



The Insurance
Institute of Leeds
Chartered Insurance Institute

ANNUAL GENERAL MEETING **12th March 2019**

Council Reports

President's Report

James Ramirez Dip CII



I am delighted to report that the Insurance Institute of Leeds has had another highly successful year and delivered on what we set out to achieve for our members.

Looking back over the last 12 months fills me with a sense of pride in what we have achieved as a team and my heartfelt thanks goes to each and every council member who has contributed to our cause.

Our CPD programme continues to be exceptional, under the leadership of Melanie Jordan the education team have put on a large and varied programme of first-class events. These events have proved highly popular and received very positive feedback.

We have successfully reduced our reserves, and this is largely due to increased expenditure on educational activity. This includes the implementation of the 'Next Generation Leadership' series developed by my predecessor David Ross and the launch of our very first 'Fast Track Diploma Programme'. My thanks goes to our new Treasurer Kim Spence who has done a great job in managing our finances.

The Emerging Insurance Professionals (EIP) group has been launched – a dedicated committee to meet the needs of young, emerging professionals in the area. The aim is to engage with our young members and encourage their learning and professional development through greater interaction with each other, the Institute and the CII. The success of the group's events to date show that there's a huge appetite for this amongst our membership. I would like to thank all of the committee members who have formed the EIP and served with great passion and energy. I reserve special praise for outgoing chair Gemma Sword Williams, incoming chair Jonathan Catley as well as education team leader Nick Watson and social team leader Holly Copsey. I hope that the group continues to thrive with the support of council.

The Institute is also well positioned to promote insurance and financial services to the next generation of talent who we hope will enter the profession in the future. We have looked to build relationships with local schools and universities, offering our services to deliver Discover Risk/Fortunes sessions, to attend careers fairs and help with mock interviews. A big thank you to incoming President Chris Lockwood who recently spearheaded the delivery of Discover Risk to 180 students at Abbey Grange School. I'd also like to thank Chris for his support as Deputy President and wish him all the best for his term.

In an attempt to connect with our members in different ways and to provide them with timely updates on our events we have tried to be more visible on LinkedIn. I feel as though LinkedIn is a very valuable way of engaging with our members and recommend that we endeavour to pursue and develop our LinkedIn activity. We have also produced two excellent editions of CoverNotes, my thanks to Clive Batchelor and the marketing team for a job well done.

2018 saw our Annual Dinner move to the Royal Armouries. This was something I was very passionate about as I felt it would give us an opportunity to freshen up the event and give our members a new experience at what is our flagship event of the year. With thanks to all that supported the change and helped out with the event, especially Dinner Secretary Bernard Thornton and Karen Fothergill. Bernard and Karen worked extremely hard to deliver a great night had by all.

I would also like to thank everyone who has contributed to our fundraising and awareness raising efforts this past year in support of Leeds Mind and the Insurance Charities. The Annual Charity Raffle and fundraising at the Annual Dinner continue to ensure a stable flow of income for us to donate to the charities we support. Thank you to Michelle Gilmore who continues to coordinate these activities with great skill. In addition to our usual activities we added the Yorkshire 3 Peaks challenge to the calendar, this was a fantastic day where we took on a challenge, spent time getting to know our members and raised some money for charity at the same time. This event was a real highlight for me.

The Harrogate Local Committee (HLC) continues to be an important part of the institute and with their lectures, social activity and their own annual dinner, the HLC is the envy of other established local institutes. I would like to thank all of the members of the HLC and congratulate Simon Coletta on a successful 2-year term as chairperson.

I have really enjoyed my time as President, I would like to thank David Ross for nominating me and I'd like to thank Karen and the whole of council for their help, guidance and support over the last year. I feel very privileged to have taken on the role, I have found it challenging but also very rewarding. I've had the pleasure of meeting a number of great people along the way and will take away many great memories with me.

Treasurer's Report

Kim Spence

I took over the role of treasurer from Clive Batchelor in 2018 the year after the CII started actively encouraging institutes to reduce their accumulated funds from previously unnecessarily high levels. As a result of this there has been an increase in expenditure from £72,789.26 in 2017 to £117,005.03 in 2018 which is a difference of £44,215.77.

In July 2018 we only received a grant of £10,846 as our bank balance was still too high but in January 2019 we received a grant of £29,595 due to lowering our balance and as a result we can expect to receive the same amount in July 2019. This will give us income from grants for 2019 of £59,190 compared to £37,084 in 2018. We received total income of £71,617.67 in 2018 compared to £66,927.80 in 2017 an increase of £3,489.87. Assuming we receive the same levels of income aside from grants then total income for 2019 could be in the region of £92,523.

I am pleased to report that the biggest rise in expenditure was on CPD and Educational Activities from £23,751.12 in 2017 to £59,751.09 in 2018 which has directly impacted our members of the Institute in a positive way. Our main goal is still to focus on providing high quality CPD events for our members.

Our popular annual dinner which we moved to the Royal Armouries for the first time brought in income of £23,260 and outgoings were £21,873.62 therefore it pays for itself.

We will continue to put on social events for our members and although there was a reduction to spending in 2018 compared to 2017 this was mainly due to the fact we supported a 'Style in the City Charity' event in 2017 which we didn't repeat in 2018.

We will of course continue to support our charities going forward and try to put on more events like we did with the 3 Peaks this year which not only raises money for charity but brings people together in the outdoors in a social environment.

Insurance costs were £872.88 in 2018 however, this is not an increase from 2017 as the invoice wasn't given to us in time so it was carried forward into 2018.

Our president's expenses were higher in 2018 but some of this is due to an overlap from 2017 as our presidential year is not the same as our financial year. They are also higher due to the greater number of CPD and Social events our president attended this year which naturally results in an increase in costs.

Other Professional Fees are higher this year as we paid more on member communications such as Covernotes which is sent directly to each members residence.

We are still confident that the Institute remains in a financially healthy condition and we are keen to continue supporting our members as much as possible by putting on events that are of interest to all areas of the Institute.

**Insurance Institute of Leeds
General Fund – Income and Expenditure Account
For Year Ended 31st December 2018**

2017 £	2017 £		2018 £	2018 £
		INCOME		
33,163.00		Ordinary Grants	37,084.00	
4.69		Interest Earned	5.21	
	33,167.69			37,089.21
		ANNUAL DINNER		
24,000.00		Income	23,260.00	
1,080.00		Previous Dinner	0.00	
	25,080.00			23,260.00
		OTHER INCOME		
5,280.11		Reimbursement Awards	250.00	
1,257.00		Charity Income	5,672.34	
713.50		Educational Courses	1,209.37	
929.50		Reimbursement Exams	2,064.95	
500.00		Social Events (not dinner)	648.00	
0.00		Reimbursement Other	0.00	
		Other Income	423.80	
0.00		Sponsorships (not social or charitable)	1,000.00	
	8,680.11			11,268.46
	66,927.80			71,617.67
		EXPENDITURE		
23,860.16		Annual Dinner	21,873.62	
450.00		Awards	550.00	
5,457.01		Charity Payments	5,731.04	
1,156.98		Council and AGM Meetings	1,205.21	
23,751.12		CPD & Educational Activities	59,751.09	
1,745.30		Exams	2,074.37	
0.00		Insurance	872.88	
0.00		Officer Expenses	700.67	
140.00		Other Expenditure	1,502.60	
11,171.64		Other Professional Services	20,234.00	
799.22		President Expenses	2,007.25	
4,257.83		Social Events	502.30	
	72,789.26			117,005.03
	(5,861.46)	Surplus of Income over Expenditure		(45,387.36)

Secretary's Report

Nick Bramham ACII

Leeds Membership Analysis 2019 - March

4164 (4185) members comprising 2586 (2604) CII and 1578 (1581) PFS

CII		PFS	
Chartered (Chartered Financial Planner) (Chartered Insurer) (Chartered Insurance Broker) (Chartered Insurance Practitioner) (Chartered Insurance Risk Manager)	(1) (175) (116) (128) (13)	Chartered (Chartered Financial Planner) (Chartered Insurance Broker) (Chartered Insurance Practitioner) (Chartered Insurer)	(294) (1) (16) (6)
FCII	96	FPFS	124
ACII	515	APFS	185
Dip CII	151	DipPFS	926
Cert CII	693	CertPFS	124
Ordinary	1118	Student	210
Senior	13	Aff-Subr	5

Key companies with 15 or more members (those members who specified employer):

CII	PFS
ACE – 16	HSBC – 15
Allianz Insurance – 81	Skipton – 45
AON – 24	St James Place – 228
Arthur J Gallagher – 39	Tenet – 23
Aviva - 75	The Private Office – 34
AXA – 50	
Bartlett – 51	
Beumonts – 19	
Blufin – 40	
Cunningham Lindsey – 18	
Direct Line – 69	
Eastwood & Partners – 16	
Gauntlet Group – 24	
Henderson – 24	
Hiscox – 15	
HSBC Bank Plc – 28	
Jelf – 72	
Lloyds banking – 21	
Markel - 16	
Marsh – 53	
Marshal Wooldridge – 25	
QBE – 35	
Romero Insurance - 43	
Royal & Sun Alliance – 127	
Skipton – 16	
Towergate – 100	
W Dennis Insurance Brokers – 21	
Zurich - 171	

Age:

	≤ 25	26 - 35	36 – 45	46 - 55	56+
CII	263	595	590	663	475
PFS	57	1213	393	502	410

Communication:

Email Address	2387 (2380)
No Email Address Provided	256 (263)
No Contact Via Email	1522 (1544)

Management Committee Report

Peter Moran ACII, Chair

The management Team is appointed annually to monitor the activities of the Local Council and ensure that these are carried out in a professional manner within the rules and regulations of both the Chartered Insurance Institute and the Insurance Institute of Leeds. Particular emphasis is placed on the Council's finances to be sure that our funds are dispersed efficiently for the benefit of our members.

The team is always made up of senior council officers together with the addition of long serving council members. For 2018/19 the team was Peter Moran (Leader), Nick Brabham (Secretary), Chris Lockwood (President Elect), James Ramirez (President) and Kim Spence (Treasurer).

The Team allows all other Council teams to conduct their affairs independently and will only become involved if asked to do so or if there is evidence of a problem.

In addition to two formal meetings, 30 July and 17 December there was regular communication among the Team by telephone and email.

Matters discussed were:

- Review of finances
- Event costs and budgets
- Role of the President
- Appointment of a Data Control Officer, Karen Fothergill
- Appointment of an additional Charities Representative now on hold
- Agreement to join the Collaborative Network to enhance our profile in the local business community.
- Annual Dinner review following the change of venue.
- Role of the Emerging Professional Group and how they fit within the Institute overall
- Agreement to increase the prize awards for all but the Bartlett Sugden prize to £200. The Bartlett Sugden award will remain at £250 for the time being.

Education Report

Melanie Jordan FCII, Education Secretary

Exam Programme

The full report on the exams has been provided by Peter Moran as Exam Co-Ordinator. Peter continues to do an excellent job arranging everything for the exam process including the various invigilators.

Over the course of the last twelve months the education team has delivered a full programme including 12 lectures, 6 Leadership Workshops, 2 Half day Events, 3 trips and 2 revision days: -

Education Programme 2018-19

10/04 Terrorism Lecture – Steve Coates
19/04 Lloyds and Aldermanbury Trip
18/04 Leadership Workshop - Understanding Leadership
01/05 Crime Insurance (Harrogate)
16/05 Leadership Workshop - Having Difficult Conversations
15/05 Driverless Cars Lecture – Matthew Paterson Lunchtime lecture co-hosted with Bradford
12/06 Diversity Half Day Seminar
20/06 Leadership Workshop - Developing and maintaining a positive mindset
10/07 Economic and Investment Outlook
12/07 MO5 Revision Session
14/08 Cladding and Building Regulations post Grenfell
11/09 Crime Insurance
19/09 Leadership Workshop - Making a killer first impression
22/10 2nd Lloyds Trip
09/10 Data/Cyber – Storm Guidance
17/10 Leadership Workshop - Feedback: The single most important skill in self-development
23/10 Cyber BI
13/11 Artificial Intelligence – Mark Smith of Radar
21/11 Leadership Workshop - Having Difficult Conversations
30/11 Leadership Half day
15/01 Alan Chandler – Perfect Storm
07/02 Harassment – Joint lecture with Bradford – held in Bradford
12/02 CPA/Hiring Conditions – Hawkswell Kilvington
28/02 ISS Flood and Restoration House
05/03 AF7 Revision Session
12/03 Microsoft Tips

Particular thanks go to David Ross for setting up the Leadership Workshop programme with Quarterdeck and arranging the Leadership Half Day and also to the Harrogate Local Committee for arranging their sessions. Also to all of the volunteers who have acted as Chaperones on the two Lloyds Trips and the ISS Fire and Flood Restoration House trip and to the rest of the Education committee for all of their help in deciding on the programme, arranging venues and sessions on an ongoing basis.

In addition to the programme noted above the Fast Track Diploma programme launched this year which is designed to support 12 of our members in achieving their Diploma. The training is being provided by ITP and they have already completed their first module.

Lastly our incoming president Chris Lockwood has led the way in encouraging a new programme of engagement with local secondary schools by arranging a Discover Risk session across all of Upper Sixth at Abbey Grange Secondary School. The feedback for this session was very positive and we are already in the process of making contact with other schools.

Plans are well under way for lectures and events for the forthcoming period.

Social Committee Report

Craig Hosking Cert CII, Chair

2018/2019 Events

Treasure Hunt (Leeds) – 26th April 2018

- Held at The Griffin (Leeds) – oversubscribed with +50 attendees
- Total expense @ £380.50, with total ticket sales @ @ £392.00
- A sell-out event with some fantastic feedback
- 11 teams participated with Thistle Underwriting winning
- The venue of The Griffin was well-received with good food

Quiz Night 2018 (Leeds) – 22nd November 2018

- Held once again at Editor's (Leeds) – 47 attendees
- Total expense was £512.25, with total ticket sales @ £376
- A near capacity event, which was well received. Positive comments about both the quiz system (no issues this year) and the quality of the food
- Mitigating circumstances that cost went over sales, but now understand importance of social events being as self-funding as reasonably possible
- 9 teams battled it out with the winners being Brewin Dolphin

2019/2020 – Forthcoming Year

There will be 4 x key events throughout the year, with the option to add additional events if required.

The following is the fluid plan:

2019/2020 Sports & Social Planner

Core Events:

Event 1 – End of April

Walking Tour

Event 2 – June/July

Treasure Hunt

Event 3 – September

Quiz Night

Event 4 – November

TBC night with the following ideas:

- Comedy Night
- Brewery tour
- Retro games evening
- Payday pub drinks

Engagement with the newly formed Sports & Social committee will take place to discuss the above and to finalise.

As noted during the expiring year, more engagement and participation is required from the Sports & Social committee to achieve the number of above planned events. The control, organisation and implementation of any Sports & Social committee planning meetings to rest with the Sports and Social Chair.

Dinner Secretary Report

Bernard Thornton FCII, Dinner Secretary

The Dinner took place on 2 November 2018 at the new venue of The Royal Armouries. This was no reflection on the services provided by our previous long-standing venue, The Queens Hotel; rather that a new approach was felt to be desirable and some new ideas brought into play.

In the opinion of the organising team and judging by feedback received, the switch was a great success. So much so that the date for the 2019 Dinner (Friday 1 November) has been agreed and a provisional contract signed with the Armouries.

Budgeting. A financial report is attached. This is yet to be audited by the Treasurer, but we are confident that a small profit will have been made, which ticks the right box for the annual assessment.

There was a total of 403 attendees of whom 346 paid full price. The balance included serving Council members who were invited free of charge in recognition of their service to the Institute.

For 2019 a modest increase in ticket price from £60 to £65 was agreed at the January Council meeting.

Transport. One of the potential problems of moving to the Armouries was the out of town location. In the event this posed very few problems. Only a small number of attendees commented and those who did felt that the benefits of the new venue outweighed any transport difficulties. To minimise any concerns, we laid on a shuttle bus from the city centre but as only 11 people used the service it will not be repeated for 2019.

Liaison with Royal Armouries. Our contact Jessica McGregor could scarcely have been more helpful and was well supported, especially by our duty manager on the night, Sharon Burrows. Overall organisation was excellent throughout.

As always there were a number of smaller details we would alter for the future and a debrief meeting, attended by the President Elect, took place at the Armouries on 25 January.

Sponsorship. Ideas for future sponsorship offers have been discussed within Management and will be rolled out shortly. The likelihood is that we will have 3 packages available, which should result in a significantly increased income, enabling a speaker of the highest quality and, in turn, a higher profile and attendance. We thank our long-standing sponsors Independent Appointments who will of course, be given first refusal on future options.

I would like to add my personal thanks to Michelle Gilmore for organising the Charities side and various other Council Members who helped both beforehand and at short notice on the night. Finally special thanks to James and Karen, both of whom did every bit as much work as I did as Dinner Secretary. We all worked extremely well as a team, and it is no coincidence that that the result was a very enjoyable and successful Dinner all round.

Charities Report

Michelle Gilmore ACII, Chair

Funds Collected

- March lecture 13/03 - £28
- April lecture 10/04 – £95
- April Treasure Hunt - £45
- May lecture 15/05 – £86
- June lecture 12/06 – £31.50
- July lecture 10/07 – £42.00
- August lecture 14/08 – £142
- September lecture 11/09 - £75
- Charities Day - £1,206.89 raised
- Nov leadership lecture - £91.50
- November Dinner - £3,382.70
- Quiz - £59
- Yorkshire Three Peaks – £2,010 (*please note that these funds were donated directly to charity via the just giving website*)
- Jan Lecture - £68
- Feb Lecture - £80

OVERALL = £7,442.59 (last year = £5,298.25)

Annual Round-Up

- A successful year ending with a 40% increase in fundraising for our two charities.
- This is overwhelmingly due to James' Yorkshire Three Peaks Event
- Outside of this – the total raised is a 2.5% increase on 2018
- 45% of our income came from the dinner; 27% from the Three Peaks event; and 16% from Charities Day.
- Charities continues to play a part in all CPD lectures and social events: in addition to Charity Specific events taking place
- Charities Day Annual Raffle – planning to commence in due course subject to the new President's agenda and intentions for the year
- Chris Lockwood has chosen Change as his Presidential Charity and all funds raised will be split between Change and The Insurance Charities – 50/50

Thank to my team for all their help with all events and taking time out of day jobs to make everything run smoothly!

Marketing Committee Report

Clive Batchelor ACII

The aims for the Marketing committee during the year 2018 to 2019 were to increase our members awareness of our excellent programme of events by bringing back to life Cover Notes after a period when it was not produced and also to improve our on-line presence, establishing an easy to follow process for event organisers to follow enabling live and soon-after-the event posts to be made.

Both aims have been achieved including editions of Cover Notes being sent out to members in May and November. The Institute has also benefitted from press releases including the President's On the Spot Profile in the Yorkshire Post.

The contributions from Sharon Cain in respect of our digital content and organising press releases has been of particular benefit to the Marketing committee in achieving our aims.

Going forward the challenges to the Marketing committee include continuing to keep our members aware of our programme of events as well as potentially looking at increasing sponsorship of events including the Annual Dinner.

Harrogate Committee Report

Simon Coletta, Chair

A copy of the general accounts has been submitted by our treasurer Andrew Baker.

Events arranged for the local Members during 2018/19 period include:

Insurance Distribution Directive – Key Changes! Speaker: Branko Bjelobaba
22nd February 2018 - Attendees: 38

Harrogate Quiz

19th April 2018 - Attendees: 5 teams / 25

Commercial Crime Insurance Speaker: Craig Watson (RSA)

1st May 2018 - Attendees: 33

Cyber Business Interruption Speaker: Gemma Sword-Williams (Willis Towers Watson)

26th October 2019 - Attendees: 23

Harrogate Annual Dinner

30th November 2018 - Attendees: 200

Charitable collections and donations comprise:

Collections

Lecture and social event raffles = £223.00

Dinner charity collection = £1,548.20

Total = **£1,771.20**

Donations

Leeds MIND = £774.10

Insurance Charities = £774.10

Tusk Trust = £125.00

YAA via Dave Fryer sponsorship = £131.25

YAA Donation = £250.00

Total = **£2,054.45**

We have had a fantastic 2018 delivering our usual mix of CPD and social events to our local Membership and I would like to thank my committee for their efforts throughout the year as well as offering a warm welcome to our new members Jack Oultram of DLG, Mark Holley of Car Care Plan and Emma Yorke of Jelf.

Special mention must go to James Ramirez of Aria Insurance Brokers who once again has been exceptional in arranging our lunchtime lectures in conjunction with Melanie Jordan of Henderson Insurance Brokers this year.

I would like to offer my heartfelt thanks to Emma Noble of Zurich Insurance who delivered a fantastic annual dinner as Dinner Secretary and coped admirably under a huge amount of last-minute pressure and amendments from the Chair.

The committee and I would like to thank the Leeds Council for the all of the ongoing support they provide to the Harrogate Local Committee and the Harrogate Lecture Programme, it is very much appreciated.

I am pleased to report that our elected officers for the coming period are as follows:

Chairperson – *James Ramirez*

Treasurer – *Andrew Baker*

Secretary – *Phoebe Webb*

Dinner Secretary – *Emma Noble*

Other committee Members are:

Jessica Kelly, Paul Reay, Dave Bushell, Simon Coletta, Mark Holley, Jack Oultram, Emma Yorke, Chris Lockwood

Emerging Insurance Professionals Report

Jonathan Catley DIP CII, Chairperson

The Team Leaders for 2018-19 consisted of James Ramirez (President), Holly Copsey (Social Team Leader), Nick Watson (Education Team Leader), Laura Jackson (Charities Team Leader), and myself as Chair.

The EIP committee was set up mid 2018 bringing together a group of 12 highly engaged and committed emerging insurance professionals, offering a wide range of experience and skill sets. The teams primary aim is to support local members under the age of 35 by providing tailored CPD, networking and social events. The EIP committee report into the main Council and collaborate across all aspects of the Insurance Institute of Leeds activities.

Prior to the launch of the EIP group and following numerous meetings, we agreed on the Emerging Insurance Professionals name. In addition, we also have our own individual page within the IIL website and created a brochure to inform members what we are about. Our work on the LinkedIn page and other social media is ongoing and will continue to advance as the group develops.

All of the EIP events have been very well attended, surpassing all of our initial expectations and hopes when planning earlier in 2018. In particular our launch event had almost 100 attendees signed up to attend and was extremely well received by attendees offering positive feedback, sighting the lack of Emerging Professional activity in Leeds and insurance as a whole.

Subjects of note during the year were:

EIP Launch event – despite this being our first ever event we saw huge interest from local members and received positive feedback for the opportunities it presented members to network with each other.

Discover Risk Session – I'm pleased to report that two of the EIP committee members successfully attended and delivered a discover risk session to Year 13 students at a local Leeds school. We aim to support and deliver further discover events in the future.

Across the EIP committee we are excited to build on the success seen during our first few months as a group. We are confident that we can build on this, to further enhance the EIP Group offering to members in Leeds. As a group one of our key objectives is to create an Emerging Professionals Ball however recognise that we need to build our membership further before this is possible.

Our thanks to the main IIL council and in particular James Ramirez (2018/19 President) for the support in coordinating the setup of the EIP Group and the opportunity to speak during the dinner. We look forward to working with Chris Lockwood (President-Elect) and the Council going forwards.