

The Insurance Institute of Manchester



**Annual General Meeting
Thursday 22nd April 2021**

Annual Report 2020-2021



**The Insurance
Institute of
Manchester**

Chartered Insurance Institute

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General information

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Programme

- Welcome
President's address
AGM formalities
Incoming President's goals and objectives for 2021/2022



One hour of continuing professional development can be claimed for this event if relevant to your learning and development needs

145th Annual General Meeting of the Insurance Institute of Manchester 2021

This year's AGM is to be held via an online platform due to the current situation involving COVID-19.

All Council nominations are listed below and will be approved at the AGM. Please contact the office 14 days prior to the AGM if you would like to make an objection(s) to any of the points or to request a copy of the 2020 minutes. These are also available to view on the IIM website at www.cii.co.uk/manchester

The existing Council recommends that members vote in favour of all the resolutions being proposed at the AGM, which they consider to be in the best interests of the Institute as a whole.

The proposed President of the Institute for 2021/2022 is Eleanor Moore of Broadway Insurance Brokers

The proposed Deputy President of the Institute for 2021/2022 is Paul Heathcote of Marsh Ltd

To receive and adopt the Treasurer's Report and Accounts for 2020

To receive and adopt the Annual Report of Council for 2020/21

To elect the following Vice-Presidents for the session 2020/2021

Under rule 11a): Victoria Royle, Stephen Bridge and Fintan Griffin

Under rule 11b): Mike Cranny

To elect the following ex-officio members of the Council for the session 2020/2021

Secretary: Danielle Gowrie, Protector Insurance

Treasurer: Katie Jackson, Griffiths & Armour

Committee Chairperson(s) & Representatives:

CPD: Paul Hudson, Aviva

Education Secretary: Rebecca Vidler, Markerstudy

Events: Emma Longstaff, Protector Insurance

MIIndful Manchester: Karen Shenton, Create Solutions Ltd

Dinner Secretary: Caroline Griffith-Davies, Dual Corporate Risks and

Sandra McDonald, McLaren's

Diversity Officer: Karen Shenton, Create Solutions Ltd

Regional Forum Officer: Marc Hargreaves, Zurich Insurance

Governance: Paul Heathcote, Marsh Ltd

Liaison Officer: Victoria Royle, Zurich Insurance

Constitution Officer: Mike Cranny, Create Solutions Ltd

To re-elect the following Council members (not in named positions) for the session 2021/2022

Dina Railean, Jenny To, Stephen Lowe, Craig Stokes, Ryan Conroy, Jessica Heaton

To appoint BDO LLP Accountants for the session 2021/2022

Appoint a Charities Representative: Brad Jackson, Catalyst Claims

To vote to adopt the new constitution

Local Institute Council and Officers 2020-2021

President:	Eleanor Moore
Deputy President:	Paul Heathcote
Vice Presidents 11a:	Victoria Royle Stephen Bridge Fintan Griffin
Vice Presidents 11b:	Mike Cranny
Secretary:	Danielle Gowrie
Treasurer:	Katie Jackson
Governance Chair:	Paul Heathcote
Education Secretary:	Mark Farrant
CPD Committee Chair:	Paul Hudson
Dinner Secretary:	Caroline Griffiths-Davies
Events Committee Chair:	Emma Longstaff
MIndful Manchester Chair:	Karen Shenton
Regional Forum Officer:	Jessica Heaton
Charities Representative:	Tracey Threlfall
Liaison Officer:	Victoria Royle
Constitution Officer:	Mike Cranny
Elected Members April 2021:	Brad Jackson, Dina Railean, Jenny To, Marc Hargreaves, Stephen Lowe, Stuart Frost, Ryan Conroy, Craig Stokes



PRESIDENT'S ANNUAL REVIEW 2020-2021
COUNCIL PROPOSED PRESIDENT FOR 2021 – 2022
ELEANOR MOORE CERT CII, PRESIDENT



We've all heard the plethora of words used to describe the last 12 months: unprecedented, tough times, challenging.... Last year, we held our AGM virtually for the first time ever and here we are again!

My sincere condolences go to all who have suffered loss as a result of the pandemic.

It has been a year to rival others in terms of challenges and I am very proud of the work the IIM did to adapt in order to meet the requirements of the members. It would be easy to see the impact of the last twelve months as a negative but I see it very much as a positive. We have progressed, adapted and enriched our offering and I look forward to see the continued growth in the coming year

Our CPD committee, led by Paul Hudson, transferred the CPD programme to an online offering in March 2020, which saw attendance soar. The IIM responded to industry changes by quickly providing seminars covering topical issues, as well as maintaining a programme of technical and soft skills.

Our Education and Development committee, led by Mark Farrant of McLarens, hosted a virtual Jubilee Prize Awards ceremony, recognising the academic achievements of members in the region. This was attended by 35 people. We thank the sponsors who made this event possible. Thank you to Mark Farrant for his dedication over the last few years. We welcome Rebecca Vidler of Markerstudy as new head of this committee and Education Secretary for 2021/22.

The Fast Track ACII and the Fast Track Diploma courses will conclude later in the year.

The Governance committee led by Paul Heathcote of Marsh, ensures that the council and committees are adhering to the guidelines laid out in our constitution along with authorising existing and new initiatives.

Whilst the world was adapting, we recognised that a greater focus needed to be placed on mental health, both in terms of awareness and support. In June 2020, the Institute launched MIndful Manchester, a series of CPD and events focussed on the area of mental health. Karen Shenton of Create Solutions leads this committee. A series of networking events were hosted where people could get together virtually, and talk about whatever was on their mind. Entitled "Elevenses", this half an hour get-together gave some welcome relief from the pressures of home-working. A panel discussion on the impact of change was particularly well received where Paul Lake, Will Mellor and Karen Shenton shared their experiences and encouraged people to seek help when the need it.

We also launched the MIndful wellbeing support network: a panel of mental health supporters who have been trained and are there to support our members in areas such as stress, money difficulties, family strain and medical conditions, amongst others. They are able to signpost people to more appropriate agencies if required. Their details can be found on the Institute website.

The Women in Manchester in Insurance Network (WIMIN) has been established for a few years and is headed up by Jess Heaton of Zurich Insurance. Since April, the programme of CPD and events have been adjusted and a CPD event on the Menopause was very well received in July. The mentoring continues with mentors and mentees developing their relationships and providing guidance and support.

Emma Longstaff of Protector Insurance has overseen the events programme, which has been quite challenging in a virtual world. The Institute has laid on exercise classes, quizzes and bingo. The events committee are now focussing on in-person events for the next year so watch this space!

Style in the City was postponed in 2020 and will be again in 2021. I can't wait to see this resuming when life returns to normal and seeing everybody at Manchester's flagship summer event. The Young Members' Ball also fell victim to the pandemic and again, I look forward to seeing this on the calendar as soon as it is viable.

We took our annual dinner on-line in conjunction with BIBA and it was a resounding success. Attended by over 125 people, we were able to accommodate tradition and entertainment and a good time was had by all, with only a couple of technical issues!

If you are struggling financially or know of somebody in the industry who is, The Insurance Charities are there to help. Tracey Threlfall of Aon has been our Charities Representative and she has seen first-hand this year, just how much the charities can help. Do not be scared to ask for help- that is exactly why the charity exists. Brad Jackson of Catalyst Claims becomes our Charities Representative for 2021/22. Thank you to Tracey for your time and support in this role.

I would like to thank all members of the council and committees who keep your Institute running and give up their own time to do so.

I would like to thank Paul Heathcote of Marsh for his support as Deputy President of the Manchester Insurance Institute. I would also like to thank Katie Jackson of Griffiths and Armour for keeping our finances on track as Treasurer and Danielle Gowrie for keeping us all organised as our Secretary. Victoria Royle of Zurich Insurance continues to speak with potential recruits to the Institute as Liaison Office and Mike Cranny remains our Constitution Officer. Finally thank you to Karen Shenton again, who ensures that we remain diverse and inclusive as our Diversity Officer.

In the next year, the Institute will continue to develop and adapt. We will have one "Dinners" committee which will focus on our three major annual events. This will be led by Sandra McDonald of McLarens and Caroline Griffiths-Davies of Dual Insurance.

We will also see a renewed focus on entrants into the market by providing targeted CPD, development programmes and support.

The CPD programme will become a mixture of in-person and virtual events to ensure maximum availability to members.

Networking events will be on the calendar again and I am really looking forward to seeing everybody in the coming months.

The Insurance Institute of Manchester turns 150 in 2023 so we will be looking to host a series of events to celebrate this milestone.

I am very excited to be proposed as President for 2021/22 and to serve another term; I certainly did not envisage this when I took on the role last year! I look forward to building upon the excellent foundations laid in the last year and further developing our offering to our members.

My chosen charity for 2021/22 is Once Upon a Smile <https://www.onceuponasmile.org.uk/> who support children through bereavement. It is a local charity who provide a much-needed service and resource.

SECRETARY'S REPORT

DANIELLE GOWRIE, ACII



The primary functions of the Institute are to ensure its members can access a variety of CPD lectures, be able to take their insurance exams in a professional city centre venue, and to host an Annual Dinner. Despite the difficult circumstances the committee members have worked tirelessly all year to continue delivering these things and much more, and this is a credit to all those who volunteer their time to assist.

Mark Farrant has completed his second and final terms as chair of the joint Education & Development Committee. The committee has worked to assist all of our members in their career progression despite the changing circumstances. The annual jubilee prize awards was scheduled to take place at the Royal Exchange Theatre, but was re-scheduled virtually to ensure this year's winners still received the credit and recognition they deserved. The event rewards individuals who have produced excellent examination results and is a testament to the successes of both the Education Committee and our Institute members.

Paul Hudson has chaired the CPD Committee for the past two years and throughout the past twelve months Paul and the committee have fully embraced virtual learning to ensure our members still receive a programme of industry relevant lectures. The CPD committee have been extremely resilient in the circumstances had have completed a packed schedule of both soft skills and technical learning, focusing on topics relevant to the pandemic. By working in partnership with the Manchester Liability Society, led by John Lindsay, the committee have produced around 100 hours of structured CPD learning.

This year's annual dinner, usually held in November, was re-scheduled and the committee held a joint virtual dinner with BIBA on the 25th February 2021. The virtual event gave members the opportunity to network within the industry and also recognise those who had achieved incredible things during the past 12 months through the "Lockdown Legends Awards". The event was a great success and we look forward to being able to hold an annual dinner hopefully in a face to face format next year.

The Events Committee have also had a great but challenging twelve months hosting a number of successful virtual activities. The committee, led by Emma Longstaff, has worked hard to organise activities which engage both existing and new members alike. From virtual quizzes, to coffee mornings and virtual workout classes, there has been an event for everyone to attend and the committee should be proud of all they have accomplished.

The highlight of the year was the launch of our MIIndful Manchester Committee. Members of council and committees acknowledged the increased importance of mental health in the unprecedented circumstances, so the committee sprung into action to provide much needed support and assistance to members of Manchester insurance community. The committee lead by Karen Shenton have set up a great support network for our members, including our mental health supporters which help to lead the initiative.

Council Members with Special Responsibilities



MANCHESTER REGIONAL FORUM OFFICER JESSICA HEATON CERT CII



Local Institute members require a representative of their Institute to represent them at a national level to ensure that the interests of both their local Institute, and they themselves are protected. We meet regularly throughout the year at a North West Regional meeting to discuss best practice, new initiatives and any issues raised. Our North West National Forum Officer will then report at a national level.

The last 12 months have certainly raised challenges with a global pandemic and by attending these meetings I've come to learn how forward thinking the IIM is and how we lead the way in our robust CPD programme not to mention how well governed the IIM is as a whole through our senior members of council which continues to see our Institute so successful, even in difficult times.



LIAISON OFFICER'S REPORT VICTORIA ROYLE ACII

The Liaison officer's role is to seek out new willing volunteers to join one of our many committees.

I have been kept busy recruiting new people onto our different committees this year, through team meetings and Zoom calls. It was great to see the amount of interest we had when we advertised for the roles which had become available. Thank you to all those volunteers who put themselves forward to be part of our team and it has been lovely to meet you all.

If anybody would like to have an informal discussion about joining the IIM please get in touch with either myself, Eleanor Moore or Paul Heathcote.

I wish Eleanor all the best for her second year in term!

CHARITIES REPRESENTATIVE'S REPORT

TRACEY THRELFALL



This has been my second year as the Manchester CII Charities representative, and sadly has been much less active than the previous year. The global pandemic has meant that I have completed no visits or been asked to get involved in any local assessments. Which is a real shame as I am guessing that as a result of the pandemic there will be so many more individuals in need of financial and other support. Hopefully when the country starts to open up again we will then start to see more activity at a local level.

The Insurance Charities is a charity for the UK and Irish insurance profession, providing support for current and former insurance employees and their dependants since 1902. They give over £1 million of help each year to insurance people in need.

Manchester is one of the larger regions, and therefore it is important to keep raising awareness across the various businesses based here in the city and surrounding areas, and this is an important part of the role. To qualify, a recipient needs to have worked for five years in insurance and in need of financial assistance. An applicant does not need to be a CII member to apply for help.

The Insurance Charities continue to support people with Dementia and have also continued to promote their 'Domestic Violence' Toolkit to help and support people and employers dealing with such situations. For more information please check out their website.

This coming year the insurance charities awareness week will take place between 21-25th June. Last year due to the pandemic this was reduce to a day. This year there will be digital campaign materials and internal communications so that our supporters can create a buzz around the awareness week online.

You can help by sharing the online posts on both LinkedIn and Twitter and can use the #ICAW in the lead up to the awareness week.

If you would like any further information then please check out the website www.theinsurancechartities.org.uk where you can find out more about the charities and work they do as well as get involved.

If you are aware of any person in need of help and support and you think the Insurance charities can help, then please do not hesitate to contact me via the Manchester Institute.

DINNER SECRETARY'S REPORT

CAROLINE GRIFFITHS-DAVIES



This year has definitely been a strange and challenging year for all which has very much impacted the annual dinner, usually held in November and had to be cancelled for 2020. Instead we held a joint virtual dinner with BIBA on the 25th February 2021.

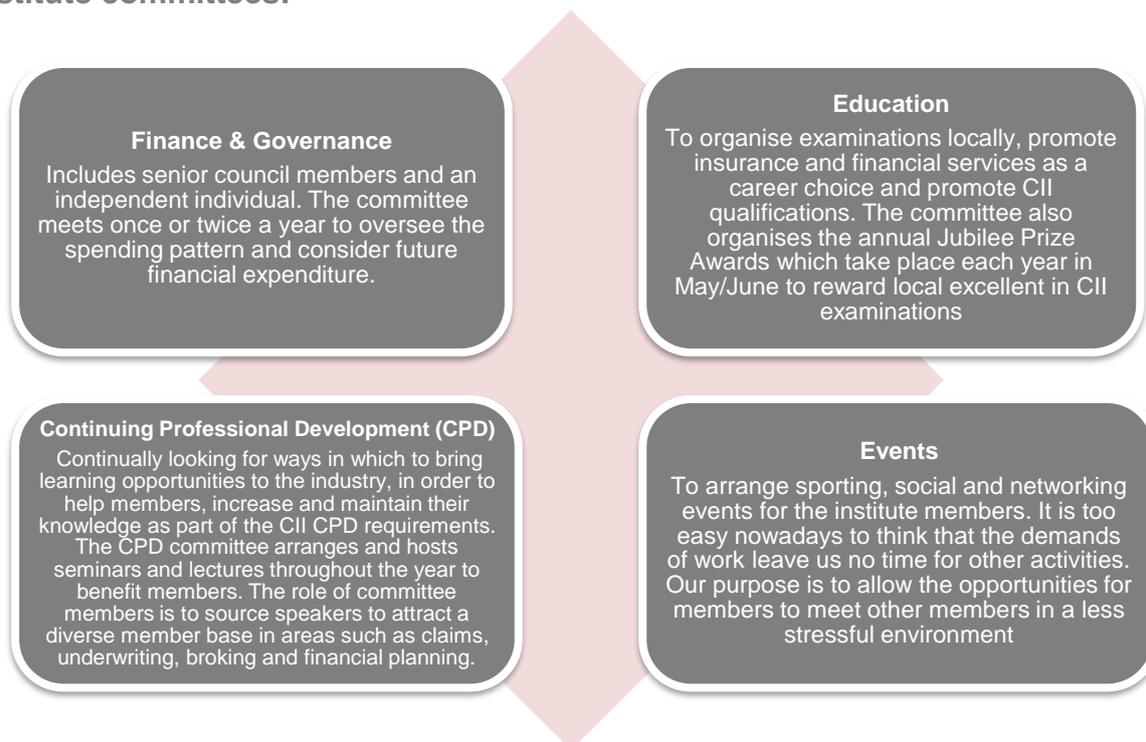
The event was very well attended with 125 attendees in total and hosted by the fabulous Justin Moorhouse whom kept everyone entertained throughout. Both the IIM and BIBA president showcased a fantastic video introducing themselves at the start of the dinner. Breakout rooms were held for members to have a chance to still network/meet new people and catch up with old friends. There was also a game of heads or tails to keep everyone entertained and a raffle with lots of prizes donated by the sponsors of the evening.

The event would never have been able to go ahead for free if it hadn't been for the generous sponsorship we received from the following 10 companies - Griffiths & Armour, Kempster Bowers & Co, Swiss Re, Verlingue, POLYGON, Willis Towers Watson, Bridge Insurance Brokers Limited, Lockton, IC Insurance Solutions and HSB Engineering insurance Limited.

Throughout the evening we had speeches from guests Steve White, Chief executive BIBA and Vice-President David Ross, CII. There was also an award segment included for the IIM Lockdown Legends Awards with five winners. The winners consisted of Emily Mort of IC Insurance Solutions - sponsored by Protector Insurance, Jonathan Bates of Vitality - sponsored by AON, John Carr of AIG - sponsored by Lorega, Alexandra Hooton of RSA - sponsored by McLarens Loss Adjusters, Mark Farrant of McLarens - sponsored by Create Solutions. A lifetime achievement award was presented to Mike Cranny for his dedication to the Insurance Institute of Manchester – sponsored by Broadway Insurance Brokers.

A fun night was had by all making our first virtual dinner was an incredible success, also raising over £1,500 for the Insurance Charities. It certainly wouldn't have been able to go ahead without the help of Karen Fothergill IIM, Eleanor Moore IIM President and Peter Mullany BIBA.

Institute committees:



TREASURER'S REPORT

KATIE JACKSON ACII

FINANCIAL PERIOD 1ST JANUARY – 31ST DECEMBER 2020



Accountant's Report to The Insurance Institute of Manchester

We have examined the books, accounts and documents presented to us of Insurance Institute of Manchester for the year ending 31st December 2020 and have produced the attached set of reports and accounts for this period.

BDO LLP
3 Hardman Street
Manchester
M3 3AT

Please refer to appendix 1 for a full copy of the accounts.

Despite 2020 not being the year any of us would have expected, I was pleased to see how quickly the committees making up the Insurance Institute of Manchester rose to the challenges it presented and adapted to working in the 'new normal' that we found ourselves in.

The IIM has always carried a healthy level of reserves in the bank account to fall back on and therefore didn't feel the financial impact in the same way as other organisations. Our income is made up of two main streams; our annual grant from the CII which can be spent solely on CPD & education for members and ticket sales for events, from which we donate any profits to charity.

Our annual grant allocated to us by the CII is based on membership numbers and the Institutes performance, which is measured against various key criteria. We continued to score very highly in this assessment and only received a reduced grant as our reserves exceeded the 12 months we are required to retain.

We have for some time had a plan of how to reduce the amount of reserves we hold, which over a couple of years would allow us to bring these down to around 12 months operating costs. By reducing our reserves we would qualify for an increased grant, which can then be invested on enhancing services for our members.

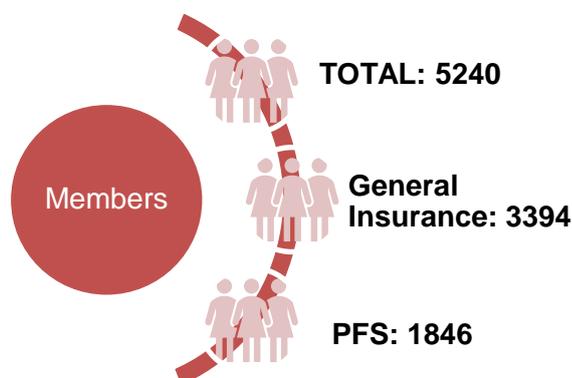
Our plan of increased expenditure on education & CPD has worked to a large extent and we have turned in a loss as planned for 2020. Despite the loss on the accounts the Institutes has around 20 months operating costs and is in a robust financial position.

The grant money allowed us to meet all of our financial obligations for the courses we had committed to, such as Fast Track ACII & Fast Track Diploma. We continued to offer an excellent CPD programme and launch programme's like Mindful Manchester, albeit on-line rather than face to face.

Unfortunately, 2020 meant we were unable to deliver everything we had planned, but we still achieved a great deal given the impact this had on us all and during 2021 we hope things can return to some sort of normality.

Sadly, lockdown restrictions meant we were unable to host our normal social events and dinners which are so popular with members and are excellent fundraisers for the charities which we support. The reduced income in 2020 is due to the limited number of events we were able to hold. This is clearly demonstrated in the Institutes Profit & Loss account, but actually had no impact on the year end loss, as all profits from social events are donated to charity.

I am pleased to report that the IIM's finances remain in good shape and although our financial position will change again during 2021 I am confident we have sufficient reserves to fulfil all our financial obligations and offer a good service to members.



Governance Committee Members: Paul Heathcote (Chair), Katie Jackson, Stephen Bridge, Eleanor Moore, Victoria Royle, Jessica Heaton, Fintan Griffin

EDUCATION & DEVELOPMENT COMMITTEE REPORT

MARK FARRANT ACILA, EDUCATION SECRETARY



The Education and Development committee consists of 11 committee members. Rebecca Vidler deputises the committee and will be taking over as chair in this year's AGM. I would like to thank all of the committee members for their support this year in achieving our goals in such a challenging year

Jubilee Prize Awards 2020

The Annual Jubilee Prize award event was one of the highlights of the year for the committee. The event was originally planned to be held at the Royal Exchange Theatre but as the year progressed, it just wasn't possible to hold the event face to face. We still wanted to make sure the achievements of our winners were celebrated and towards the end of the year, we held the event virtually. We had guest speaker Andy Currie from Think Distinct, who gave an inspirational and motivating presentation on bringing you're A-Game.

The award ceremony is to celebrate the outstanding success of the prize winners who gained the highest scores in the CII examinations. Congratulations once again to the winners of 2020 and thank you again to the sponsors listed below.

The committee has started making plans for the 2021 event, and subject to the easing of social distancing restrictions towards summer, we're hopeful to be able to host the event face to face once more.



Award	Winner	Sponsor
Best Cert CII performance	Emma Gleaves, Eppione	Reich Group
Insurance Law	Riley Anderson, Towergate	ITP
Insurance Broking Practice	Nathan Schofield, Marsh	Bridge Insurance Brokers
Claims Practice	Anita Pollastretti, Ecclesiastical	Sedgwick
Insurance Business and Finance	Beth-Louise Newton, C N A Insurance	IIM
Liability Insurances	Jennifer Brown, Griffiths & Armour	Towergate Insurance Brokers
Underwriting Practice	Ella Connor, Aviva	Bollington Insurance
Commercial Property and Business Interruption	Samuel Burgess, Smith England Ltd	Chubb
Best Dip CII performance	Beth-Louise Newton, C N A Insurance	Ecclesiastical
Advanced Claims	David Rigby, Allianz	Kempster Bowers
Risk Management in insurance	Russell Smith, Marsh	Allianz
Youngest ACII completion	Colette Crawford, Marsh	Aviva
Best ACII completion	David Morgan, Protector	McLarens
Elected Fellowship 2019	Gary Eaton	

Fast Track ACII & DIP

The Fast Track ACII started in January 2019 running for two years. Due to its previous success, the IIM again teamed up with Insurance Training Partnership (ITP) to offer members the chance to join a course specifically designed to help pass their Advanced Diploma qualification in 2 years.

As per many of the Institute's events over the past year, COVID-19 presented challenges in continuing with the course and its sessions throughout 2020. However, thanks to IPT, we were successfully able to move these courses to an online virtual format.

Fast Track DIP attendees:

Name	Company name
Chris Rawlinson	Bridge Insurance
Hannah Cokayne	Allianz
Jonathan Green	Caunce O'Hara
Mark Webster	McLarens
Melanie Heginbotham	HSB
Melissa Savage	Ripe Thinking
Omar Akram	Ten Insurance
Paul Hudson	Aviva
Rebecca Morris	Zurich
Russell Moore	Zurich
Thomas Trencher	Zurich
Tom Rolph	Allianz
Yvonne White	Bridge Insurance

The Fast Track DIP course as has projected finish date of September 2021. The committee is already working towards arranging another ACII Fast Track course starting later in the year and are also engaging with ITP regarding the possibility of offering something similar at an introductory level, for newcomers to insurance.

The Leadership Programme 2020

The Leadership Programme is a subcommittee of the Education committee and has been led this year, once again, by Ryan Conroy with support from further committee members, Hokey Chik and Sam Baxter who are previous course attendees.



With the success of the 2019 programme, it was decided early in the year that we would put on a similar programme for 2020, titled the Development Programme. This would have a focus on developing the members career and giving the attendees the tools needed which they may not necessarily be able to obtain, during their normal day to day job.

However, as the pandemic struck it became more apparent that we would be unable to run face to face meetings. It was decided within the Education committee that the programme be put on hold until the easing of national lockdown restrictions.

We have since been working on a programme to run either virtually or in person post pandemic for 2021 and will look to update members in due course. I'd like to thank Ryan Conroy, Hokey Chic and Sam Baxter for taking an active role in moving this programme forward and look forward to building the new programme for 2021.

The committee continues to promote the Manchester insurance market and insurance in general through assisting with careers fairs. We'll also be looking to reviving our contact with local schools and colleges over the next year and will be looking for new opportunities to promote the insurance industry as a career for school leavers.

A special thank you to Karen Fothergill, former Regional Membership Executive, who supported and assists with the organisation all of our events throughout the year.

Committee members: Rebecca Vidler (Deputy Chair), Brad Jackson, Ryan Conroy, Matthew Tattler, Sam Baxter, Andrew Gray, Hokey Chik, Craig Stokes, Jenny To, Dina Railean, Hannah Norman

CPD COMMITTEE REPORT

PAUL HUDSON CERT CII



We knew at this time last year that the period 2020/2021 was going to be testing and different. Some wouldn't have envisioned it lasting as long as it did, best laid plans had to be unfortunately shelved. I'm proud of the way my committee sprung into action and embraced the new virtual learning environment as well as ensuring that the right balance of content was delivered to the Insurance Institute of Manchester members this year.

We immediately set about ensuring that soft skill seminars were in place to assist our members in making some of the adjustments to the new virtual environments. Straight away we were able to run sessions on business continuity in COVID, HR and employment questions from Thrive Law and sessions on personal and business resilience. Beyond this we also got immediate expert speakers in to talk on the unfolding BI issue (a topic we are still working through!) and practical advice on how intermediaries can cope financially.

This consistent level of support and focused subject matter have made this one of the most packed years for CPD and although we haven't been able to meet in person I hope that our members feel ably supported by our CPD calendar.

One of the disappointments of the year was having to cancel the full day conference of CPD to be held in conjunction with our local BIBA representation. Should the intended path of the government roadmap to normality continue at the right pace I am hopeful that a similar event will be held in the final quarter of this year. I'd like to thank Pete Mullany and Neil Jenkinson of BIBA for their assistance in this.

The plan for next year is to ease ourselves back into normality as best as we are able, whilst also taking on board the learning from a year online. The virtual environment has seen people get access to our CPD who otherwise may have been unable to attend a physical session and are something that we are keen to continue, in tandem with the important networking opportunity that real-life CPD events also include.

My thanks as always go to the committee for supporting me in delivering the program and in particular Janet Penny for stepping up to the deputy position, John Lindsay of the Manchester Liability Society and Jessica Heaton for her work with the Women in Manchester Insurance Network for raising valuable support and insight. Further appreciation to Craig Stokes for his work in ensuring a varied and relevant PFS CPD calendar is in place too.

My final thanks will be reserved for the departing Karen Fothergill who has been integral to the smooth running of things in the Manchester Institute since she joined.

I look forward to the challenges of the next year and hope the CPD program continues to serve Manchester well. If you have any feedback or suggestions for topics please feel free to contact me directly.

Committee members: Janet Penny (Deputy Chair), Lynn Wigfield, John Lindsay, Marc Hargreaves, Stephen Lowe, Paul Hudson, Andrew Hope, Greg Wakeling, Jordan Haskayne, Samantha Wright, Daniela McGowan, Dina Railean, Jessica Heaton, Craig Stokes



STYLE IN THE CITY REPORT SANDRA MCDONALD CERT CII

The Style in the City fashion show should have taken place on 19th June 2020 at The Midland Hotel themed as 'Club Tropicana – Back to the 80s'. By March 2020 we had secured all our sponsors and sold most of the tickets for the event. Within weeks, the spread of COVID-19 meant that we considered moving the date to later in the year, only to realise that for the safety of the members and guests, we would need to cancel the 2020 event. The cancellation was completed without any cost to the Institute.

The sponsors, The Midland Hotel, our industry models and other suppliers were very supportive with agreements to work with us on a new 2021 date. By Christmas 2020 we realised that we could not confidently organise and advertise a summer 2021 event safely. I must thank the committee for maintaining their enthusiasm to organise a fashion show to support the charity and promote networking for members.

We say a special thank you to our sponsors who we hope will return to support the event as soon as we are able to relaunch it. Our Platinum sponsors McLarens and our Gold sponsors AIG, Protector Insurance, QBE, Sedgwick, Touchstone Underwriting, Zurich, and to our Silver sponsors Compass, HSB, Markel, Travelers, Weightmans.

Elsewhere, the committee was delighted to be asked to organise the IIM Lockdown Legends Awards, which took place as part of the Virtual Annual Dinner on Thursday 25th February 2021. The keenness to help organise part of an Institute event shone through, as the committee defined the entry details, created an anonymised judging process, set-up a judging panel in days and secured sponsorship in days.

Thank you to our current president Eleanor for her input into the Style in the City committee – we look forward to hosting an 80s themed fashion show in the future. Also, thanks to Karen Fothergill in the IIM office, who will be missed now she has moved on to another role.

Committee members: Danielle Gowrie (Deputy Chair), Stacey Sheridan, Tracey Threlfall, Laura O'Connor, Natalie Beech

EVENTS COMMITTEE REPORT

EMMA LONGSTAFF



This year has been a very strange one for everyone. The Events Committee saw events go online due to the pandemic. The focus this year has been on keeping members engaged and offering an opportunity to network from home.

We have hosted various virtual quizzes throughout the year which generated some friendly competition between attendees. The last quiz was Christmas themed in December and was run as a joint event with the Leeds Insurance Institute. The event was really well attended and was great fun.

During the first lockdown, we launched a coffee morning, Elevenses, which was created in conjunction with the MIIndful committee. The event was an initiative to encourage people to take a break from their working days just have a chat with other members in the industry. We really felt for those living alone and working from home so we wanted to give them the option to socialise from their laptops. This was a really lovely idea which was really well attended during the first lockdown.

The IIM also managed to fund some virtual workout classes which were free of charge to members. These were bi-weekly classes that ran from July to September over lunch times. These were well attended and it was a great way to get those endorphins going. The feedback received from members was outstanding, however as expected attendance began to tail off as the first lockdown ended.

Looking into the future for the events committee, and in-line with the road map in place, we are hoping virtual events will be a thing of the past. Dependent on the planned easing for restrictions, we are hoping to schedule some face to face events in the calendar towards the end of the year.

We would like to thank all the members who have attended or virtual events throughout the year for their continued support. I would also like to thank our volunteers that sit on the Events Committee who dedicate their own time and work very hard in organising the events.

Committee members: Daniel Whitehouse (Deputy Chair), Danielle Gowrie, Isabelle Kemp, Kajal Kaur, Rachel Birkett, Rebecca Holden, Richard Townsend

MIINDFUL MANCHESTER COMMITTEE REPORT

KAREN SHENTON ACII



In June 2020, we launched our Wellbeing Support Network, MIIndful Manchester. The programme expanded our CPD programme to include mental health topics, wellbeing activities and the introduction of our Wellbeing Supporters.

Wellbeing Supporters have been trained in Mental Health First Aid. The dedicated group are here to support our members in the industry. Anything you wish to share is treated confidentially. We appreciate that many companies have their own in-house Mental Health First Aiders, but we also recognise that you may not be comfortable speaking with a colleague about personal matters. Our supporters are there to bridge that gap. They can offer support, guidance and signposting to more specialist support agencies, if required. Details can be found on the IIM website.

It has been a very difficult year for many, dealing with the effects of the Covid-19 pandemic and the supporter group are here to support our members by being available to talk and by putting on events and activities to promote wellbeing).

Our committee and supporters group meet once a month to discuss current issues, look at how we can help its members and organise relevant events. We have been busy this year and here are some of the highlights of what we have been up to!

Throughout the year we have held numerous CPD events focusing on wellbeing. One highlight of this was the “Coping with Change” webinar we held in December. This was a panel discussion including speakers Paul Lake (former Professional Footballer), Will Mellor (Actor and Singer) and Karen Shenton AChI (Director Create Solutions). During this session delegates heard personal views from the speakers on personal reactions to change – what are the ‘trigger points’ and what helps, advice on coping with different life changing situations etc.

The 17th of February 2012 was National Random Acts of Kindness Day (RAOK) and this year, the Insurance Institute of Manchester got involved and promoted amongst its membership. As the name suggests, this day encouraged people to do a kind thing for someone else. These acts can be for someone close to you, someone you barely know, or a total stranger! Taking part in RAOK not only spreads joy to any receivers, but also has positive effects on the giver too - doing something nice for others is very uplifting. On this day, our Wellbeing Supporters did various acts for other people, including; making and delivering handmade gifts to friends, colleagues and neighbours, delivering flowers, sending fruit and vegetable boxes, making meals for a local soup kitchen, donating to local food banks, and paying parking tickets! The feedback received from both givers and receivers was priceless.

Meditators throughout the ages have known about the benefits of meditation, and today scientific research is verifying many of those benefits. These include, but are certainly not limited to, the release of stress and tension within the body, a decrease in depression and its symptoms, the controlling of anxiety, and the promotion of better emotional health. It also lengthens attention span, enhances self-awareness, improves sleep, helps to control blood pressure, and the list goes on. Last year we hosted a number of mediation sessions which members could access when they liked. These sessions were hosted by an experienced mindfulness practitioner, Jonathan Bates. And we called these the MIIndful 10. These were later followed by a live meditation session cultivating loving, kindness and compassion. The MIIndful 10 session are on our website and can be accessed at any time. Congratulations to Jonathan Bates who won a Lockdown Legend Award 2021 at the IIM Virtual Dinner for his contribution and work he has done on providing these sessions over the past year.

As a committee we are extremely excited for the plans we already have in place for 2021 including our Power of Singing event on the 14th May and our Lands’ End to John O’Groats - Virtual Challenge which will take place between 1st May 2021 and 12th June 2021.

Committee members: Charlotte Connelly (Deputy Chair), Eleanor Moore, Rebecca Vidler, Ashley Matthews, Scott Winn, Cath Hulme, Craig Wilson, Joe O’Connor, Jonanathan Bates, Jordan Haskayne, Andrew Panyiotou and Sarah Harrop

COUNCIL PROPOSED DEPUTY PRESIDENT 2021-22
PAUL HEATHCOTE ACII



I am pinching myself as I type these words to ensure this is real!

To find myself standing in the position of Deputy President of IIM is, quite honestly, unbelievable. It is a tremendous honour to be in this privileged position and I hope I can repay the faith shown in me.

I have been involved in local Institute work for the best part of 25 years, now, and was tremendously proud to be president of the Insurance Institute of Bolton in 2005/06. To think I could be in a position where I have led both of these neighbouring Institutes is beyond an honour, particularly when I think of the people who have previously held the position of president at these magnificent, local Institutes.

I have watched the transformation of the Manchester Institute with a large amount of amazement and excitement over the last few years as it became the vibrant, forward-thinking, welcoming entity we know today and I cannot praise the efforts and hard work of current and previous council/committee members highly enough. Their continuing hard work, dedication and determination is something we should all recognise and always acknowledge.

Whilst continuing in my role as Chair of the Institute's Governance & Finance Committee during 2021/22 I am looking forward to supporting Eleanor in another successful (and hopefully more 'normal') presidential year and I wish her all the very best for the next 12-months.