/riding instruction during the course of the IAM Mature Drivers Review, either verbally or by means of demonstration drive.

Remember it is strictly a driving review. Make a note of obvious strengths and weaknesses and discuss them as necessary during de-briefing.

To intervene by way of an instruction on a matter of technique, during the course of the assessment, would change your role from Examiner to Instructor, with all the associated implications relating to ADI registration (for cars), vicarious liability and insurance.

Please leave all comments on driving technique to the de-briefing, unless you have to intervene in the interests of safety.

Always respect the candidate's personal space and do not invade it; also adjust your seat so that your space is not invaded. The candidate must be able to operate all necessary controls without feeling inhibited because of their close proximity to the examiner.

Examiners are reminded the vehicle used is a non-smoking area for the purpose of current legislation. Whilst so used even the owner/ user is not permitted to smoke in it.

Be respectful at all times and do not make any comments which may be deemed to be offensive, in anyway.

5. Manoeuvres

Select a suitable location where the candidate can demonstrate simple manoeuvres safely and unobtrusively. The candidate should be able to demonstrate they can reverse and park the vehicle safely and competently in the kind of situation they may need to during their own driving.

If the candidate's vehicle manoeuvring ability is suspect in any way, you may require the candidate to demonstrate further every day practical manoeuvres so any weaknesses can be properly assessed

6. Terminating a drive

A drive should only be terminated if you consider that to continue would jeopardise the safety of yourself and/or other road users. In dire circumstances such as these, ask the candidate to stop at a safe location.

Explain your reasons and complete a review report reflecting the circumstances. Please make sure the driver understands your concerns and the reason why you don't feel it is safe to drive any further.

In these circumstances we will have a duty of care towards the driver. Please discuss with the driver the options open to them:-

For you to drive the vehicle to a place of the driver's choice, be it their home address or a friend/relative who lives locally. You will be covered by the IAM insurance policy to do this if you have gained permission from the driver.

You will obviously need to return to your own vehicle after this by means of public transport or taxi, please obtain a receipt so we can reimburse you. Please get that permission in writing on the rear of the review form before you actually start to drive.

Arrange for a friend/relative to meet the driver at the stopping place and if necessary wait for their arrival.

The driver may decide they wish to continue their journey, in which case, if it seems you would be unable to make any significant influence from there on, please leave the vehicle. Make sure you give the driver a copy of the review form clearly marked with your recommendation. Please use public transport or taxi to return to your vehicle (if necessary), obtaining a receipt for reimbursement.

Please inform support@iam.org.uk and your ASDM as soon as possible, preferably in the first instance by phone, when a review has been terminated.

Advise by using the Requires Attention tab in DTE Remote – please refer to DTE Remote for Examiners.

7. Debriefing

At the conclusion of the review give the candidate a full de-briefing. Complete the review form with the candidate explaining that this is an aide memoire and they will be provided with a written report at a later date.

a. The safe driver

Complete the de-brief with feedback giving praise together with areas for development.

Offer the driver other IAM products to develop their skills, attitude and ability to remain a safe driver. This can be from our range of Modular products or, possibly, an Advanced Driving Course with a local group.

A full report will need to be entered on DTE covering the review and your recommendations.

Following the review a copy of your report will be emailed or posted to the driver, together with an email or letter reinforcing the result of the review and the suggestion you have made to the driver

b. The unsafe driver

The de-brief for the unsafe driver will need to be delivered with care and sensitivity. Remember, if you feel the drive was unsafe you need to say so.

Make sure you are able to explain why you consider the driver unsafe.

Please make sure the driver understands you have concerns for their driving safety and talk about the options open to them, whether this is to voluntarily surrender their licence or to undergo additional training with an ADI.

The decision to give up driving can be difficult for a driver to reach; this product is designed to give an honest evaluation of the driver on the day of the assessment.

Make sure you have ticked the "safety concern" box on the form you give to the driver. Explain this is an aide memoire and they will be provided with a written report at a later date.

A full report will need to be entered on DTE covering the areas of concern in the drive, so that the reasoning for your decision is clear, and your recommendations.

Following the review a copy of your report will be emailed or posted to the driver, together with an email or letter reinforcing the result of the review and the suggestion to consider additional developmental training with an IAM approved ADI and to consider the suggestion to give up driving.