



**President's Round Up – Mark Longford**



With four Council meetings now a year these are the opportunity to join up the various threads and learn about the initiatives that have been taking place since we last met. I was delighted to welcome Stephanie Franks as my guest. Stephanie has joined the CSR team and brings with her a wealth of experience and fresh ideas.

We opened by congratulating Charlotte Penson on her engagement to Paul and presented her with a celebratory bottle of champagne.

Naturally the main topic was the reduced grant and the impact on our plans. It is important that all Council members understand the issues and our approach. Graham briefed the team on his financial projections and described the potential impact on delivering our member services.

Council members were unanimous in their support to continue delivering a 5 star commitment to members and to approach the CII with a reasoned appeal, not as a special case but reinstating what had been agreed. I remain absolutely confident that we have a watertight argument based on thorough planning as we now work this through with Victoria.

Without adequate funding, we must scale back at a time when we are a showcase local institute. It is purely down to the strength, diversity and aspirations of our team that we are in this very strong position.

Discussion then ranged over a number of topics including holding a 'Sussex Debate'. My idea is to combine a social / networking event with external speakers for and against a topic of broad interest. I discovered that choosing the motion may prove to be a debate in itself! Perhaps something like "Quotas are necessary to integrate Diversity into the workplace"? I must declare my hand. I am an Ambassador for Zurich's Women's Innovation Network and am passionate about removing all barriers that hold individuals back. On a similar theme this week is "National Diversity & Inclusion week" and Charlotte Roch will be sharing the CSR team's aims for IIS in next week's edition.

Finally, I was able to publicly thank Susan (with an orchid), Graham and Nigel (with a bottle of red wine each) for their extraordinary commitment behind the scenes ... and for putting up with my barrage of ideas and challenges!

**Message received ahead of IIS Council Meeting**

"I am impressed with the work you are all doing. It is still early days for me with the CII but I firmly believe the proposition and USPs Sussex have are something you all should be very proud of.

I often refer to the practices you have in place, and use them as examples of best practice; and moving forward I will definitely be endeavouring to showcase your work and institute model where possible, and of course raising your profile across the network. "

**Victoria Rees-Price,**  
*CII Area Marketing Manager*



**Secretary's Soundbites (AKA Susan's Stamp!)**



**SHOUT IT OUT!**

Great news! We are now on Twitter (search 'Sussex CII' ) with LinkedIn arriving very soon. Follow us for the latest lowdown as we will be promoting events regularly on our new social media channels.

The countdown to our Conference continues – it's only 18 sleeps away now! We have a full day's CPD programme scheduled and in the afternoon, there are opportunities to attend General Insurance or Financial Services breakout seminars on compliance and the Financial Ombudsman Service, plus a Memory Skills session.

Under compliance, you can find out about the Insurance Act, changes affecting consumer credit activities and other important regulatory developments or discover the right and wrong ways of how to deal with an enquiry from the FCA.



**Financial  
Ombudsman  
Service**

The seminar for General Insurers will cover the Ombudsman's role, how they investigate complaints and make decisions, a look at their insurance work and how they can help you deal with complaints. Financial Services delegates will have their own dedicated small group discussion workshop, including a case study to show how the Ombudsman's processes and principles work in practice.



Do you ever find yourself talking to people whose faces seem all too familiar, yet their names and connections remain firmly hidden in the dark recesses of your mind? Don't worry, you're not alone! Shirine Vincent's Memory Skills seminar will provide some very useful techniques to increase your recall of key facts, names and faces. Amaze everybody with your newly- acquired skills afterwards!



To round off the day, our very own Zoe and Richard will explain about IIS' 2020 group and how younger members can play such a vital part in their local institute. Last but by no means least, Mark will present the highlights of the day's learning. With so many varied topics and quality speakers, it's going to be a fantastic Conference so don't forget to book your place!

Lastly, if you would like to join us for the Professional Indemnity seminar on Tuesday 29 September at Clair Hall, Haywards Heath, please book online via our website by Tuesday 22 September.

Best wishes as always.



Dates for the Diary:

September	October	November	December	January
	<i>Add Not. date TBA for Rep Council pre-meet agenda items</i>		<i>Minimal bookings due to availability</i>	<i>Add Notes</i>
	1 Th Diversity training CR	1 Su	1 Tu COUNCIL RC to run	1 Fr <b>New Year's Day</b>
2 We Personal Impact - CR	2 Fr	2 Mo London FP Sympos'm	2 We	2 Sa
3 Th Council reports deadline	3 Sa	3 Tu CDM JH?	3 Th	3 Su
4 Fr STRATEGY GROUP GJ	4 Su	4 We News d'line/Careers Fair	4 Fr Christmas lunch SS	4 Mo
5 Sa	5 Mo	5 Th	5 Sa	5 Tu
6 Su	6 Tu Company Champions PZ	6 Fr	6 Su	6 We
7 Mo	7 We	7 Sa	7 Mo	7 Th
8 Tu	8 Th IIS/NDII Jt CPD Conference	8 Su	8 Tu	8 Fr
9 We PROGRAMME PB	9 Fr	9 Mo	9 We	9 Sa
10 Th CPD Conf mtg PB/SS/ZT	10 Sa	10 Tu Annual Charity Quiz IS	10 Th	10 Su
11 Fr	11 Su	11 We	11 Fr	11 Mo
12 Sa	12 Mo CII Written Exams	12 Th Jt Network Event Btn Uni	12 Sa	12 Tu
13 Su	13 Tu CII Exams & PFS Conf	13 Fr	13 Su	13 We <b>Insurance Act talk? PB</b>
14 Mo	14 We CII Written Exams	14 Sa	14 Mo	14 Th
15 Tu PFS AGM London	15 Th	15 Su	15 Tu	15 Fr
16 We	16 Fr	16 Mo	16 We	16 Sa
17 Th COUNCIL ML	17 Sa	17 Tu FS Sales Skills(breakfast)S	17 Th	17 Su
18 Fr	18 Su	18 We Council reports deadline	18 Fr	18 Mo
19 Sa	19 Mo	19 Th Rep Council	19 Sa	19 Tu
20 Su	20 Tu	20 Fr	20 Su	20 We <b>Donoghue V Stephenson</b>
21 Mo	21 We Red. the Cost of Error SS	21 Sa	21 Mo	21 Th
22 Tu	22 Th	22 Su	22 Tu	22 Fr
23 We	23 Fr	23 Mo PROGRAMME PB	23 We	23 Sa
24 Th	24 Sa	24 Tu	24 Th	24 Su
25 Fr	25 Su	25 We Writing to express SS	25 Fr <b>Christmas Day</b>	25 Mo
26 Sa	26 Mo	26 Th	26 Sa <b>Boxing Day</b>	26 Tu <b>Insurance Act talk? PB</b>
27 Su	27 Tu	27 Fr STRATEGY GROUP GJ	27 Su	27 We
28 Mo	28 We Sussex Seniors	28 Sa	28 Mo <b>B/H</b>	28 Th
29 Tu Professional Indemnity GJ	29 Th R08 revision 1/2 day	29 Su	29 Tu	29 Fr <b>ANNUAL DINNER</b>
30 We AF3 Revision day RC/SS	30 Fr	30 Mo	30 We	30 Sa
& MYA deadline	31 Sa		31 Th	31 Su