

Annual Report: 2021-2022



The Insurance
Institute of Leicester
Chartered Insurance Institute

Introduction

At the start of her year in office, our President **Florence Dennis** Dip CII, wrote about resilience. At that time, we thought we were emerging from the pandemic and anticipated the return of face-to-face events; life would be returning to normal. Well, it has, but later than expected and with more hiccups along the way than we anticipated. Nevertheless, with the resilience that Flo promoted and which she has needed, your Institute has adapted and flourished.

Flo's passions include promotion of the younger generation (her own age-group) and promotion of diversity and inclusion. We note the excellent progress on both subjects in this report. However, the primary focus of the Institute is education and continuing professional development (CPD). Under that heading, we were able to launch a fast-track course aimed at enabling a cohort of Diploma members to achieve their Associateship of the CII in just over a year. This is a project that Flo has championed since before her Presidency, so it was with double satisfaction that she saw it start in December. Good luck to those on the course. The feedback has been so positive that we are now looking to run an equivalent Dip CII course shortly. Watch this space.

Education & CPD Support

In the previous presidential year, we learnt the advantages, as well as the necessity, of virtual CPD. We have continued in that vein. Feedback from both members and employers has been that virtual CPD has a number of advantages. Members want to get back face-to-face for networking and social events; but, so far, not for CPD. We continue to keep our ear to the ground but don't expect a return to face-to-face CPD in the immediate future. Speaking to other Institutes in our region, they report similar sentiments.

Last year, our Personal Finance Society Co-ordinator on Council, **Janice Fielding**, started running virtual examination revision courses for financial planning exams. With the support of our neighbours at Nottingham, we have continued to run a programme of subsidised two-day revision courses covering topics R01-R06 each quarter. It seems that we have found a gap in the market. The courses have continued to be popular, not only with Leicester & Nottingham members but with PFS members further afield and even non-members. Naturally, we charge both the latter groups a higher fee. The result is a continued flow of members achieving their Dip PFS, the minimum qualification required to give financial advice.

During the year we have organised (last year's figures in bracket) - 32 days of PFS revision (26), 6 General Insurance CPD sessions (20) and 3 general webinars for everyone (5).

One of the benefits of webinars is that relatively unusual topics can be covered. London, of course, puts on subjects for which we couldn't justify the expenditure. We continue to produce a weekly list of webinars put on by every local institute in the UK. If you don't see the list but would like to, please email membership@theiil.org.uk

If you have a view on our educational programme and how it should be delivered, do attend the AGM and make your view known. And do keep checking <https://www.localinstitutes.cii.co.uk/leicester/home/events> for details of future events. A full list of the CPD events we've held is at the foot of this report.

Examinations and Qualifications

The role that a local Institute plays in the provision of examination facilities continues to decrease as the CII centrally steps up its involvement. Locally, examinations are now taken at 60 Charles Street in the premises of PSI Services. Some members prefer to be in that neutral location but an increasing number are taking advantage of Remote Invigilation (RI) which allows the candidate to take examinations in the office or at home. This year's prize-winners were:

Best performance at Advanced Diploma (Associateship) – **Adam Williams** of AIG. Adam joined the CII whilst still a student at Loughborough University. En route to his Associateship, he passed five subjects with distinction, a feat that has led to him also being awarded a national prize – the Henry J. Tapscott Prize for Excellence in completion of the Advanced Diploma in Insurance. Adam received £500 and the Papworth Plate from the Insurance Institute of Leicester plus £250 from the CII for his national prize.

Best performance at Diploma – **Kirsty Hardman**, now of law firm Nelsons and previously with Mattioli Woods. Kirsty received £250 and the Mowatt Plate.

In addition, we award £200 to every new Fellow. This year we have one new Fellow. **Evan Roberts** of Roberts Wealth Management received his cheque and holds the Mellor Plate.

Annual Report: 2021-2022



The Insurance
Institute of Leicester
Chartered Insurance Institute

Congratulations to others who have gained a new designation:

Associate of CII: Pardeep Bains (Abaco), Paula Codur (Berkeley Insurance Group), Karen Crossley (Reis Motorsport Insurance), Alisha Okuneye (Momentum) and Sam Spare (PF Spare Insurance Brokers).

Associate of PFS: Killian Kirkpatrick (First Service Financial), Ravi Prema (Prema Financial), Thomas Spain (Raymond James Investment Services) and Kelly Trees (Smith & Pinching).

Diploma of CII: Jaymin Patel (Aon), Jonny Williams (Berkeley Insurance Group) and Heena Yadav (Marsh).

Diploma of PFS: Glen Coleman (PSA Financial Services), Franklin De Giovanni (David Granger Architectural Design), Lauren Elkington (Mattioli Woods), Ian Ferguson (Legal & General), Prabhdeep Gill (Boomers), Charles Hack (Salisbury House), Kirsty Hardman (Nelsons Law), Steve Hemmings (Berry Wealth), Mitchell Henshaw (Berry Wealth), Colin Johnson (McQueen Wealth), Ramit Lal, Lyon Clearwater (St. James's Place), Ceetal Mistry (PSA Financial Services), Anne-Marie Morphet (De Vere & Partners), Helen Morris, Amarjit Nagra, Nidhi Naik (Balance Wealth Planning), Colin Reid (PSA Financial Services), Jasraj Sehmi (Evans Hart), George Smith (PSA Financial Services), Oliver Smith (BCM Wealth), Ruth Stilling (Belper IFS), Molly Warren (Ewing Associates) and Daniel Wright (Reddington Wealth Management). Plus all those, too many to mention, who gained a Certificate level qualification.

Sports & Social Events

2021/22 has been a wash-out so far as sports and social events are concerned. There was some exploration of arranging virtual social events – quizzes etc - with neighbouring Institutes but that didn't come to fruition. However, the forthcoming year should be back to normal – fingers crossed. The Five-a-Side Soccer Tournament is back - Tuesday 17th May at Goals Soccer Centre, Crown Hills; come along to support. After a gap of some years, the Treasure Hunt on Foot is also returning. Finally, the President's 5K Park Run around Victoria Park on 2 April certainly separated the hares from the tortoises.

Careers and Next Generation

Flo Dennis and Kass Ditta attended Careers Fairs at the City Rooms, promoting insurance and financial services. In previous years there were a good number of university students interested in a career. No doubt due to the pandemic, there were many more visitors this year who were interested in hospitality and catering, so our emphasis switched to transferable skills. There was contact with a number of schools and colleges during the year but they mainly wanted employers who could directly offer jobs, which isn't our role. There are now six Next Gen members on main Council.

Charity Support

Our President's chosen charity this year was Dementia UK. Opportunities to fund-raise were again limited but a collection at the Wine & Cheese night raised £311.

There are currently eight active beneficiaries of Insurance Charities in our area. Grants of £9,221 were made in 2021/22 plus a loan of £25,000 loan to facilitate a family moving to a property more suited to the needs of the children. Two were sent Christmas hampers. The highly successful Education and Training Trust grant scheme run during the pandemic for those training or re-training has now ceased.

Fundraising activities for all charities has been hampered severely in the last two years and Insurance Charities is no different. To put this in context, contributions from all local institutes in 2020/21 represented less than 20% of total contributions prior to COVID. However, Insurance Charities are still very active and there for you or a colleague (current or former employee within the Insurance Industry) who may be seeking some additional help and support. Please see the attached information leaflet for further information and contact detail.

Annual Dinner

There are several months of planning that go into a successful annual Dinner. If you think back to the uncertainty that was around in the early Spring of 2021, it's easy to see why there was quite a debate as to whether or not we should attempt one. In the end, we compromised. Our 'Not the Annual Dinner' - otherwise known as a Wine & Cheese evening - was held

Annual Report: 2021-2022



The Insurance
Institute of Leicester
Chartered Insurance Institute

on 29 October at the Leicester Marriott. 48 members and colleagues from other local Institutes attended, together with the CII's Professional Standards Director **Melissa Collett**. There were a few last-minute cancellations due to Covid-19, a reminder of the times. There weren't the usual Dinner speeches, but our President still had to sing for her supper with a brief review of the state of play within the Institute and the CII. Examination prize winners **Kirsty Hardman** and **Evan Roberts** received their cheques and plates. The Leicester Tigers Leicester legend **Matt Scott**, and ex-player **Nathan Hines** wrapped up the formal part of the evening by lifting the lid on some of the secrets of professional rugby; thanks to **AJ Gallaghers** for arranging their attendance. The consensus was that, as we move to the informalisation of society, this type of event might be a model that we try again. If you have a view, do let us know – or tell us at the AGM.

Diversity and Inclusion

Both our President and our new Diversity & Inclusion Officer, **Ana Gomes-Freire**, have been keen to increase awareness amongst the membership. After much research, they settled on working with a charity that provided a foundation workshop, covering Barriers to Equality, the Role of Unconscious Bias, the Language of Equality and Reflections on the Power of Language. The workshop, delivered by Zoom, was very well received such that a repeat has been scheduled for the end of April. Try to catch it if you missed it first time around.

Membership

Our membership is 1,544, almost the same as last year. 824 (53%) members are General insurance (GI) and 720 (47%) are Financial Services (FS). 237 of our members are Chartered – the gold standard. This is made up of 106 Financial Planners, 47 Insurance Practitioners, 45 Brokers, 36 Insurers and 3 Risk Managers. The breakdown of qualified members is below. However, it doesn't mean that 1,047 (68%) of our members are qualified. Some – 34, in fact – have both a CII and PFS qualification. Just one – Council member **Janice Fielding** – is in an elite club of Double Fellows.

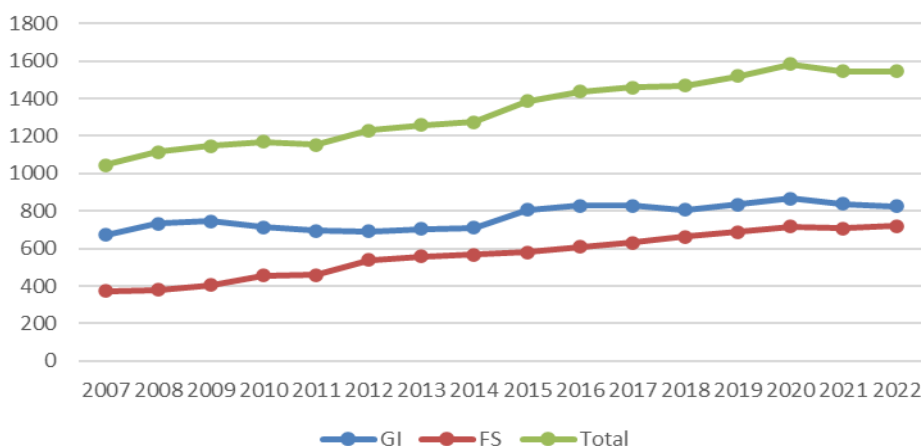
Qualifications

	CII	PFS	Total
Fellow	36	40	76
Associate	158	65	223
Diploma	58	402	460
Certificate	250	38	288
Total	502	545	1047

Double Qualified

	FPFS	APFS	Dip PFS	Cert PFS	Total
FCII	1	2	2	0	5
ACII	5	3	8	3	19
Dip CII	0	1	1	0	2
Cert CII	0	0	8	0	8
Total	6	6	19	3	34

Membership Numbers - 15 Years



Our membership numbers have plateaued over the last two years due to Covid. Hopefully we will soon be resuming the steady increase in numbers that we've seen for most of the previous 15 years. We have fared better than most local Institutes. The CII overall has lost 6% of its membership in the last two years against our 2%.

Annual Report: 2021-2022



The Insurance
Institute of Leicester
Chartered Insurance Institute

Regional & National

Regional Forum Delegate **Adrian Mee** and Deputy President **Sue Hull** have attended all of the year's Regional Forum Meetings. Since a lot of the time was taken dealing with PFS issues raised by a Midlands Institute, it was handy that our two attendees could, between them, provide both a GI and PFS perspective to the proceedings. Our Regional delegate to the Local Institute National Forum is **Juliet Williams** of Nottingham who has attended all meetings.

The recent national consultation of members showed a preference for the Personal Finance Society to remain part of the CII Group. Economies of scale, CPD from a renowned body and being able to work together raising public trust and professional standards were factors mentioned.

East Midlands PFS resumed its Regional Conferences on 1 March at the East Midlands Hilton. The next is on 10 May and there's an event for para-planners on 22 June. The Regional Committee's guidelines are at: <https://www.thepfs.org/media/10121985/c-users-apfsbens-downloads-regions-pfs-regional-committee-guidelines.pdf>

Communication

The CII recently announced that it would communicate with members by email rather than by letter. It is certainly easier and cheaper for us to use email. We can now contact 66.5% of our members by email against 65% last year and 64% the year before. It's slow progress with no sign of a break-through.

If you don't remember seeing an email from us about a CPD webinar in the last month or so, it probably means that you aren't opted in; maybe you are reading this on our website or it's been forwarded by a colleague. Please opt in to emails from your local Institute. You won't be overwhelmed. It's a different permission to receiving mails from CII. To check, please log into Membership Up-date details on the CII website: www.cii.co.uk At the foot of the page, tick the 'sharing your data with local institutes' box. PLEASE! And don't forget you can follow us on twitter: go to @the_iiil.

Assessment by CII

Every local institute is performance rated by the CII under six headings – Management & Finance, Continuing Professional Development, Engagement & Building Trust, Communications, Examination Centre and overall Council Governance. Our latest rating was 99% (178 out of 180) for 2019/20. The 2020/21 assessment has been delayed by the CII.

Financial

Our total income was £49,970 against total expenditure of £46,286 so a surplus of £3,684. Our accounting year is the calendar year. Most of our activity is education related and, as noted above, we have increased the provision of PFS revision courses. Our expenditure on total education was £38,834 against income of £29,390, meaning a net education expenditure of £9,444. This is funded from our grant from the CII.

Our annual grant from the CII is dependent on the number of members we have, the level of subscriptions they pay and our performance as an Institute. The CII caps the grants of Institutes that hold reserves of more than 12 months operating expenses. We fell foul of that rule again this year so £5K of our allocated grant of £20K was withheld. Our full accounts are on the website or can be obtained from Treasurer@theiil.org.uk

AGM

The Annual General Meeting will be on Wednesday 27 April at 6pm at the Marriott Hotel, Grove Park. Come along and join us for a drink and a slice of pizza afterwards or attend virtually via Zoom. Details of how to register to attend are on our website. If you would like to assist with any CPD or social events, or join our council, please contact us.

Council

Your Council for 2021/22 is shown below. Attendance and possible attendance at Council meetings is also shown.

President: **Florence Dennis** Dip CII (Partners&) 6/6

Deputy President: **Sue Hull** ACII, Chartered Insurance Broker (Berkeley Insurance Group) 6/6

Secretary: **Mary Rogerson** (BHIB) 4/6

Treasurer and Vice President: **David Hutchinson** Dip CII (Abaco) 2/6

Acting Treasurer: **Mal Fairhurst** ACII (from March 2022) 1/1

Annual Report: 2021-2022



The Insurance
Institute of Leicester
Chartered Insurance Institute

Education/CPD: **Stephen White** Cert CII (Leicester City Council) 6/6
 PFS Co-ordinator: **Janice Fielding** FCII FPFS, Chartered Financial Planner (Fairstone) 3/6
 Membership: **Keith Torrance** FCII DMS MCMI Chartered Insurance Practitioner (Torrance Associates) 6/6
 Charities: **Sue Banbury** Dip CII (University of Leicester) 4/6
 Examinations: **Janice Fielding** FCII FPFS, Chartered Financial Planner (Fairstone)
 Dinner: **Allison Marshall** (Idex) 5/6
 Sponsorship and Vice President: **Julie Rayson-Flynn** Cert CII (Brokerbility) 3/6
 Sports & Social: **Deb Southwick** ACII, Chartered Insurance Broker 5/6
 Diversity & Inclusion: **Ana Gomes-Freire** Cert CII (Berkeley Insurance Group) 6/6
 Next Generation: **Kassim Ditta** (BHIB) 3/6
 Regional Forum and Vice President: **Adrian Mee** B Sco SC (Hons) Dip PFS (WKM Wealth) 4/6
 Vice President: **Andy Miller** Dip CII (Enable Insurance Services) 2/6
Tom Mulligan Cert CII (Abaco) 5/6
Emma Naing Cert CII (Davies Group) from September 2021 1/4
Grant Scott ACII Chartered Insurance Broker (Hallsdale) 3/6
Callum Shevas ACII (Allianz) from January 2022 1/2
Alasdair Walker FPFS, Chartered Financial Planner (Hunter Aitkenhead Walker) 0/6
Jonny Williams Dip CII (Berkeley Insurance Group) 3/6

Sue Banbury and **David Hutchinson** (both past Presidents), **Kass Ditta**, **Emma Naing** and **Alasdair Walker** are all standing down at the AGM. The President has thanked all of them for their service to the Institute.

Table of CPD Events

All of the events below were held virtually on Zoom or Microsoft Teams. We didn't seek sponsors for any of the events. All PFS Revision Days were in conjunction with Nottingham Insurance Institute.

2021	Topic and Presenter	Attendance
7/10 May	(PFS) Online Revision R03, Personal Taxation - Two Day Course. Jeff Scholes Dip PFS, BTS Training.	Booked: 16 Attended: 16
21/24 May	(PFS) Online Revision R02, Investment Principles and Risk - Two Day Course. Jeff Scholes Dip PFS, BTS Training	Booked: 14 Attended: 14
4/7 June	(PFS) Online Revision R04, Pensions and Retirement Planning - Two Day Course. Luiza Todd FPFS, BTS Training	Booked: 14 Attended: 14
12 July	(GI) CPD Webinar - Whiplash Reforms. Andrew Sewell, Gallagher Bassett and Simon Oates, Gallagher Bassett	Booked: 47 Attended: 33
16/19 July	(PFS) Online Revision R01, Financial Services, Regulation and Ethics - Two Day course. Luiza Todd FPFS, BTS Training	Booked: 12 Attended: 12
23/26 July	(PFS) Online Revision R03, Personal Taxation - Two Day course. Jeff Scholes Dip PFS, BTS Training	Booked: 12 Attended: 12
30 July	(GI) CPD Webinar. FCA's New GI Pricing Practices, Product Governance and Product Value. Branko Bjelobaba FCII, Compliance Consultant.	Booked: 27 Attended: 24
17/20 Sept	(PFS) Online Revision R02, Pensions and Retirement Planning - Two Day Course. Jeff Scholes Dip PFS, BTS Training	Booked: 11 Attended: 11
17/20 Sept	(PFS) Online Revision R04, Pensions and Retirement Planning - Two Day Course. Luiza Todd FPFS, BTS Training	Booked: 12 Attended: 12
22 Sept	(GI) CPD Webinar. Understanding Company Structures. Alan Chandler ACII.	Booked: 47 Attended: 25
8/11 Oct	(PFS) Online Revision R01, Financial Services, Regulation and Ethics - Two Day Course. Luiza Todd FPFS, BTS Training	Booked: 12 Attended: 12

Annual Report: 2021-2022



The Insurance
Institute of Leicester
Chartered Insurance Institute

22/25 Oct	(PFS) Online Revision R03, Personal Taxation - Two Day Course. Jeff Scholes Dip PFS, BTS Training	Booked: 11 Attended: 11
5/8 Nov	(PFS) Online Revision R02, Investment Principles and Risk - Two Day Course. Jeff Scholes Dip PFS, BTS Training	Booked: 12 Attended: 12
26/29 Nov	(PFS) Online Revision R04, Pensions and retirement Planning - Two Day Course. Luiza Todd FPFS, BTS Training	Booked: 11 Attended: 11
15 Dec	(GI) CPD Webinar. Restoring trust in insurance by improving customer service. Bernard Thornton FCII, Insurance Trainer	Booked: 14 Attended: 10
2022		
21/24 Jan	(PFS) Online Revision R02, Investment Principles and risk - Two Day Course. Rhoda Mortimer Dip PFS, BTS Training	Booked: 14 Attended: 14
4/7 Feb	(PFS) Online Revision R01 - Two Day course. Rhoda Mortimer Dip PFS, BTS Training	Booked: 10 Attended: 10
14 Feb	(All) Anti Racism Workshop. Cancelled due to technical issues	
22 Feb	(GI) How contract conditions can change the liability of an insured and why brokers must advise clients on this. Alan Chandler ACII, Insurance Trainer.	Booked: 60 Attended: 37
2 March	(All) Resilience and looking after yourself in challenging times. Susan Heaton-Wright, Trainer and Communicator.	Booked: 36 Attended: 25
4/7 March	(PFS) Online Revision R03, Personal Taxation - Two Day course. Rhoda Mortimer Dip PFS, BTS Training	Booked: 12 Attended: 12
9 March	(GI) CPD Webinar: Property insurance: understanding why there will be 15% + rate increases in 2022. Alan Chandler ACII, Insurance Trainer.	Booked: 81 Attended: 53
11/14 March	(PFS) Online Revision R04, Pensions and Retirement Planning - Two Day Course. Rhoda Mortimer Dip PFS, BTS Training	Booked: 12 Attended: 12
28 March	(All) Unconscious Bias Workshop by Show Racism the Red Card Charity	Booked: 25 Attended:
8/11 April	(PFS) Online Revision R02, Investment Principles and Risk - Two Day Course. Maurita Black Dip PFS, BTS Training	Booked: 11 Attended: 11
11 April	(GI) CPD Webinar. How to advise your clients on setting correct indemnity periods under Business Interruption insurance policies. Alan Chandler ACII, Insurance Trainer	Booked: 47 Attended: 32
27 April	(All) Unconscious Bias Workshop by Show Racism the Red Card Charity. Repeat session.	

April 2022