



Annual Report 2024

President's Report

Amy Cooke

Welcome to the 2024 AGM, which marks the end of my Presidential year. It has been a year of ups and downs for the IIB council, with tensions threatening to overshadow the amazing work that we are delivering as volunteers. Despite this, it has been a privilege to lead this institute and to have had the opportunities it has afforded me, particularly meeting many amazing friends and colleagues, getting involved in a variety of activities that I wouldn't have otherwise been able to, and fundraising for a charity that is close to my heart, Guide Dogs. As many of you will know, I have taken the decision to leave the council, and it is a bittersweet note for me to end on. I wish to thank all of you who have supported me throughout my Presidency and my 4 years on council preceding that.

Reflecting back on the year, key highlights for me include:

- The debut of a President's Reception dinner, which reignited our post-covid relationships with multiple key businesses within our region
- Our hugely successful annual dinner, which sold out in record time, and was a significant event for our fundraising efforts
- Our delivery of far more social activities than in recent years, which was helped by the decision that IIB funding could now be used for this purpose
- Emily Kenna being recognised with a volunteer award at the national conference, shining a spotlight on the efforts of our IIB volunteers at a national level
- NxtGen Careers Month, helping support newer entrants to the industry in terms of meeting their career goals
- From an administrative point of view, finally gaining access to our older/alternative banking accounts, which reduces our financial risk, and then being able to donate a large sum from there to a charity who will hugely benefit from it
- Delivering a guest lecture at UWE, hopefully helping to encourage succession planning into the industry
- Plus tours of the Guide Dogs national centre and Lloyd's of London, and a volunteering day at Bristol Animal Rescue Centre (in conjunction with the aforementioned donation)

Furthermore, I remain proud of our relationships with our PFS members, neighbouring institutes, central CII, and with UWE; I do believe that Bristol continues to be a great example on a wider stage.

Whilst I am sure it goes without saying, special recognition must go to our Education Chair, Sarah, who has continued to deliver a hugely successful and varied programme, and must be congratulated for the amount of work she (and her husband!) dedicates to ensure that we deliver on our core principle of facilitating members' CPD needs. In addition, I would like to thank consistent supporters of our institute from outside of council, for example Alan Chandler and Matt Ward, whom it has been a pleasure to work with.

A special thank you must also go to Nigel who has been my rock as Deputy President – I can't thank you enough for all of your support, including taking my calls at all hours of the day, letting me bounce ideas off you and talking me through the tears! I wish you the best of luck in your Presidency and hope you enjoy the experience.

The success of our council is underpinned by the exceptional efforts, time and energy given by our team of volunteers, for whom I am truly grateful. We benefit from both long-standing members, who bring with them a wealth of knowledge and stability, and also newer members, who bring new ideas to the fore! Continuing to work collaboratively and constructively will ensure that this institute remains on course for a successful year ahead.

Treasurer's Report

James Goodlet

The accounts are in a healthy state, the main account balance is circa £80k having recently received our grant funding. There is currently circa £20k in our reserve account.



The IIB continue to receive regular payments into both our Barclays current account and Stripe account for training and CPD. We have also received payments for the annual dinner.

Changing signatories on the account has again proved challenging and we continue to attempt these changes. Upcoming changes are to add Alexander Marks to the account, remove Emily Westacott and begin the process of removing Amy Cooke and Chris Morter.

Membership Report

Sue Corish

Currently unable to provide, due to system changes.

Committee Reports

NxtGen Committee – Joanna Hughes

We have had a brilliant year on the NextGen Committee in 2023/24!

Our main project for the year has been our 'NextGen Month' programme, where we provided a number of different skills workshops and networking events all geared towards those entering new roles at each stage of the career ladder (from those new to the world of work to those entering leadership positions). Across the month we provided six online webinars, one face to face seminar, one wine tasting seminar and a final networking evening to celebrate the close of the month! We received some fantastic feedback on the month from both members as well as from the speakers running the events.

Further to this, NextGen has also worked closely with the Education Committee throughout the year with there being collaboration between the two committees to host both a wine tasting night as well as a trip to Lloyds of London. The collaboration and support from Education over the last year has been a welcome boost in expanding the offering of the NextGen programme.

Finally, we are rounding the year off with our 'Evening at the Bristol Beacon' - a night where Insurance and Financial Services industry experts will share the stories of their own careers, as well as what opportunities exist and how to pursue them.

Going into next year I will be stepping down as NextGen Chair and taking up the mantle of Education Chair, in my new role I will be happy to provide support to the NextGen Committee and will be open to assisting in the new projects and ideas the following Chair wishes to explore and pursue.

Education Committee – Sarah Dotchin

We have had yet another successful year within the Education Team including delivering a trip to Lloyds of London for our members. We have put on a varied programme of events that hopefully catered for everyone. I have enjoyed being part of a fantastic team and here's to next year.

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 2 in-person events on EDI topics over the course of the year and these included:

- Moving Beyond Labels: what wine can teach us about diversity and inclusion (August 2023)
- An evening with Sarah Stephenson-Hunter, a disability and LGBTQ+ advocate (November 2023)

During the 2022/23 year, feedback from the sessions was very positive, although attendance was small. The first event of 2023/24 was the wine tasting event in the hope to encourage more members to have fun and relax whilst discussing the topic. 23 members registered for this event with a good attendance on the day. The second event attracted smaller numbers with only 11 registering. However, both events had very positive feedback from those that did attend and responded to the survey. We will keep diversity and inclusion on the agenda for next year with a further 2 in-person sessions planned. One of which is likely to be in conjunction with IFN, iCAN, iDawn and GIN.

Social Committee – Josh Chapman

We consider this to be a very positive year for the social committee, having built on the success of the 2022/23 year. We had hoped to run 6 events (one every 2 months), but due to unforeseen circumstances had to cancel the Summer Football Tournament. This has been re-arranged for the 2024/25 year. The remaining 5 events we have organised, include the Summer Networking Event, which received a good turnout, and the Christmas Networking Event, which received really positive feedback from those in attendance. We have 2 events yet to take place, but which will hopefully receive positive support.

Looking forward to the 2024/25 year, I am looking to stay on as Social Chair with the continued support of Alex as Deputy Social Chair and any other sub-committee members that may wish to join. We would be looking to replicate the programme of this year with the potential for more social events if the budget allows. With the IIB now able to fully fund social events, we would consider making all events either free for members or offering a significant subsidisation. We consider this would (a) increase turnout, and (b) offer an additional benefit to members who already pay fees. We are also looking to create a monthly "Social Committee Newsletter" to include details of past and future events to hopefully drive engagement.

PFS Committee – Rob Fairbrother

The 23/24 season saw us welcome our new PFS Chair, Rob Fairbrother, who has been busy gathering new committee members, ready to make a fresh start for the 24/25 year. We also continued to deliver our regional Bristol and Cheltenham conferences, the most recent being at Ashton Gate Stadium in November.

Regional Rep – Richard Smith

I have enjoyed another year as regional rep on the Southwest forum. I co-chair the forum alongside Matthew Pyke from the Exeter Institute. Other representatives come from the Swansea, Cardiff, Cheltenham & Gloucester and Plymouth & Cornwall Institutes.

During this year we invited the regional PFS chairs – Ian McIver and Hazel Richards to attend our meetings to ensure PFS views were shared and that there is synergy between the CII and PFS committees in our region. I use the forums to share back activity and initiatives from the IIB and share back any support and ideas from other institutes to the IIB.

As a forum member I am also a member of LINF. We have now aligned our SW Forum meetings to occur prior to the next LINF meeting.

During this period, I attended all three South West forum meetings, most LINF meetings and the annual conference held in Southampton during June.

During the period until September 30th, 2023, I was also the LINF representative on the National CII Education and Learning Committee (ELC) and attended the meetings, accordingly, also contributing to some work around experiential learning.



I look forward to continuing in the role for the year 2024/25 and fully supporting the IIB and the Southwest region accordingly

Communications/Social media- Graham Plaister

Our social media exposure is solely on LinkedIn as it seems the only appropriate outlet currently. We have had excellent results over the last year and seem quite progressive in comparison to other local Institutes.

The LinkedIn group has over 400 members and we are continuing to build a good following on the LinkedIn page. The metrics show that in the last year we have had 139 new followers – which averages as 1 every 2-3 days. We are also getting some great visibility out there for your events with impressions spiking over 200 for some posts and most months totalling 1-2,000 impressions.