

Local Institute National Forum:

Meeting Notes

Date: Tuesday 3rd December 2019

CII Attendees: Grant Scott, Lee Travis, David Irvine, Julie Hicks, Matt Ward, Karen Fothergill

LINF Attendees: Brett Batty, Phil Bristow, Ian Callaghan, Brian Caruth, Ian Chapman, Alex Clegg, Chris Hall, Robert Heaton, Paula Hodson, Jamie Lewis, George Maxwell, Debbie Mitchell, Richard Salmon, Richard Talbot-Jones, Juliet Williams

Apologies: Matthew Pyke, Erik Johnson

Welcome to the 2nd LINF meeting by GS including housekeeping rules

Background to replace the Rep Council meetings, going forward this how the meetings will progress. Change to constituency areas. Two reps to attend except for Isle of Man/Ireland. Ideas were requested to be brought forward to mould the agenda. Free to speak for LI's with the focus on our members and not the forum to discuss CII problems.

GS attended regional meetings except for the NW meeting, all positive. RMM team have conducted minutes from the regional meetings to use today. Last meeting was too short hence the timings for today.

Agenda distributed for today – broke into three parts.

Part 1: Your voice including matters arising from the last meeting, Q&A from regional meetings

Part 2: General updates

Part 3: Interactive breakout sessions

PART ONE:

Your voice including matters arising from the last meeting, Q&A from regional meetings.

Matters arising from action points:

- Notes – Ensure action points are noted and done
- Nothing was discussed in the first part of the last meeting. Meeting would be more structured, so all points are actioned.
- Board meeting – very well timed in its structure, GS had a 15-minute slot to talk about the burning issues. Going into with little prep to best execute. The Board will not decide and will take it away. Exam centres discussion from JB – he had felt it was dealt with at the time. Was decided that the message was not being delivered through.
- To take to the board – take 3 burning issues to discuss within the 10 minutes given to GS. LINF to support this notion so GS can discuss it to its best potential. Depending on what points should be distributed and who in the business can look after it.

Exam centre issues:

- Centralised exam centres – mixed response on whether this is good or not. There should be a link to LI's for local knowledge. (Not be communicated to Exam team) (50% want this to be done – pilot to see how that works)

- Price of £10 per head (a better understanding)
- Attitude towards the Education secretary from CII customer services staff on the basis that we are dealing with volunteers. This issue is made aware and that matters are being addressed from the board.
- Invigilators – rules (should not take in their own reading material & no electronic devices) – Checks being made at what is happening during exam – More support on what the rules are, booklet is not being read. Is there another way of doing this and support on a local level.
- Pilot is in place for technology to invigilate remotely.
- JB to present later in the day.

Communication

- Induction day highly recommended to visit the CII building and how it works. Session on Risk Management was excellent. Replicate into LI's. See how everything works.
- Change attitudes to work with the CII, employees to understand better what the roles within the LI's are. To invite other departments instead of the board to break down some barriers and improve communication. How do we work either side to combine the message better to be distributed to the members?
- Communication – why is this not the RMM. Recent updates to the Presidents wasn't sent to the right people. Database is not correct and not being updated even though members are trying to do this. Not able to remove lifelong members (124 of these).
- DI – CRM update at the next session on the progress of replacing the old system AS400. Going into phase two. It is being looked at to improve this. Should be raised at Board in terms of IT and communication. Other issue, LI preference. JH has worked on this to make it a one-click preference instead of two stage preference. Updates to Presidents asked for so they are aware something is being done about it. DI will investigate how much he can update to LI's.

Topics for the board/regional & national meeting ideas

- To have this meeting a week before the Board meeting. Look at logistics to ensure GS is more prepared. There is no set rule. (NC – day before the conference – Dec – the week before)
- Online communication – issues to be raised in more real time. Along with minutes to be produced 5 working days after the meeting
- Sharing regional minutes – or the RMM team to summarise the issues raised – already done by the team and they attended the regional meetings (DI – could be added to Network Know-how as a separate working document)
- Draft agenda and then finalise a final version
- CII updates included of communication both ways – issues and consultation

Regional meetings – issues raised

- **Anglia**
- Societies – further information required on how they feed into the CII and local institutes
- **London**
- New entrants taking professional qualifications – stats
- **Midlands**
- Concerned member

- Chartered – definition of ‘client-facing staff’ / examples of actual local Chartered company activity / Midlands BDM/CDM /
- Societies
- Exams – new consultation / local costs guidance

- **North East**
- Chartered / local engagement officer on LI councils
- Societies

- **North West**
- Nothing raised

- **Northern Ireland + IOM**
- Service awards
- Awards data
- Reduction of second tranche grants
- Membership data – being incorrect

- **Scotland**
- Breakdown of transformation programme
- Vulnerable clients
- Mental Health
- Continued learning – bolt on educational courses

- **South West**
- Formation of Societies and impact on LIs. What data is available to LIs?
- Future risks to CII and impact on LIs and how to mitigate them (stemming from a presentation from Becky Merritt at the CII induction day)

- **Southern**
- Nothing raised

Concerned member email

- Aldermanbury: dealt with at NC
- Other issues mentioned has been addressed and answered on the website via FAQ in a collated fashion – transparent for all members to read
- Specific communication not sent out but dealt with at various occasions
- MC available to discuss at LI’s

Chartered

- Definition of role of BDM
- How the corporate team take it forward to link on a local level including sessions/events
- Look at an Engagement role/activity (list of Chartered firms) create relationships and involvement with the Council. DI – Collate a role description
- A register of best practice/ideas - contacts
- Chartered Champion/Ambassador
- Desire for it to be a requirement for Chartered firms to be more involved instead of it being pushed
- Assessment – are you engaged with your local Chartered firm; majority have said no. Aim to start conversations.

LI that are struggling

- Look into how we help these LI's
- Smaller ones joining as Local committees
- Midlands
- Engaging with other employees/contacts
- Regional meeting (NW in particular) - making meetings more positive (Best practice, challenges & what are you proud)
- LI's supporting each other

Awards

- Consistency within the LI's
- How we do this, best practice
- Value of monetary award

FCII

- FCII ongoing due to three departures within the business. Is advancing and in progress to not devalue this qualification. FCII numbers between 80 -100 a year. 7000 current fellows with the average age of 66.

Grants

- Request for a review on the process
- LIOG working party – DI suggest adding this to their agenda to look at how to review, fit for purpose
- Provide a plan on what the money is being spent on
- What happens to the money that isn't given – Special grant, new projects, campaigns, website, Network Know-how (add to Jan news)

Mental health

- Linking with Insurance Charities and joining forces
- Would like to put on 2/3 events a year
- Wider piece on what the charity can do and what is available – financial support on people in need not local events
- Charities Rep role – is more a fact finder role on their situation not to give mental health advice, stress etc.
- CPD events (Carly Knight) agreed to do a 30-minute event within Professional focus (6 events a year) / national project
- *Action Point for Richard TS to find out the particulars/communication

PART TWO:

General updates from the CII

NB: Presentation slides attached within email.

Keith Richards – Organisational overview and update

- Societies, qualifications kite mark, concept
- PFS
- My Professional Skills/Discover Risk
- Strategy – criteria, thoughts on engagement

Lee Travis - Service awards update

- New panel as per list shown
- Changes made for 2020 (*get award names & criteria from LT) AP
- Nomination open 24th Jan 2020 Close 17th April 2020
- Communication strategy
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*Awaiting confirmation on changes of what we saw & decided at today's meeting

John Bissell - Exam centre update

- Supplier: City & Guilds expires Dec 2020 – out for tender
- Improve consistency, standards, candidate experience
- Technology - Move from paper to online
- New platform to start Sept
- Sharper services, burden of security, admin, invigilators
- Removal of exam centre performance on assessment
- Member preferences
- Qualifications: Best ways to engage with LI's

Matt Hall – Societies update

- All new societies are launched
- Strategy providing a member experience in specialised areas.
- Online content
- Advisory board in place for professional guidance – right skills and knowledge
- Dedicated websites – Each has their own – improve the member experience
- Accessibility improvements – mobile devices/ formats such as audio
- Content is diverse as possible, good practice guidance on specific themes, practical recommendations
- Highlights – engagement 60,000 hits on broking society website
- Stakeholder engagement programme
- Communication – working on areas to reach out members on guiding and matching them to their appropriate society

Steve Jenkins - Corporate chartered update

- How LI's can play a critical part in Chartered engagement
- Link between membership
- Criteria
- Client facing definition can vary from business to business
- 35 insurers / 165 brokers are chartered
- More work to do with smaller firms
- The Chartered Ethos
- Makes a public commitment to the public – real focus on 3 specific areas
 - o 1. Nurturing knowledge
 - o 2. Client centricity
 - o 3. Serving society
- List of commitments – Public trust (Long term building profession)
- Chartered themes - Over the years ahead, looking at 5 priorities. (Applications & renewals, Relevance to changing business models, Enhancing value, Social impact, Effective Oversight)
- Audits on firm – doing what they say in practice
- FCA – purpose, leadership, rewarding, governments – link with their programme in regulations

- Advertising – various streams of marketing exposure
- Working together
 - o *mapping LI's to major Chartered firm locations
 - o *supporting CPD at Chartered firms locally
 - o *sharing best practice
 - o *new generation group – networking

PART THREE:

Interactive breakout sessions

Societies breakout notes

- Don't need to be cut off and separate from LI's model already in place
- Expert content B
- Concept flawed, LI's already doing their own thing
- Full day conference organised by LI, can have breakout sessions for that area
- Style of the LI's should be looked at to streamline
- Societies should be more in order before the LI's can support them

Chartered breakout notes

- Corporate Development Team compare contact list with LI's for Corporates main contact to ensure this is updated/relevant
- Networking opportunities via CPD and social to find those qualified emerging/young people
- Fast Track schemes
- Public trust, orgs want clients to know they are Chartered. Promoting campaign into other professional streams. Icon badges for recognition.
- Engagement: Hub at a particular office (members of council, hosts meeting, banners)
- Promotes LI's engaging within firm, can be rotated.
- Having conversations – Drives of 'membership week', use social media with videos, news articles, daily posts to get more accessibility. Great focus.
- Nominated individual that LI's can approach
- Role models of Societies/LI within firms – responsible for setting up communication links
- Concerns should be addressed.

AOB:

- Engagement Board Member closing date 31st December to apply
 - PFS experience – paid position
 - Two further positions in 2020
 - Elect people from Rep Council on to the Board. Change following the manifesto to widen out the position to members to give the opportunity to produce more experience
 - David Ross resigned and has now been advertised.
 - Pass the message round to your LI (AP)

 - Joint Journal / PFS magazine (RTS) is this possible?
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