



Learning & Development Conference

Welcome to the 2017 Sussex and North Downs Regional Conference. Today's event promises to deliver a great day of professional development and networking with your fellow members and professionals. An outline of the event's agenda is detailed below and you can read more about the sessions overleaf.

Please let us know what you think of the event by completing the online feedback form via the link sent to you afterwards. We would welcome constructive feedback on how to make the event as useful as possible to our delegates. Your CPD certificate will be available to download after you have submitted your feedback.

We hope you have a fantastic day.

Agenda

08.30 – 09.15	Registration, refreshments and networking
09.15 – 09.20	Welcome <i>Richard Cohen, Nsure & Sussex President</i>
09.20 – 09.35	Moving from Strategy to Action <i>Sian Fisher, CEO, Chartered Insurance Institute</i>
09.35 – 10.25	Food Poisoning – the new Whiplash or NIHL? <i>Angela Hanmore, Senior Associate, Kennedys</i>
10.25 – 10.40	Refreshment Break
10.40 – 11.40	Understanding the impacts of Catastrophes and Black Swan events <i>Mark Dunham, Reinsurance & Exposure Manager, Aviva</i>
11.40 – 12.30	Forensic Search on land and underwater <i>Peter Faulding, Specialist Group International Ltd</i>
12.30 – 13.20	Networking Lunch
13.20 – 14.20	Concise Time Management <i>Adrian Nash, Radius 360</i>
14.20 – 15.10	Aluminium Composite Claddings <i>Martin Loose, Regional Business Resilience Manager, AXA</i>
15.10 – 15.25	Refreshment Break
15.25 – 16.25	Insurance Fraud – Why does it matter? <i>Det. Chief Inspector Oliver Little, formerly of Insurance Fraud Enforcement Department (IFED)</i>
16.25 – 16.30	Closing address <i>Richard Cohen, Nsure & Sussex President</i>
16.30	Conference closes

Session Learning Objectives

Moving from Strategy to Action:

By the end of this session, delegates will understand the principles of the CII's Strategic Manifesto:

- placing trust at the heart of everything we do
- move from strategy to action
- standards and professionalism and building public trust

Food Poisoning – the new Whiplash or NIHL?

By the end of this session, delegates will be able to:

- consider current statistics and trends
- understand drivers of Claimant law firms in these cases
- have an overview of case law – liability, causation and quantum issues
- understand defensibility and strategy – claim handling tips

Understanding the impacts of Catastrophes and Black Swan events

By the end of this session, delegates will have:

- an understanding of why insurers need to consider catastrophe risks in a Solvency II environment
- an awareness of how individual customer exposures can impact pricing and risk acceptance
- an awareness of how recent events compare with the potential scale of a true catastrophe event
- an appreciation for the types of events that can drive unexpected catastrophic loss and how these can impact multiple lines of business

Forensic Search on land and underwater

By the end of this session, delegates will be able to demonstrate:

- a basic knowledge and understanding of basic search facts and concepts
- a basic understanding of forensic search techniques used on land and underwater
- an understanding of the importance of forensics in solving crime

Concise Time Management

By the end of this session, delegates will be able to identify:

- the Parkinson principle
- psychological types and time management
- how to prioritise for the long and short term
- how to put things on instead of putting things off

Aluminium Composite Claddings:

By the end of this session, delegates will be able to:

- describe what Aluminum Composite Materials (ACM) claddings are and how they differ from 'traditional' composite panels
- explain the Government's Screening Tests that are being carried out following the Grenfell Tower fire
- explain why 'Stay Put' Policies are used and why they are an important option for those designing fire safety strategies
- summarise key considerations for owners of non-compliant ACM clad properties

Insurance Fraud – Why does it matter?

By the end of this session, delegates will:

- have a wider understanding of the law enforcement approach to insurance fraud and the collaborative arrangements in place to combat it
- have an understanding of the priorities of IFED
- know how to make a referral to IFED

Refreshments

Tea, coffee and juice will be available during the refreshment breaks. A buffet lunch will also be provided.

If you have any special dietary requirements or any other particular needs that were not stated on your booking form or advised to Susan Stamp subsequently, please contact secretary@sussexcii.org.uk to discuss your requirements.

Wi-Fi

Free Wi-Fi will be available to all delegates and the code will be advised on the day.

Conference Chairman

Richard Cohen

Nsure Chartered Financial Planners & Sussex President

Conference Organisers

Phil Bristow

Gabriella Hobart

Sue McCall

Susan Stamp

Paul Tunnell

Lynsey Welch

Nsure Chartered Insurance Brokers

Zurich Insurance Group

Aspen Risk Management Ltd & North
Downs President

IIS Secretary/Programme Coordinator

PT Consulting

Sutton Winson

Sussex

North Downs

North Downs

Sussex

North Downs

Sussex

Conference Speakers

Sian Fisher

Angela Hanmore

Mark Dunham

Peter Faulding

Adrian Nash

Martin Loose

Det. Chief Inspector Oliver Little

Chartered Insurance Institute

Kennedys

Aviva

Specialist Group International Ltd

Radius 360

AXA

formerly of Insurance Fraud Enforcement Department (IFED)

Location

The Pavilion Suite
Lingfield Park Resort
Racecourse Road
Lingfield
RH7 6PQ



Travel & Car Parking

Free car parking is available on-site and there are over 2,000 spaces. No permits or vehicle registration details are required.

If you are travelling by train, Lingfield station is on the line between London Victoria or London Bridge and East Grinstead. The venue is part of Lingfield Park Marriott Hotel and Country Club and the walking distance is 0.8 miles via Station Road and Racecourse Road. Alternatively there is a much shorter route. Just walk off the end of the station platform (side with trains going towards London) and follow the path through the park, then cross over the main road to reach the venue's back gate. The gate will be open for us and will be marked.

There are no taxis outside the station so should you prefer to travel by taxi, the local firm is Lingfield Taxis on 01342 835835.

Thank you to our conference sponsors, Absolute Partnership and Fire Investigations UK.

