



**Minutes of a Meeting of the Council of the Stratford-upon-Avon Insurance Institute held at Morrison Insurance Solutions on 9<sup>th</sup> December 2015 at 12:30pm**

**PRESENT**

Jamie Glover (JG)  
David Ruddock (DR)  
David Oram (DO)  
Amit Patel (AP)  
Oliver Swinburn (OS)  
Caroline Fairclough (CF)  
Ian Millard (IM)

Jodie Horgan (JH)  
Allan Hainey (AH)  
Sarah Flood (SF)  
James Cruse (JC)  
James Ward (JW)  
Sue Davies (SD)

**1. Apologies**

Apologies were received from: Danielle Kyle (DK), Emma Martin, Chris Leonard (CL), Steve Smith (SS), Tim Raistrick (TR), Seisha Dixon (SDN), Anne Gibbons (AG)

**2. Minutes of the meeting held 15<sup>th</sup> October 2015.**

The minutes were signed as a true and accurate record of what had taken place.

**3. Matters arising**

**a) DR to chase Matt Ward again for update on obtaining clarification concerning duty of care.**

DR confirmed he has continued to chase Matt Ward for an answer to the query, but have yet to receive the details requested. DR noted that he will continue to chase. JW commented that we do have a Health and Safety policy, so just need to make sure that we continue to adhere to this. SF asked if we need to have a health and safety representative present on trips, with JW responding that he is not sure of the answer, but suggested that we check the policy. DR noted that we should investigate and look at organising any training if required. **Action carried forward**

*Action – SF to review Health and Safety Policy for details in relation to trips organised by the institute.*

**b) AP to arrange transfer of bank cards**

AP noted that he has spoken to the bank and that a card is due to be sent for JC. AP added that after the Annual Dinner has been paid for he would like to look again at having cards for Council positions rather than named individuals. DR supported this suggestion and commented that if we need to move banks we

should look to do so. **Action completed**

**c) JG to order Presidents badge**

JG confirmed that he has ordered the presidents badge and arranged payment. **Action completed.**

**d) AG to ask for testimonial from member receiving exam assistance**

JG noted that AG was unable to attend the meeting. AH confirmed that he would speak to AG and look at obtaining the testimonial for the website and possibly social media. **Action carried forward**

***Action – AH to seek testimonial update from AG***

**e) DR to chase Matt Ward to ensure that SII not recorded as running an exam centre**

DR noted that this action is now with AG and should have clarified this by the next council meeting. **Action carried forward**

**f) JG to ensure ‘Promoting the SII’ added as an item on the December meeting agenda.**

JG noted that the item is on the agenda for today’s meeting. **Action completed**

**4. OFFICERS’ REPORTS**

**a) Secretary**

JG noted that the AGM date has been provisionally booked and will be circulated to Council members shortly before wider communication to members.

**b) Treasurer**

AP commented that funds for the Annual Dinner are starting to come in and the accounts are currently as follows:

Community Account – approx. £8,037

Business Account – approx. £8,547

AP also confirmed that the grant will be expected in Jan and July.

**c) Education Secretary**

In the absence of AG, DR noted that it would seem there have been less people taking exams at NFUM Exam centre, perhaps due to the coursework options now available. IM commented that at Morrison Insurance Solutions they have received mixed feedback from employees taking the coursework type options. OS added that having taken some of the coursework options himself recently, he found that some of the feedback from those marking the material was not great. IM further commented that continuous assessment provides some structured learning, but that the coursework type units in place of exams can lead to an individual trying to complete everything at the last minute.

DR next discussed lectures and told those present that there have been some requests to record lectures and put them online. DR suggested one negative could be that members might be less likely to attend lectures in person. JH commented that she has some contacts who would potentially be able to help us produce this type of material and can contact them for some initial guidance. JH also noted that this type of arrangement would help those members who live further away from Stratford itself (e.g. Morrison Insurance Solutions employees).

***Action – JH to investigate costs and logistics of recording lectures***

AH agreed that it could be a worthwhile option, but cautioned that some presenters might not allow us to record the lecture. DR agreed and noted that if taken forward it would have to be done on a case by case basis.

**d) Annual Dinner Secretary**

In the absence of SD, DR provided a brief update noting that plans are still going very well with the final meeting booked for January. DR added that contrary to previous years we will not be having a raised top table. DR also commented that there has not yet been a high take up of the bus option, with JW responding that he does not think it has been advertised clearly enough that people need to respond in regards to this now.

***Action - SD to re-advertise transport options***

**e) Press Officer**

AH confirmed that the communications for November Lectures have been arranged and that the Network News articles have been finalised.

**f) Membership Secretary**

JH noted that there currently 483 members, with 157 of these which we are in contact with (41 with blank email details and 116 have unsubscribed).

JH raised the target of 500 members, with DR responding that when handing out lecture cards there were people who are CII members but not SII members. DR believes that we are servicing these CII members through lectures etc, but that we do not receive any grant for them. JW agreed it is difficult as by allowing non members to attend lectures we are potentially not encouraging them of the need to change their local institute to the SII. JW suggested we could look to give more incentive to be a specific SII member, with SF commenting that we do have different price tiers for members and non members at social events, though admittedly this tends to be more focused on CII rather than specific SII membership. In view of time limitations DR proposed this be raised as an action for the next meeting, giving Council Members opportunity to think of ideas for member benefits (e.g. brown bag lunch).

***Action – All Council members to consider membership benefit ideas***

**g) Social Secretary**

SF began by confirming that unfortunately we had to cancel the CPD trip to London due to low take up. SF felt that the topic was very interesting, so was surprised we had failed to get to 15 people (got to 11 confirmed after approaching

other institutes). SF confirmed that we have not incurred any costs which was positive. Clyde & Co who were due to host the event have also offered to reschedule.

#### **h) Charities Secretary**

DO noted that at the end of the charities financial year in 2015 (31<sup>st</sup> March) the SII have finished in first position for money raised per member on both a one and five year basis. DR added that despite this we will still not be given the charity shield this year.

DO also confirmed that we have been offered a charity representative to discuss the work of the Insurance Charities at the Annual Dinner. DR suggested we would probably not require this input at the dinner again this year.

#### **5. Midlands Awards update (AH)**

AH confirmed he had attended the event held once again at the Cube in Birmingham and had presented the Insurer of the Year Award, which was won by Hiscox. AH added that Jane Evans who will be known to many council members had won the Presidents Award.

#### **6. Lecture Feedback (JW)**

JW commented that we need to ensure we use the feedback received, to make improvements wherever we can do so. JW confirmed he has been collecting feedback and shared some handouts containing the data, summarizing that at a high level feedback is positive around the topics, length etc.

JW added that we need to tighten up on making sure learning objectives are clear, both in advertisements and at the beginning of lectures. JW did acknowledge that 86% of the feedback stated that learning objectives had been met.

AH asked what the response rate to the surveys has been, with JW confirming that around 30/40 have been completed out of approx. 70 sent. JW added that he has added a couple of extra questions in recent surveys around membership and what lecture topics people would like to see in future. JW also suggested that DR thank people for completing the surveys at the next lecture.

***Action – DR to make reference to post lecture surveys at next lunchtime lecture***

#### **7. CII AGM guideline proposals (JC)**

JC outlined that the proposals had been raised at the previous West Midlands Forum and concerned proposed changes to the CII AGM structures. JC noted that he will circulate the proposals formally following the meeting, but explained that it is being driven by the view that local institutes have outdated constitutions and are not notifying members in the most appropriate ways. JC added that the objective is to streamline the process and make information clearer to members (e.g. advertise council vacancies 21 days before).

DR asked if at this early stage there is anything we could struggle with. JC responded that we seem quite aligned, but could possibly advertise details of the AGM a little more widely.

**Action – JC to circulate details and all Council members send feedback on the proposal to JC by end of December**

**8. Promoting the SII & events (open debate)**

SF commented that within NFUM, where a large proportion of members are employed, we are not allowed to send mass emails. DR added that we are struggling to get turnout for events and also highlighted that over 50% of members are not actually employed by NFUM, so there is a wider issue to tackle.

JC noted that at the regional meeting it had been suggested that local institutes should become more aligned and promote themselves on this basis more. JC also asked if the membership data includes details of where individuals work? JH confirmed that it does, with JW noting that in the past the council have approached local businesses where we know we have members we cannot contact.

**AOB**

**Action – JG to add OS to distributions list**

**Next meeting date:** 10th February 2016 at NFU Mutual (FISSC room)

**The meeting was declared closed.**

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President  
February 2016