



The Insurance
Institute of
Manchester

Chartered Insurance Institute



**The Insurance Institute of Manchester
Annual Report for the year 2018 - 2019**

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Programme

- Registration and refreshments
- AGM including President's address
- Handing over Chairs of Office (presentation of badges)
- New President's address: Goals for 2019 - 2020
- CPD Seminar: Vulnerable Customers with Ian Jones, Zurich Insurance
- Networking drinks – Meet YOUR Council

One hour of continuing professional development can be claimed for this event if relevant to your learning and development needs



General information

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143rd Annual General Meeting of the Insurance Institute of Manchester 2019

This year's AGM is to be held at **Manchester Chamber of Commerce (Elliot House, 151 Deansgate Manchester M3 3WD) on Thursday 25th April 2019 at 16:00**; we propose a brief AGM which will be held prior to the CPD Lecture at **16:30**.

Registration and refreshments from **15:45**, with networking drinks afterwards.

All Council nominations are listed below and will be approved at the AGM. Please contact the office 14 days prior to the AGM if you would like to make an objection(s) to any of the points or to request a copy of the 2018 minutes. These are also available to view on the IIM website at www.cii.co.uk/manchester

The existing Council recommends that members vote in favour of all the resolutions being proposed at the AGM, which they consider to be in the best interests of the institute as a whole.

NOTICE is hereby given that the AGM of the Insurance Institute of Manchester will be held for the following purposes:

1. The proposed President of the Institute for 2019/2020 is **Victoria Myers** of Zurich
2. The proposed Deputy President of the Institute for 2019/2020 is **Eleanor Moore** of C&C Insurance
3. To receive and adopt the Treasurer's Report and Accounts for 2018
4. To receive and adopt the Annual Report of Council for 2018/2019
5. To elect the following Vice-Presidents for the session 2019/2020
Under rule 11a): Katie Jackson, Stephen Bridge, Suchit Desai
Under rule 11b): Fintan Griffin
6. To elect the following ex-officio members of the Council for the session 2019/2020
Secretary: Jordan Haskayne, Allianz
Treasurer: Katie Jackson, Bollington Insurance

Committee Chairperson(s) & Representatives:

Events: Danielle Gowrie, AIG

CPD: Paul Hudson, Aviva

Education and Development: Mark Farrant, McLarens

Governance: Paul Heathcote, Griffiths & Armour

Dinner Secretary: Caroline Griffiths-Davies, Dual Corporate Risks

Style in the City Fashion Show: Natasha Johnstone, AIG

Regional Forum Officer: Stuart Frost, LV=

Liaison Officer: Suchit Desai, Allianz

Constitution Officer: Mike Cranny, Create Solutions Ltd

Diversity Officer: Jessica Heaton, Zurich Insurance

7. To re-elect the following Council members (not in named positions) for the session 2019/2020
8. To appoint Warburton & Co Accountants for the session 2019/2020
9. Appoint a Charities Representative: Tracey Threfall, Aon

Local Institute Council and Officers 2018-2019

President:	Suchit Desai MA ACII
Deputy President:	Victoria Myers ACII
Vice Presidents 11a:	Fintan Griffin ACII Katie Jackson Stephen Bridge
Secretary:	Jordan Haskayne LLB (Hons), Dip CII
Treasurer:	Katie Jackson
Education Secretary:	Victoria Myers ACII
CPD Committee Chair:	Marc Hargreaves ACII
Dinner Secretary:	Caroline Griffiths-Davies
Events Committee:	Danielle Gowrie ACII
CII North West Region Representative:	Stuart Frost
Charities Representative:	Tracey Threlfall
Liaison Officer:	Fintan Griffin ACII
Elected Members April 2018:	Eleanor Moore Paul Heathcote Natasha Johnstone Karen Shenton
Other officers:	
Vice Presidents 11b:	Karen Shenton Dip CII Mike Cranny FCII Martin Jackson



President's Annual Review 2018

Suchit Desai ACII, President of the Insurance Institute of Manchester



What a year it has been! I am surprised that 12 months have passed since I was here taking on the reins as Insurance Institute of Manchester's President from my predecessor Steven Bridge. My first thank you must go to him for all the hard work he did during his year as President and for trusting and supporting me in the role.

I have thoroughly enjoyed my time as President of this immensely active, forward-thinking and constantly evolving Institute. The many activities, ideas and innovations that it and its members continue to come up with and successfully bring to fruition for the benefit all of our members have made it an action and fun-packed year.

My second thank you goes to each and every volunteering member involved with the IIM that has provided invaluable support to ensure all Committees, events and functions are well organised, managed and attended. We have a great network of pro-active, hardworking individuals who form the Committees and Council and who are constantly trying to find ways to increase the value of being a member of the Chartered Insurance Institute. I have been exceptionally proud to lead them. IIM would not be as successful as it is without their hard work.

The various Committees have again provided wonderful value for the IIM, with the **CPD Committee** offering a varied and relevant schedule for the year as I am sure it will continue to do. The ground-breaking Fast Track ACII programme which started two years ago finished in September 2018 with all 14 applicants achieving their ACII (from Dip CII) in less than 20 months. This is an amazing achievement for IIM which has once again set an example for other Institutes to follow.

The Education Committee continues to keep the exam syllabus relevant and organised wonderfully received Jubilee Prize Awards, at the historic Chetham's School of Music for our talented award winners.

The Development Committee again took a promising group of talented individuals in the Manchester market and gave them skills that I am sure they will use for life. They produced a document on IDD that many have received and enjoyed. As with anything constant improvement is needed, and as of next week the New Class program will be refreshed and relaunched as The Leadership Program.

The Events Committee has continued to run an engaging schedule which draws people in from all over the Industry to network and unwind in structured and less formal settings. Congratulations to all those who have been involved in the events.

The Style in the City, Young Members' Ball and Annual Dinner were fantastic events. The constant support provided by IIM members is what makes these events a great success and days to look forward to in the IIM calendar.

One of the main things on my agenda when I took over was to get more companies involved with the IIM and I can confirm that we have been very successful in doing this. The newly launched "Lunch and Learn" sessions have worked very well and helped us raise awareness of the IIM and its activities.

I am immensely proud to report that over the year we have raised more than £10,000 for my four chosen local charities: SmartWorks, 42nd Street, Street Games and the Booth Centre. The committees and I have got to know the amazing work these charities do in our local area and formed ties that I am sure will last beyond this year.

Over the year I have had a tremendous amount of support from my employer Allianz Insurance, who not only sponsored the Annual Dinner and other events but have given me the flexibility and support to perform my presidential duties alongside my day job.

I have also had great support from Karen Fothergill, CII Regional Membership Executive and Victoria Myers, who I know will be a great President. I wish Victoria all the best for the coming year, and I hope she enjoys it as much as I have.

Thank you.

Secretary's Report

Jordan Haskayne Dip CII
Secretary



The purpose of the annual secretary's report is to provide a summary of the activities carried out by the Insurance Institute of Manchester during the last 12 months and to highlight what has been achieved by the various committees.

The primary functions of the IIM are to ensure its members can access a variety of CPD lectures, be able to take their insurance exams in a professional city centre venue, and to host an annual dinner. All these things are delivered along with so much more and this is a credit to all those who volunteer their time on a Committee.

Both Victoria Myers and Brad Jackson have chaired the joint Education and Development Committee for the past twelve months. From finding easily accessible city centre venues to ensuring the examinations on the day run smoothly, the committee work tirelessly to assist all of our members in their career progression. Manchester also continues to achieve excellent examination results with individuals rewarded in our annual Jubilee Prize Award ceremony. I had the pleasure of attending the ceremony in May and the Committee should be proud of their efforts in producing such a wonderful event.

The CPD Committee, chaired by Marc Hargreaves, have also enjoyed another successful year by delivering a programme of industry relevant lectures. By working in partnership with the Manchester Liability Society, led by John Lyndsey, the Committee have produced over 30 hours of structured CPD learning. Based on the feedback from our members, the Committee have delivered sessions including the 'Business Interruption Masterclass', 'Marine Cargo – A Beginners Guide' and the 'Microsoft Tips and Tricks' lecture. I am proud to be a member of the CPD Committee and I appreciate all the time and effort which goes into organising each event. Special thanks goes to Marc who is stepping down as chair; we wish him all the best going forwards.

In 2017 we launched the revolutionary Fast Track ACII Programme to help 12 successful candidates to achieve their Advanced Diploma (ACII) qualification. Two years on I am pleased to confirm that all 12 participants are now ACII qualified thanks to the assistance of the Insurance Training Partnership (ITP). This is a wonderful achievement and every single candidate should be so proud of all their hard work.

The annual Institute dinner was held at the Principal Hotel back in November. The James Bond/007 themed black-tie event was a success as it brought members from across the industry together for a night of food, drink and celebrations. With entertainment from comedian Justin Moorhouse and music from DJ Dave, the annual event was a triumph. Everyone involved in organising this special event should be proud of all their efforts. We are already looking forward to the next dinner on the 8th November 2019 – save the date!

The Events Committee have also had a wonderful twelve months hosting a number of successful activities. The Committee, led by Danielle Gowrie, have worked hard to organise activities which engage both existing and new members alike. From the Young Members Ball held at the Hotel Football in September to the Quiz Night in February, the Committee have continued to receive glowing feedback from everyone involved.

Another highlight of the year was the Style in the City event which was hosted in the Midland Hotel. The 'Party in the Paddock' event had guests from the insurance and financial services industry enjoying a wonderful afternoon of entertainment. Special thanks have to go to Jessica Heaton and the members of this additional committee for their hard work and considerable fundraising efforts.

Finally, a special note of thanks goes to our President, Suchit Desai for all his support over the past twelve months. Suchit has worked hard to encourage more companies to get involved with the Institute by showing them the benefits of all our CPD lectures, networking opportunities, education and social functions. From fundraising for his 4 chosen charities, to delivering an inspirational speech at the Annual Dinner, Suchit should be proud of his year as President. As we say goodbye to Suchit, we welcome Victoria Myers into her new role as President and I wish her all the best for the upcoming year.

Council Members with Special Responsibilities

Stuart Frost: National CII Representative and North-West Region Committee

This is a forum for discussion prior to the Representative Council Meetings. The Representative Council comprises delegates representing “constituencies” which are made up of more than one local institute.

Fintan Griffin: Liaison Officer

In conjunction with the President and all other council members, to co-ordinate and actively encourage companies to become involved with the Institute.

Tracey Threlfall: Charities Representative

In conjunction with The Insurance Charities, to co-ordinate matters specifically relating to charities.

Caroline Griffiths-Davies: Dinner Secretary

In conjunction with the President and Deputy President, to co-ordinate all matters specifically relating to the Institute’s Annual Dinner.

CII Council Representative Report

Stuart Frost

North West Region Representative

Local Institute members require a representative of their local institute to represent them at a national level to ensure that the interests of both their local institute, and they themselves, are protected. Hence, we on the representative’s council meet regularly with the national institute to both learn of new developments and advise/challenge on behalf of the Insurance Institute of Manchester if these developments conflict or compliment with local initiatives.



Council members are elected by the institutes they represent. Meeting three times a year at the CII head office to hear reports from the Board of the CII and discuss issues raised local institutes. I am the current “rep” for North West B which is the Manchester and Bolton institutes. Going forward my role will be changed to Regional Forum Officer.

North West Regional Committee Report

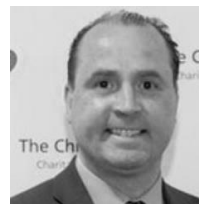
I became the council representative in late 2016, North West B, representing both Manchester and Bolton.

By attending I have learnt that Manchester is an exceptionally well-run institute, and that at a national level the Institute is well run, well governed and of the huge amount of work that is undertaken to ensure this continues.

A report is fed back at the first meeting following a rep council meeting with minutes that are passed to both councils and visiting Bolton where required.

Liaison Officer's Report

Fintan Griffin ACII
Liaison Officer



The Liaison Officer provides an important link for new people to get involved with the IIM. It's always great to receive contact from somebody that is keen to get involved!

I am pleased to report that I have been kept busy as I have seen 8 people in the last year and following an informal discussion, I have linked them into their preferred Committee. It's been excellent to see people that have previously been involved with The New Class and The Fast Track CII Programme come forward to offer their assistance. The Committees are the life-blood of the IIM and the fact that we have so many willing volunteers in Manchester means we are in good shape.

If anybody wants to meet with me for an informal discussion, then please contact The IIM Office and Karen Fothergill, Regional Membership Executive will put you in touch with me.

Wishing Victoria a fantastic year as President!

Charities Representative's Report

Tracey Threlfall
Charities Rep



I would like to introduce myself as your new local Charities representative with effect from June 2018 and extend my thanks to Martin Jackson for his contribution in this role and the smooth handover to myself.

The Insurance Charities is a charity for the UK and Irish insurance profession, providing support for current and former insurance employees and their dependants since 1902. They give over £1million of help each year to insurance people in need.

Manchester is one of the larger regions, and therefore it is important to keep raising awareness across the various businesses based here in the city and surrounding areas, and this is an important part of the role. Manchester has equally benefitted greatly from the fund over the years.

To qualify, a recipient needs to have worked for five years in insurance and be in need of financial assistance. An applicant does not need to be a CII member to apply for help.

During the year the insurance charities have launched a 'Domestic Violence' Toolkit to help and support people and employers dealing with such situations. For more information please check out their website.

This year the insurance charities awareness week is taking place between 17-21 June 2019, and I would encourage any insurance employers to register your interest directly with the charity to obtain your free packs and help us help others in this great industry.

If you would like any further information then please check out the website www.theinsurancecharities.org.uk where you can find out more about the charities and work they do as well as get involved.

If you are aware of any person in need of help and support and you think the Insurance charities can help, then please do not hesitate to contact me via the Manchester Institute.

Dinner Secretary's Report

Caroline Griffiths-Davies
Dinner Secretary



Committee Members: Natasha Johnstone, Suchit Desai

The 2018 Annual Dinner was held on Friday 9th November at The Principle Hotel. It was well attended with around 560 guests from our profession. There has been a slight decline since the 2015 event but still a very good number of attendees. However, due to recent feedback we felt having more space in the room was an added bonus to the quality of night the guests experienced.

We kept the room layout from the previous few years as we all felt the president's table being in the middle of the room works best and gave a great focal point to the room. Here our comedian Justin Moorhouse performed his very entertaining and funny set. He went down very well and great feedback was received on the evening and after the event. The theme was Bond and gave a glamorous feel to the evening.

The President took the opportunity to showcase two videos this year showing the history and structure of the Institute, along with recent activities and events we have accomplished.

Our technical package was once again provided by Sterling AV who did a fantastic job. We also worked with Giraffe who provided all of the table linen and additional props and decoration for the evening. Photo Mirrors were sponsored by Sedgwick and Kempster Bowers and supplied by Cheshire Celebrations.

The President's chosen charity was Booths Homeless Centre. The profit from the evening will go into this worthy cause. We are also grateful to all of our sponsors Criterion, IDEX, Great American Insurance Group, Manchester Underwriting Management, QBE, Swiss Re Corporate Solutions, Travelers and Weightmans along with the additional companies that donated prizes for our raffle on the evening. Our main sponsors for the evening were Allianz.

The event could not have happened without the amazing help from the IIM office and Natasha Johnstone, who I am very grateful for their support.

Institute committees:

- **Finance:** includes senior council members and an independent individual. The committee meets once or twice a year to oversee the spending pattern and consider future financial expenditure.
- **Education:** to organise examinations locally, promote insurance and financial services as a career choice and promote CII qualifications. The committee also organises the annual Jubilee Prize Awards which take place each year in May/June to reward local excellent in CII examinations.
- **Continuing Professional Development (CPD):** continually looking for ways in which to bring learning opportunities to the industry, in order to help members, increase and maintain their knowledge as part of the CII CPD requirements. The CPD committee arranges and hosts seminars and lectures throughout the year to benefit members. The role of committee members is to source speakers to attract a diverse member base in areas such as claims, underwriting, broking and financial planning.
- **Events:** to arrange sporting, social and networking events for the institute members. It is too easy nowadays to think that the demands of work leave us no time for other activities. Our purpose is to allow the opportunities for members to meet other members in a less stressful environment

Treasurer's Report

Financial Period 1st January 2018 to 31st December 2018

Katie Jackson ACII
Treasurer



Governance Committee members: Martin Jackson (Chair), Paul Heathcote, Ruhel Miah, Tracy Norton, Mike Cranny, Stephen Bridge, Katie Jackson, Suchit Desai and Victoria Myers.

This has been my first year in the role of treasurer and I want to pass on my thanks to Eleanor Moore for the support she has given me whilst I have been able to get to grips with this busy position.

We are a very active institute that continues to run a variety of social and learning events for its members across the Manchester area. Due to these being well supported we are able to fund additional projects such as the New Class programme (now being evolved into a leadership programme for 2019), Fast Track ACII course and CPD sessions every month. All of these are ran free of charge for its members and along with an varied programme of social events means there has never been more opportunities to network with fellow industry professionals.

The Institute account continues to look healthy due to continued good governance amongst the committees and a healthy profit of £10,041 was made from an income of £176,163. All social events have managed to make a profit for the presidents chosen charities and those who have attended have donated generously to these over the year.

The finance and governance committee have met more regularly this year to ensure that good working practices are in place throughout the institute and I am pleased to see this in action on a regular basis. Paul Heathcote will be taking over as chair of this committee after the AGM to ensure this continues to happen and I look forward to working with him.

Accountant's Report to The Insurance Institute of Manchester

We have examined the books, accounts and documents presented to us of Insurance Institute of Manchester for the year ending 31st December 2018 and confirm the annexed Balance Sheet and Income and Expenditure account are in accordance therewith.

Warburton & Co Ltd
806 Hyde Road
Gorton
Manchester
M18 7JD

Balance sheet as of 31st December 2018

Current Assets	2018	2017
	£	£
Debtors	9,460	2,147
Cash at bank and in hand	82,290	78,660
	91,750	80,807
Current Liabilities		
Trade creditors and accruals	(12,353)	(11,451)
	(12,353)	(11,451)
Net current assets	79,397	69,356
Total assets less current liabilities	79,397	69,356
Net assets	79,397	69,356
Capital account		
Balance at start of period	69,356	62,426
Net profit	10,041	6,930

Trading and Profit and Loss Account for the year ended 31st December 2018

	2018	2017
	£	£
Turnover		
General Grant	72,001	65,456
CPD Income	6,693	5,080
Function, Events, sponsorship	93,349	89,046
Sponsorship	4,000	4,250
Other income	120	57
	<u>176,163</u>	<u>163,889</u>
Cost of Sales		
Education & CPD	29,287	46,008
Function & events	95,721	78,439
Other Charities	701	2649
	(125,709)	(127,096)
	<u>50,454</u>	<u>36,793</u>
Gross Profit		
Administrative Expenses		
Accountancy Fees	900	900
Rent	13,451	9966
Premises Costs		450
Insurance	2,716	1,727
Printing & Postage	396	362
Telephone	434	430
Stationery	939	5,506
Travel, Hotels & Entertainment	6,485	6,604
Repairs & Cleaning	9	158
Office Refreshments		1,391
Charitable Donations	9,503	689
Web Site Design & IT costs	317	317
Legal & Professional	97	35
Advertising & Marketing	5134	476
Staff & Council Members Training		820
Bank Fees	32	35
	(40,413)	(29,863)
Profit for the Financial Year	<u>10,041</u>	<u>6,930</u>

Education & Development Committee Report

Victoria Myers ACII
Brad Jackson



Committee Members: Rebecca Vidler, Jenny To, Stephanie Wood, Ewart Hodge, Eleanor Scott and Mark Farrant, Ryan Conroy, Tom Rolph, Dina Railean, Stephen Lowe

The Education and development committee consists of 10 committee members thank you to you all for the help and support you have provided over the last 2 years. The members are as follows; Mark Farrant who will be taking over as chair of the committee this AGM thank you for all of your support throughout this year. Jenny To who has been responsible for delivery of the exams, the responsibility of this going forward is going to Eleanor Scott. The exams will continue to be held at Manchester University. Ewart Hodge, Rebecca Vidler, Tom Rolph, Dina Railean, Emily Wooley and Ryan Conroy, all of whom have helped to deliver on the Education Committees goals this year. Thanks to Jenny To the exams ran smoothly again this year at Manchester University. I would like to thank all of our invigilators without their continued support the exams could not happen.

Jubilee Prize Awards 2018

The Annual Jubilee Prize award event was one of the highlights of the year for the committee, we organised the event at Chethams School of music, which offered a grand tour of their historical library. We had a speech from Mellissa Collett, Professional Standards Director for the CII and of course the award ceremony to celebrate the outstanding success of the prize winners who gained the highest scores in the CII examinations. Congratulations once again to the winners of 2018 and thank you again to the sponsors listed below. The 2019 event this year will be held at Manchester's Art Gallery, thank you to Ewart Hodge for organising this event, we look forward to celebrating the success of this year's prize winners.

Award	Winner	Sponsor
Best Cert CII performance	Jason Britton	Buckland Harvester
Insurance Law	Zoe Beaumont	ITP
Insurance Broking Law	Lee Fitzsimons	Bridge Insurance
Claims Practice	Laura Lees	Cunningham Lindsey
Insurance Business and Finance	Stuart Roulston	Reich Insurance Brokers
Liability Insurances	Philip Cruickshank	MFL
Underwriting Practice	Gary Skipworth	Arista/Fusion
Commercial Property and Business Interruption	Jordan Haskayne	Chubb
Best Dip CII performance	Alexander Sorrie	Ecclesiastical
Advanced Claims	Claudia Critchley	Kempster Bowers
Risk Management in insurance	Terri Holmes	Allianz
Youngest ACII completion	Alexander Sorrie	Aviva
Best ACII completion	Ben Slattery	IIM Jubilee Prize Fund

The committee continues to promote the Manchester insurance market and insurance in general through assisting with careers fairs and building relationships with local schools and colleges. This year we have attended sessions in school to promote a career in insurance by use of the Discover risk game which is an interactive session with College and school children to help them understand the great work we do in the insurance industry. Brad Jackson, Mark Farrant, Rebecca Vidler and Eleanor Moore attended the Changing Horizons Careers fair in Oldham where the game was played throughout the day. Other careers events have been supported at Waterhead Academy, Oldham College, Saddleworth School, Stockport College and Trafford College.

Brad Jackson in conjunction with North Lancs Training Group launched a new apprenticeship course "Customer Service in Insurance, Practitioner Level 2" having identified the need for an apprenticeship aimed at people new to a career in insurance. The course was aligned with the CII's IF9 module and after a fantastic uptake in new students the CII welcomed the course onto the national [CII Aspire Apprenticeship Programme](#).

Fast Track ACII

This year we saw the completion of the first Fast Track ACII programme, with 14 successful candidates (listed below) who gained their qualification. The IIM teamed up with Insurance Training Partnership (ITP) to offer members the change to join a course specifically designed to help pass their Advanced Diploma (ACII) qualification in 2 years. We are pleased to announce we have launched this programme again with 10 new candidates.

Name	Company
Sarah Cook	Stockport Metropolitan Borough Council
Emma Heywood	Ecclesiastical Insurance
Emma Riding	AIG
Jenny To	Cunningham Lindsey UK
Karen Shenton	Create Solutions
Leon Hood	Quoteline
Luke Stevenson	Jelf
Mark Holdsworth	Wilson Insurance Brokers) Ltd
Rebecca Webster	Finch Insurance Brokers
Ryan Conroy	Bollington
Thomas Williams	One Call Insurance
Victoria Myers	Ecclesiastical Insurance
Mubarak Khonat	Reich Insurance Brokers
Barry Gibbons	LV=

The New Class 2018

The New Class 2018 sponsored by Catalyst Clams started in January with the new candidates motivated and eager to learn and start on the report. Mentors Suchit and Eleanor take the helm to assist the groups with their project report on Insurance Distribution Directive.

Seminars undertaken include, Project Management, Public Speaking, Maximising Performance, Report Writing, IDD topic, Dealing with Difficult People & Situations, Marketing and a trip to Lloyds of London on a guided tour.

The groups IDD reports were completed and published and have been well received by the market. The feedback from the candidates has been very positive with some commenting that the programme has had a direct influence on them receiving a promotion, which is testament to the calibre of the candidates selected for the New Class and the value of the programme to the individuals.

Name	Company
Abbeygale Downing	RSA
Corrine Christou	Western Provident Association
Ekaterina Nechay-Frith	Co-op
Hannah Norman	Cunningham Lindsey
Jordan Wicks	NFU Mutual
Matthew Smith	Chubb European Group
Rebecca Bramall	Kellands (Hale) Ltd
Emma Fenton	Chubb European Group
Eram Akram	Co-op Insurance
Heather Lewis	RSA
Jennifer Burrows	Barbican Insurance
Josh Pacitto	Marsh & McLennan Companies
Matthew Tattler	Bollington Insurance Brokers
Zoe Walker	Zurich

[Report 1](#) / [Report 2](#)

The New Class has been a fantastic pipeline for past candidates to get involved with various IIM committees assisting with engagement of members and the growth of the IIM committees.

The Leadership programme this year is a continuation of New class, this programme is led by Ryan Conroy. The leadership programme is for people relatively new in the insurance market who may see Leadership in their careers at some point in the future, it is a great opportunity for members to meet current leaders in our Market, to network, gain presentation skills and much more. We are very excited about the Launch of the programme and look forward to meeting the applicants this year. Thank you to Ryan Conroy for all hard work organising this event this year.

A special thank you to Karen Fothergill, Regional Membership Executive who supports and assists with the organisation all of our events throughout the year.

CPD Committee Report

Marc Hargreaves ACII
CPD Committee Chair



Committee members: Fintan Griffin, Lynn Wigfield, John Lindsay, Marc Hargreaves, Stephen Lowe, Paul Hudson, Ian McLennan, Jordan Haskayne, Samantha Wright, Daniela McDonough, Michelle Haigh, Amy Bell

During 2018/19 we have had a total of over 100 hours CPD this year. Participation and feedback have been generally very high quality.

As always, with our selection of lectures we try and meet the learning needs of as many members as possible. Topics this year have been wide and varied; from Tips and Tricks for Microsoft Office to Employee Fraud Prevention. We have also started to look at refresher/introduction lectures such as Marine Cargo and Engineering Insurance. The Manchester Liability Society continues to provide vital updates to members through sessions on Nuisance claims, Cavity Wall Insulation and Psychiatric Damage to name a few.

Other key pieces of CPD this year have been revision sessions for some of the cornerstone exams of both the CII and PFS exam syllabi. M92, AF7 and AF3 have all been fully booked out, helping our members achieve their qualifications.

CPD lectures are delivered free of charge to members and, as a CII accredited CPD provider, all the hours count towards structured CPD if relevant to learning needs. We have had an excellent response to the quality of our speakers this year, many of whom have given their time at no cost to members. We thank them all for the contributions to our Institute members' professional development.

With regards to the committee I would like to thank all members new, current and previous for their contributions this year. Particularly I would like to express my utmost thanks to Karen Fothergill for her absolutely invaluable assistance. As always, big thanks to John Lindsay and the Manchester Liability Society for continued excellence in quality speakers and high attendances at their lunchtime sessions.

On a personal note it has been my pleasure to chair CPD this year and look forward to serving on the committee when the new chair, Paul Hudson, begins in May. As ever, a CPD programme is as useful and relevant as you need it to be – any suggestions for topics are always welcomed.

Style in the City Report

Jessica Heaton Cert CII
Style in the City Chair



Committee members: Katie Jackson, Victoria Myers, Danielle Gowrie, Audrey Henshaw

The 2018 Style in the City event was held on Friday 22nd June at The Midland Hotel with a Party in the Paddock theme. It was a sell-out event once again with over 350 guests from our industry who were dressed to impress to show off their best frocks, hats, styles and uniqueness to Party in the Paddock with our Ladies Day themed event! There was even a prize for the best dressed, picked by our fashion show director and celebrity stylist Jillian Pollitt! The Main sponsor were Weightmans, McLarens and Kempster Bowers.

The room layout consisted of sponsor tables, gold package tables, individual tickets and the Presidents Table which hosted guests from one the Presidents charity Smartworks. We opted for a Pimms drinks reception and lunch was provided as a two-course set menu with a sorbet.

The entertainment for the afternoon came from our host Chelsea Norris, Radio Presenter (former Key 103)! Our fabulous catwalk show was choreographed by one of the fashion world's best choreographers Jillian Pollitt. There were 6 professional model scenes and 2 industry model scenes where we got to see some of our own strut their stuff on the catwalk. Thank you to all the industry models who volunteered to be part of the show. The catwalk show was then followed by DJ Emma Wilkinson to dance the afternoon away before heading to Rev De Cuba for the organised after party!

Our technical package was provided by Sterling AV who did a brilliant job. We also worked with; Slaters Menswear and Formal Hire and Fizz Fashion who provided the clothes for the fashion show, Michael John hair dressing and Cassie Lomax (make-up) who all worked brilliantly together to ensure all the models were looking their best for the catwalk.

The feedback we received for the event was excellent and plans for the 2019 Style in the City event are well underway with a My Fair Lady theme which will once again be held at The Midland Hotel on Friday 21st June 2019.

A massive thank you to our current president Suchit Desai for his input into the Style in the City event and also to the committee for helping with arrangements and their ideas which made the event one to remember. Style in the City could not have happened without the continuous support of Karen Fothergill in the IIM office and we are very grateful for her help and support.

Events Committee Report

Danielle Gowrie (Hons) ACII



Committee members: Natasha Johnstone, Caroline Griffiths-Davies, Richard Townsend, Cheryl McCabe, Amara Manjra, Daniel Whitehouse, Jack Morris, Emma Longstaff, Martin Parker, Bethan Perris, Mazim Dobrov, Abi Skolosdra, Sophie Clements.

This year was another great year for the events committee, maintaining our well-established events as well as adding a couple of new events to the calendar.

In June we kicked off summer with our annual football tournament which is always a well-attended event. Crawford's were crowned the winners.

In July we held our annual softball tournament, which was a fantastic day for all involved, luckily the weather helped. The event was fully booked, with 13 teams, which is not unusual for this event. Allianz took the trophy home this year.

We also held, our now annual, Summer BBQ in July at Rain Bar. This was a great event with good attendance and delicious food. Due to the venue receiving exceptional feedback, the event will be held at the same venue. Let's hope the weather holds out for us again. We've got lots of exciting plans for this year's BBQ to excel expectations from last year.

In September we brought back our treasure hunt, which was a fun filled scavenger night and a great adventure for the teams involved. Travelers were crowned the winners on the night. The committee has decided to host this event bi-yearly with the Games League Tournament.

In November we held our Comedy Night which was a great night of drinks and lots of laughs at the Frog and Bucket. Due to there being credit on the account from last year, we were able to make noteworthy profit for the president's chosen charity.

This year we also brought back our Christmas IIM Council and Committee member get together, this year was held at the upcoming Flight Club. This was a fun night with a lot of committee members turning up to compete against each other.

In February this year we held our annual Quiz, still standing as our most popular event. We had a diversity of teams with guests from insurance companies, brokers, lawyers and loss adjusters. There were over 150 attendees at Revolucion de Cuba in Manchester. Karen Fothergill did a fantastic job as our quiz master for the evening, with BIBA taking the winner's trophy from JLT.

We held our Quarter End for at Revolution, Parsonage Gardens, in March, which was really well attended, with guests exceeding 100 people. We received great feedback from all members that attended.

With more events planned for the remainder of the year, we strive to continue with the positive feedback from all the members of the industry whilst continuing the good work with other professional bodies the committee members have been working towards.

We would like to thank those individuals that are not a part of the Events Committee but who helped to make our events successful this year, as always, we appreciate their assistance with the events to ensure these are a success for our members and the wider insurance community. Last but not least, a special thanks to our wonderful committee who volunteer their time and who make these events possible, particularly when these are almost always held in their own time.

Council Proposed President 2019-2020

Victoria Myers ACII



It is a great honour to be nominated as President of such a thriving institute for the period of 2019-2020.

We have some great events lined up this year such as the Leadership programme. This is a new programme which is designed for new entrants to the industry, who may see themselves as our future leaders. This initiative offers networking with leaders of our industry, support in presentation skills and key leadership skills.

Another event to get excited about this year is the 9th season of 'Style in the City' which promises to be a fun packed day with great networking opportunities.

I look forward to seeing you all at the insurance Institute of Manchester's Dinner along with the many other social and CPD events we have lined up.

We are also looking at ways we can continue to offer support for professional qualifications throughout the year following the great success of our Fast Track ACII programme with ITP which is currently running for a second time.

I have been involved with the IIM for around 5 years, I have chaired the Education committee which has been a great learning opportunity, and I have participated on The Style in the City committee. I currently sit on the governance committee and have been on the council for many years too. When I am not doing all of my institute work my role is a Property and casualty trading Underwriter at Zurich. My mother is also a past president of the Bolton institute, so Insurance very much runs in the family!

My Charity focus this year is the National Autistic society, this has been selected in honour of my little brother who quite frankly is the best person you could ever meet.

I am looking forward to my year and the challenges it will bring but I know we have a great institute with dedicated committee members who can help me along the way. In my role I want to encourage the development of professional qualifications and learning and development of soft skills for all ages. I would like to see the growth of the committees with the continuation of the 'lunch and learn' initiative.

To ensure succession planning is developed, we are looking ways we can involve more companies in the great work we do here at the IIM.

Council Proposed Deputy President 2019–2020

Eleanor Moore Cert CII



I feel so proud and privileged to be part of the Insurance Institute of Manchester, let alone to become the next Deputy President.

I have been involved with the Institute in one way or another for 7 years and have worked in the insurance industry for 27 years this. I bring a wealth of experience and knowledge of the local market and look forward to getting even more involved in our wonderful Institute.

I am very excited to be part of a huge period of change for the Institute, where there is a real focus on giving our members value for money. I look forward to working with Victoria Myers as President as she has some fantastic initiatives to roll out.

Most of all, I am excited to work with our 'army' of volunteers who do a fantastic job and to watch our Institute continue to grow in all areas.

I will also be acting as an Education Champion for the CII, so I have a busy year ahead!

