



Annual Report 2022

President's Report

Louise Nicholls

Welcome all to the 'hybrid' Insurance institute of Bristol's AGM. 2021-2022 has been a busy year full of change and growth.

The year started during what was a difficult time for many of us. We were in our third lockdown and although hopeful to see the world return to normal this did not happen till 2022. Few people were able to attend their offices and we were facing growing numbers of individuals unable to stay in a role on council.

Despite the difficulties, I am proud of what we have achieved. And extremely grateful to those who made it possible.

This year we have dramatically changed the structure of the institute to account for the new way of working. Addressing changes to our socio-economic environment by providing a focus on mental health in the workplace, improving soft skills to compliment the new working environment and focussing on diversity in the workplace.

Bristol prides itself on supporting our neighbours and working collaboratively with other institutes. We will continue to build on relationships we have and develop new ones.

I would like to thank everyone who has contributed to the Insurance Institute of Bristol. Without the dedication of the committee members who keep this institute running, we would not have achieved such a successful year. The time you have given is most appreciated by all.

A special mention to our Education chair, Sarah. Delivering a diverse and extensive schedule for our members. And to Connor, the chair of our NxtGen committee, who successfully ran a careers week for our members and who we are sad to see step down.

I wish to formally thank Amy Cooke, who has been a pleasure to work with and a force of nature in keeping this institute running.

Treasurer's Report

James Goodlet

The accounts are currently looking healthy, with the recent deposit of grant money from CII Central.

The accounts for the IIB have always left the institute in a sound financial position and have previously allowed the institute to be penalised when receiving grant funding.

It has been an intention of the institute to reduce our reserves to an acceptable CII central level to ensure future grant funding is not reduced to our high reserve levels.

Following the pandemic there has been an upturn in events organised by IIB although these predominantly remain online. This strategy continues in align with the 2022 financial strategy.



Membership Report

Sue Corish

Membership figures at 11/03/22:

- 14 Senior (Chartered status unknown)
- 2,770 Ordinary (403 are Chartered)
- 110 FCII (82 are Chartered)
- 534 ACII (352 are Chartered)
- 220 DIP (4 are Chartered)
- 680 Cert (5 are Chartered)

Of this, these are the PFS figures:

- PFS 1,392 members
- 7 Aff subr (3 are Chartered)
- 250 APFS (232 are Chartered)
- 122 Cert PFS (10 are Chartered)
- 1,018 DIP PFS (23 are Chartered)
- 248 FPFS (230 are Chartered)
- 245 Students (all non-chartered)

Committee Reports

NxtGen Committee – Connor Jones

The 2021/22 year has been a tough one for the NxtGen Committee. Having started the year with 5 committee members, numbers soon dwindled with various committee members having to reluctantly rescind their roles amidst the increasing pressures faced by balancing this voluntary role with work commitments. That said, the committee has still been able to put on a variety of different talks and events for our members – from ‘Careers Week’ back in September which saw us focus on Presentation, Interview, and Time Management skills, to ‘Skills Week’ in March which saw the focus shift to developing your assertiveness and decision-making skills, all whilst discovering how to make yourself seem credible in an increasingly competitive world. We signed-off for the year at the end of March with a wine-tasting CPD event where we used wine as an analogy for being to assess someone’s character...! All in all, it has been a positive year for the committee where, despite some early setbacks, we have still been able to provide some much-needed CPD and resources for our members.

Education Committee – Sarah Dotchin

We have had a very good year and provided 56 CPD events ranging from exam techniques to Black Belt Negotiation. All of these have been online webinars, and have been received well by our members. We have had good feedback overall from the members and our goal for next year is to make sure the feedback is collated better at our end and to make sure we listen to the members’ comments and take the appropriate measures to make sure the members’ needs are met.

We have had training sessions on the system that will allow all members of the committee to assist with the task of advertising and loading on the events and looking at the feedback.

At the beginning of this year we amalgamated NxtGen and Diversity & Inclusion within the Education umbrella and next year we aim to provide 4 face to face meetings at the Bristol Harbour Hotel. It was



decided that online webinars are easier to arrange and less work for the volunteers on the committee and actually seemed to be attended well. We felt that an hour out of a day was more acceptable to an employee and employers as opposed to another couple of hours getting to the venue. Therefore our programme will still be predominantly online. We can re-visit this half way through the year if members are asking for more face to face sessions.

We have provisionally decided on a budget of around £25k inc VAT for the online webinars for the forthcoming year, and we have already booked 28 in for next year, which is around half the budget.

Diversity and Inclusion Committee – Emily Kenna

Diversity and Inclusion is a key focus for most businesses, as it is to the CII. Our code of ethics expects members to treat people fairly regardless of age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex and sexual orientation. As a committee, we felt it important to deliver educational content on the topic of diversity and inclusion. We wanted to encourage individuals to come together to collaborate and discuss safely how they could encourage their organisations to embrace a diverse and inclusive culture. As a result, we agreed to deliver 6 sessions, a combination of online and in-person, covid permitting. To date we have delivered 4 webinars and 1 seminar covering the following topics:

- What does inclusion mean?
- Making Things Better vs Making a Change
- Intersectionality – Barriers, Boundaries and Benefits
- Building your D&I Policy
- Neurodiversity, difference not deficits

Feedback from the sessions has been positive overall, and we have generally seen an improvement in the numbers attending the on-line events as the series has gone on. We are yet to hold our final session for this year, which will be March/April, and we want to keep diversity and inclusion on the agenda going forward. We plan to hold several events in person next year to create communities and collaboration between members to promote diversity and inclusion across their organisations, and feel safe and empowered to do so.

Social Committee – Daniel Brown

As with many other aspects of life during the 2020/2021 year, the Social Committee were very much limited in respect of what we were able to achieve and plan for. We had hoped to put on a number of events, but the unpredictability of the pandemic and regulations meant it wasn't feasible.

We managed one networking event where we teamed up with the Education Committee and with the sponsorship of Rimkus Consulting Group, ran a meet the expert's event, following an online presentation the week prior which was well attended. This is where collaboration with the other committees can be so beneficial, in supporting one another's causes.

The Social Committee is very keen to arrange more events like the above, but also get back to some more traditional functions. We plan for 2022/2023 to have a 5 a side Football tournament (details to follow soon), a golf day, a Summer Networking Event and a superb Christmas, Music Quiz to allow for some fabulous informal networking and fun, something we have all greatly missed.



PFS Committee – Hazel Richards

With great excitement we have our first face to face PFS full day Regional Conference on 22 March at our new venue at the Bristol City Ground. This is a big change for our region but we will be aiming to support a venue closer to Cheltenham later in the year for members who cannot travel to Bristol.

Our Officer Conference is on the 17th May which will also include our colleagues from the Institutes to enable us to collaborate and work together

We still have many of our members working from home as we enter the next stage of our existing covid restrictions. Many advisers have adjusted their work methods to enable client meetings via social media and this has proven a very beneficial tool to both client and adviser.

During Covid and more recently, our advisers have still been able to use study support available from other PFS Regional colleagues, enabling us to work together to support member needs. These have been created via internet interactive workshops via Microsoft Teams or Zoom. As a region it will be something we would like to incorporate into our regional plan later in the year to support October exams.

We have a number of challenges and objectives ahead and to support us we will be seeking additional committee members this year, with focus at our regional meeting this month to obtain some new members.