



The Insurance
Institute of
Manchester
Chartered Insurance Institute



**Annual General Meeting
Thursday 20th April 2023**

Annual Report 2022-2023

Contents



The Insurance
Institute of
Manchester
Chartered Insurance Institute

Programme	3
Local Institute Council and Officers 2022-2023	4
President’s Annual Review 2022-23	5
Paul Heathcote ACII, President.....	5
Secretary’s Report	7
Karen Fothergill.....	7
Manchester Regional Forum Officer’s Report	8
Marc Hargreaves ACII.....	8
Liaison Officer’s Report	9
Stacey Sheridan.....	9
Communications Report	9
Dawn Derbyshire Cert CII.....	9
Charities Representative’s Report	10
Brad Jackson ACII	10
Key Dinners Committee Report	12
Sandra McDonald BA (Hons) Cert CII ACIM Cert CILA	12
Treasurer’s Report	13
Lisa Petherick ACII.....	13
Education & Development Committee Report	16
Rebecca Vidler, Education Secretary	16
CPD Committee Report	18
Eleanor Moore Cert CII	18
Events Committee Report	19
Daniel Whitehouse.....	19
MIndful Manchester Committee Report	20
Karen Shenton ACII	20
Council Proposed President 2023-24	22
Sandra McDonald BA (Hons) Cert CII ACIM Cert CILA	22
Council Proposed Deputy President 2023-24	22
Stacey Sheridan.....	22
Thank you to our sponsors for 2023/2024	23

General information

Email: lil.manchester@cii.co.uk
Web: www.cii.co.uk/manchester
Twitter: @IIMPresident
Facebook: The Insurance Institute of Manchester
LinkedIn: Insurance Institute of Manchester

Programme

- Welcome
President's Address
AGM formalities
Incoming President's goals and objectives for 2023-2024



½ hours of continuing professional development can be claimed for this event if relevant to your learning and development needs.

147th Annual General Meeting of the Insurance Institute of Manchester 2023

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 2022 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 2023/2024 is Sandra McDonald of McLarens

The proposed Deputy President of the Institute for 2023/2024 is Stacey Sheridan of HSB Engineering

To receive and adopt the Treasurer's Report and Accounts for 2022

To receive and adopt the Annual Report of Council for 2022/23

To elect the following Vice-Presidents for the session 2023/2024

Under rule 8) Paul Heathcote, Eleanor Moore, Fintan Griffin

Under rule 8.4) Mike Cranny

To elect the following ex-officio members of the Council for the session 2023/2024

Secretary: Nicola Cattan, McLarens

Treasurer: Lisa Petherick, Vista Insurance Brokers Ltd

Committee Chairperson(s) & Representatives:

CPD Chair: Eleanor Moore, Broadway Insurance Brokers

Education Secretary: Ryan Conroy, A J Gallagher

Events Chair: Daniel Whitehouse, RSA Insurance

MIndful Manchester Chair: Karen Shenton, Create Solutions Ltd

Dinner Secretary: Danielle Gowrie, Protector Insurance

Diversity Officer: TBC

Regional Forum Officer: Marc Hargreaves, Zurich Insurance

Governance Chair: Katie Jackson, Griffiths & Armour

Liaison Officer: Paul Hudson, Aviva

Constitution Officer: Mike Cranny, Create Solutions Ltd

Communications Officer: Dawn Derbyshire, TEn Insurance

To re-elect the following Council members (not in named positions) for the session 2023/2024
Dina Railean, Caroline Griffiths-Davies, Rebecca Vidler, Adrian Golifer

To appoint BDO LLP Accountants for the session 2023/2024

Appoint a Charities Representative: Brad Jackson, Catalyst Claims

Confirmation of date & time of next AGM: Thursday 18th April 2024 12:30

Local Institute Council and Officers 2022-2023

President:	Paul Heathcote
Deputy President:	Sandra McDonald
Vice Presidents 8:	Victoria Royle Eleanor Moore Fintan Griffin Mike Cranny
Secretary:	Karen Fothergill
Treasurer:	Lisa Petherick
Governance Chair:	Katie Jackson
Education Secretary:	Rebecca Vidler
CPD Committee Chair:	Eleanor Moore
Key Dinners Committee Chair:	Sandra McDonald
Dinner Secretary:	Caroline Griffiths-Davies
Events Committee Chair:	Daniel Whitehouse
MIndful Manchester Chair:	Karen Shenton
Regional Forum Officer:	Marc Hargreaves
Charities Representative:	Brad Jackson
Liaison Officer:	Stacey Sheridan
Constitution Officer:	Mike Cranny
Elected Members April 2022:	Craig Stokes, Dina Railean, Ryan Conroy, Stephen Lowe



President's Annual Review 2022-23

Paul Heathcote ACII, President

I'll start with a cliché and say time really does go quicker as you get older and, honestly, I have no idea where the last 12-months has gone. It has been an immense honour to lead and represent the institute (from Gibraltar to Kendal), but it is fair to say it has also presented some challenges for me, personally, and wider challenges for the institute as a whole.

Rather naively, I started my year with an almost lazy theme of 'returning to normality' but it quickly became apparent what was 'normal' in the past is not the 'normal' we know today.

The change in people's working habits over the period of lockdown, impacted greatly on the activities of IIM as we saw social events cancelled and low attendance at in-person CPD meetings. This was in no way down to a lack of effort or ability on the part of the committees involved and we all shared their frustration and disappointment at reduced numbers and cancellations. As we have done in the past and will continue to do in the future, though, we will learn from these experiences and adapt accordingly.

There were, however, many positives to take from the last 12-months.

The Jubilee Prize Winners ceremony, Style In The City (SITC) and the Annual Dinner resumed their places in the Manchester insurance market calendar and it was fantastic to see all events attracting a large number of guests and, for me personally, it was fantastic to meet lots of people and share the hosting of the Annual Dinner with our immediate past-president, Eleanor Moore.

In addition, we supported and entered the Manchester Pride Parade for the first time and gave a little back to the city by celebrating Random Act of Kindness Day in February.

We also maintained the new "normal" by continuing our strong CPD and mental health programmes providing webinars and talks on a diverse range of subjects and our 'Fast-Track' ACII scheme has also recommenced. Our CPD, MIIndful, Education, Dinners and Social committees all worked tremendously hard and diligently to ensure events went to plan and their efforts ensured the success of the events. We have also taken steps to improve our engagement with the Personal Finance Society members who are part of our institute.

During 2022/23 we supported two local charities in Prevent Breast Cancer and Once Upon A Smile. The overwhelming generosity of people attending Style In The City and the Annual Dinner (and those who sponsored me to run the Manchester 10k) was, I suppose, not unexpected as that's what us Mancs do, but given the cost of living crisis that now affects us all it is beyond heart-warming to report we have donated the best part of £10,000 to the two charities. In addition to supporting the two local charities, our Charity Representative, Brad Jackson, has kept the Insurance Charities at the front of everyone's mind in difficult times for all.

I am unable to thank the Institute Council and committee members adequately or individually in this report other than to say a humble 'thank-you' to each and every one of you for your support and for willingly volunteering your time and energy to keep it all going. The people involved really are amazing; it has been a massive honour and pleasure to work alongside you all and long may this continue. You will always have my gratitude for your help and enthusiasm.

I would, though, like to reference a few people for specific thanks.

Sandra McDonald led our Dinner Committee and specifically our Style in The City event and has been a magnificent, patient and understanding deputy-president in addition to being a catwalk model. I am certain Sandra will be an outstanding president of this institute.



Thank you to Caroline Griffiths-Davies and Karen Fothergill for their tireless work on the Annual Dinner and to Katie Jackson for being the sounding-wall I occasionally banged my head against. Also, Karen Shenton and Mike Cranny for their encouragement when I found the going difficult and, to Eleanor Moore for her continual support and encouragement and for leading both the CPD committee and 150 Anniversary Committee in resolute fashion.

Finally, thank you to David Irvine the CII National Membership Engagement Manager for unstinting support and assistance throughout my year as President.

We have two people leaving Council at the AGM.

Jess Heaton has been a long-standing Council member and has held a few roles over the years. Jess' last position was as our Equality and Diversity Officer and Jess was instrumental in us supporting the Manchester Pride event in August 2022. It is fair to say I've had a number of interesting conversations with Jess over the years and, personally, I will miss Jess' input, humour and observations. Good luck for the future, Jess, and thank you for your time with us.

Karen Fothergill joined Council as our Secretary just after the 2022 AGM having previously worked for the Chartered Insurance Institute supporting the Manchester institute. Over the last few years Karen has been an invaluable member of the IIM team and Karen's eye for detail, magnificent organisational skills, and willingness to help have impressed us all. Karen left the industry recently to pursue a new role working for a charity and we wish her well. Karen will be sorely missed, and I cannot thank Karen enough for the assistance provided both to Council and me over the last few years.

The 2023 AGM is being held as part of the 150 Anniversary Conference so we will probably have a captive audience to watch it unfold. It looks quite a formal affair with certain rules to be complied with but if what you see, or hear, makes you want to be involved we'd love to have you join us.

Finally, I would like to close by wishing the new President, Sandra McDonald, all the very best for a successful year in office.

Secretary's Report

Karen Fothergill



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 professional surroundings, be presented with networking opportunities and to host an Annual Dinner. Our council and committee members work tirelessly all year round to continue delivering these things and much more, and this is a credit to all those who volunteer their time to assist.

To name a few, Rebecca Vidler has completed her two years as Chair of the Education & Development Committee. The committee have worked together to assist our members in their career progression through some well-thorough development programmes. The annual Jubilee Prize Awards gracefully returned to a face-to-face event celebrating success and ensuring our industry winners receive the credit and recognition they deserve. The event rewards individuals who have produced excellent examination results and is testament to the successes of both the Education Committee and our Institute members.

Eleanor Moore embraced her first year as CPD Chair, leading her committee into a successful CPD programme. We have continued to embrace virtual learning and reintroduce face-to-face events, ensuring our members receive varied ways to continue contributing in the CPD scheme. The schedule has been packed with both soft skills and technical learning. At the end of the Presidential year, we have also seen a full day conference with the theme, 'Insurance Manchester – the past, the present and the future' which coordinates the celebration of our 150th anniversary.

Karen Shenton and the MIIndful committee continue to thrive with an abundance of events and incentives to guide our members on a more personal level. They provide insight, guidance and sessions that can personally develop us and support our day-to-day wellbeing.

Daniel Whitehouse has completed his first year as Events Committee Chair and has held events such as the Annual Quiz, football tournament and Quarter End networking. We look forward to holding more in person events in the 2023-24 period. It has been extremely challenging the last few years, and the committee should be proud of all they have accomplished.

Excitingly, we saw the return of our flagship social events such as Style in the City and the Annual Dinner in face-to-face settings. Both received fantastic feedback and were well attended. A huge congratulations to Sandra McDonald, Caroline Griffiths-Davies, Dinner Secretary, and the Dinners Committee for executing both with amazing effort, time, and organisation. I was also privileged to be part of these momentous events and enjoyed being involved in the planning and the event itself.

As I now step down from the Institute, I would like to personally say thank you to the President, Paul Heathcote for asking me to be involved again following my CII employment. I have thoroughly enjoyed my time with the Institute and the wonderful volunteers on the Council and Committees. With pride, I can say that without the dedication of everyone involved, we wouldn't have the thriving institute we have today.

Council Members with Special Responsibilities

Regional Forum Officer

The North West Regional Officers meet three times a year to discuss best practice, good news and any issues. They report to their National Forum Officer who will meet with other National Forum Officers three times a year to take any concerns to the CII Board

Liaison Officer

In conjunction with the President and all other council members, to co-ordinate and actively encourage companies and individuals to become involved with the Institute

Charities Representative

In conjunction with The Insurance Charities, to co-ordinate matters specifically relating to charities.

Dinner Secretary

In conjunction with the President and Deputy President, to co-ordinate all matters specifically relating to the Institute's Annual Dinner.

Manchester Regional Forum Officer's Report

Marc Hargreaves ACII

As the Regional Forum representative, it's my role to attend and represent the IIM at the CII Regional Forum. This is one of our direct routes into the CII at a national level and the aim is to ensure that the views and interests of the IIM are expressed and protected on things like funding allocation, exam issues and other organisational themes.



We meet with the other Northwest institutes and the CII's director of Local Institutes, David Ross, to share ideas on best practice and to discuss issues. Our Northwest National Forum Officer will then report and represent us at a national level at the Local Institutes National Forum.

There has been a lot of organisational activity at the CII centrally resulting in the CII looking at many of the things it does from a financial perspective, such as relooking at grant allocations to address inequalities between large and small institutes, as well as looking into how they communicate more effectively with members and getting deeper into a few issues surrounding the provision of exams. At the Regional forum, we have contributed our thoughts, questions and challenges as befits one of the largest insurance institutes.

Overall, it has been an interesting 12 months in the regional forum. I have endeavoured to put the general views of the institute forward and "shown off" our excellent CPD offering and discussed the upcoming sesquicentennial celebrations.

Liaison Officer's Report

Stacey Sheridan

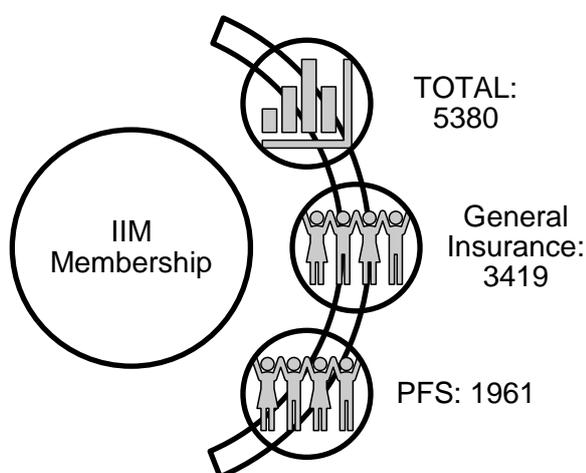


The Liaison officer role is to promote the Institute and the services it provides, along with looking for new and willing committee members.

It's been fantastic being involved with recruiting for different committees this year, a few have been virtual, but it has been nice to get back to face to face coffee chats too. It has been an absolute pleasure to meet and talk with so many people and direct them to services or get them involved with the institute.

I am handing this role over to Paul Hudson this year who will also be supported by Eleanor Moore, so get in touch with either of them if you want to find out more about getting involved with the institute.

Membership figures as of April 2023



Communications Report

Dawn Derbyshire Cert CII



This is my first year as Chair, as we formed a new Communication Committee and I am thoroughly enjoying being able to support the council and our members.

The committee comprises of three members including myself, Niâ Wŷn Robert, Cert CII and Sam Drysdale Cert CII. A huge thanks for their support and commitment to our institute to date.

Our primary function is to support all committees by communicating as much relevant information as is needed to provide endless opportunities for all members including CPD learning, mental health awareness, engagement with others, relevant news, developing confidence and networking skills.

To ensure we keep Manchester on the map and provide the best we can, we are always looking for new ideas to communicate with our members and welcome any thoughts, please don't hesitate to contact us!

Committee members:

Dawn Derbyshire (Chair), Nia Wyn Robert and Sam Drysdale

Charities Representative's Report

Brad Jackson ACII



My focus in the second year as the Manchester Insurance Institute Charities representative has been to continue to raising awareness of The Insurance Charities amongst current and former insurance employees.

With the ongoing economic situation, increase in interest rates and raise in utility costs I expected more individuals would need financial support across the Northwest, however this hasn't been seen with the number of visits to claimants.

Data from the charity advised there were four beneficiaries for 22/23 receiving £26785.72 within Manchester. Two Summer hampers and six Christmas Hampers were sent. There are currently 13 active beneficiaries in Manchester.

The directive from The Insurance Charities has been to focus on awareness of the charity to the insurance sector. With large reserves of funds, the charity is in a positive position to provide support to those that need it.

The charity does not only provide financial support, they also provide a lifeline to people with difficulties they may be facing such as:

- Poor health
- Domestic abuse
- Relationship breakdown
- Depression
- Disability
- Financial problems
- Tragedy
- Redundancy



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 on average £1million 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.

Insurance Charities Awareness Week was held on 20th – 24th June 2022 with many companies and industry colleagues across the Northwest and the UK sharing.

I wrote the below blog which was shared far and wide on social media <https://catalystservicesuk.com/news-the-time-to-support-the-insurance-charities-says-catalysts-brad-jackson/>

The introduction to www.iloveclaims.com resulted in the below article being shared on social media to a community of over 6,500 like-minded individuals and businesses that work within the Motor, Home or ClaimsTech claims insurance supply chain. https://www.iloveclaims.com/motor_claims/sector-specific-support-for-insurers/

On the 14th September 2022 Insurance Charities Visitors and Ambassadors attended a meeting sharing knowledge and best practice across the UK.

Meeting recordings below.

[Session 1 – Visitors](#)

[Session 2 – Ambassadors](#)



On 1st March 2023, The Insurance Charities Honorary President Adrienne O'Sullivan took part in a webinar discussing how the charity can help and the different support that is on offer.

Link to the webinar - <https://www.localinstitutes.cii.co.uk/manchester/home/events/2023/miindful-manchester/how-the-insurance-charities-can-help-people/>

This year's [Insurance Charities Awareness Week](#) (ICAW) will run from 19 to 23 June 2023. 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.

The Insurance Charities have free giveaways for companies to distribute to employees. These can be ordered from <https://www.theinsurancecharities.org.uk/order-your-awareness-week-giveaways-now/> up to the 10th May. There will also be digital supporter toolkits to assist everyone get involved in the awareness week.

The Insurance Charities have a stand at the Manchester Insurance Institute 150 celebrations conference on 20th April 2023.

If you would like any further information, then please check out the website www.theinsurancecharities.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.

Key Dinners Committee Report

Sandra McDonald BA (Hons) Cert CII ACIM Cert CILA



It's a pleasure to be able to report that we organised and were able to host two of our biggest events during the last 12 months.

The 10th Style in the City fashion show took place on Friday 1st July at The Midland Hotel. We had 353 guests attending the Club Tropicana: Back to the 80s themed lunch in support of Prevent Breast Cancer charity. The event went ahead thanks to the support of our sponsors:

Platinum: HSB Engineering Insurance

Gold: Aviva, McLarens, Protector Insurance, Tokio Marine HCC, Touchstone Underwriting

Silver: Allianz, Ecclesiastical, Marsh, Travelers

We had eight brave insurance industry models strut their stuff on the catwalk:

Lydia Clark, Allianz; Guy Bickerstaff, Protector Insurance; Sandra McDonald, McLarens; Martin Parker, HSB Engineering; Paul Heathcote, Marsh; Jasprit Sihra, Allianz; Pete Mullany, Griffiths & Armour; John Batty, Bridge Insurance Brokers. Wearing clothing provided by rubyanddaisy.co.uk with hair and makeup by White Rose.

The afternoon was finished off with dancing to DJ Dave and then the usual after party at Revolucion de Cuba. The event raised £2,607.24 for the charity in profit. This is in addition to the £2,652 raised on the day from guest donations. Overall, the event went well, and a post-event survey has positive feedback.

The Annual Dinner took place on 11th November 2023 at the Kimpton Clocktower Hotel, hosted by the President Paul Heathcote, plus the immediate Past President Eleanor Moore, as it was the first dinner hosted since 2019. As the event took place on Remembrance Day, the theming of the decoration was based on poppies.

Tickets were priced at £75, with donations on the evening supporting two charities, Prevent Breast Cancer and Once Upon a Smile, each received £1,994.62 in donations. Many thanks to our sponsors for the event: Aqueous Underwriting; AXA; Criterion; Great American International Insurance; Sedgwick; TEn Insurance Services. After a traditional three course meal, DJ Disco Dave entertained guests.

The Annual Dinner made a loss of £1,196.44. At the start of organising the event, with the unknowns in supplier costs and post-lockdown demand for in-person events, this was raised as a risk and council agreed to proceed with the event for the wider networking benefit to the market. This figure assumes that our last outstanding debt, AXA Insurance, is soon to be resolved. I'm delighted to say that for the 2023 event, we have already secured several sponsors in an annual package, to secure financial security for the next event (see the incoming President's report).

I would like to thank my joint-chair, Caroline Griffiths-Davies, and the whole of the committee for their work and enthusiasm to put on these key networking events for our members and the wider industry. I would also like to thank my employer, McLarens, for the time they have allowed for me to work for the committee and the institute.

I wish Danielle Gowrie, Protector Insurance, all the best in taking over the role as Chair of the Key Dinners Committee. Style in the City 2023 is already sold out for 23rd June at the Midland Hotel. Tickets for the Annual Dinner on 10th November at the Kimpton Clocktower Hotel will go on sale soon.

The committee thank you for your support and look forward to seeing you at the upcoming events.

Committee members:

Sandra McDonald (Joint Chair), Caroline Griffiths-Davies (Joint Chair), Danielle Gowrie (Deputy Chair), Karen Fothergill, Stacey Sheridan, Emma Longstaff, Laura O'Connor, Lydia Clarke, Lydia White, Jasprit Sihra and Jason Margallo (Finance),

Institute committees:

Finance & Governance

Includes senior council members and an independent individual. The committee meets on a regular basis to oversee the grant, spending patterns, budgets and consider future financial expenditure.

Education & Development

To advise on examinations locally, promote insurance and financial services as a career choice and promote CII qualifications. The committee also organises the annual Jubilee Prize Awards which take place each year in to reward local excellent in CII examinations.

Continuing Professional Development (CPD)

Continually looking for ways in which to bring learning opportunities to the industry, in order to help members, increase and maintain their knowledge as part of the CII CPD requirements. The CPD committee arranges and hosts seminars and webinars throughout the year to benefit members. The role of committee members is to source speakers to attract a diverse member base in areas such as claims, underwriting, broking and financial planning.

Events

To arrange sporting, social and networking events for the institute members. It is too easy nowadays to think that the demands of work leave us no time for other activities. Our purpose is to allow the opportunities for members to meet other members in a less stressful environment

Treasurer's Report

Lisa Petherick ACII

In opening my first report as Treasurer, I would most importantly like to say 'Thank you' to Katie Jackson for her support, professionalism, and patience over the past twelve months. It has been very much appreciated.



Having completed a full year as Treasurer at the IIM, the process, procedures, and governance required are much clearer now and hopefully the IIM members with whom I have contact with now are receiving less queries in response!

It has at times been a very busy year as the Institute was able to start hosting a more normal programme of events post Covid. Between Style in the City in July, the return of the Annual Dinner in November and then preparations for the 150 Celebrations, the finance team haven't sat still.

The budgets provided have on the whole, been in line with the ultimate spend and the overall balance on account is looking extremely healthy. This year saw us receiving a grant again from the CII, after us choosing not to accept this in 2021. This money has allowed us to continue providing a range of CPD and educational courses to our members over the year and this is further strengthened by our Mindful committees' sessions.

The challenge moving forward will be looking at ways of using the funds available to provide all IIM Members with ways to engage with the institute and to do this we need to constantly evolve and come up with new ideas to reach out to as many people as possible.

Accountant's Report to The Insurance Institute of ManchesterFinancial Period 1st January – 31st December 2022

We have examined the books, accounts and documents presented to us of Insurance Institute of Manchester for the year ending 31st December 2022 and have produced the attached set of reports and accounts for this period.

BDO LLP
3 Hardman Street
Manchester
M3 3AT

As follows:

- Balance Sheet – Year End 2022
- Profit and Loss – Year End 2022

Balance Sheet

The Insurance Institute of Manchester
As at 31 December 2022

31 DEC 2022

Current Assets**Cash at bank and in hand**

IIM (Debit Card)	210.91
Main Institute Account	99,658.77
The Insurance Institute of Man	250.00
Total Cash at bank and in hand	100,119.68

Accounts Receivable	5,312.50
Total Current Assets	105,432.18

Creditors: amounts falling due within one year

Accruals	1,968.00
Total Creditors: amounts falling due within one year	1,968.00

Net Current Assets (Liabilities)	103,464.18
---	-------------------

Total Assets less Current Liabilities	103,464.18
--	-------------------

Net Assets	103,464.18
-------------------	-------------------

Capital and Reserves

Current Year Earnings	15,591.74
Reserves	30,238.20
Retained Earnings	57,634.24
Total Capital and Reserves	103,464.18

Profit and Loss

The Insurance Institute of Manchester For the year ended 31 December 2022

2022

Turnover	
General Grant	53,255.30
Other Revenue	5,774.63
Social & Charitable Event Income	82,064.50
Sponsorship (Not Social, Charitable or CPD)	2,500.00
Total Turnover	143,594.43
Cost of Sales	
CPD Event Expenses	15,914.18
Direct Expenses	1,000.00
Education Expenses	5,319.17
Social & Charity Event Expenses	95,037.55
Total Cost of Sales	117,270.90
Gross Profit	26,323.53
Administrative Costs	
Advertising & Marketing	542.56
Bank Fees	345.88
Hotel Expenses	759.09
Insurance	1,170.24
IT & Software	2,633.86
Miscellaneous Expenses	890.31
Postage, Freight & Courier	25.58
Printing and Design	325.97
Refreshments	846.33
Staff & Council Member Training	1,968.00
Subscriptions	35.00
Telephone & Internet	43.08
Travel - International	292.44
Travel - National	853.45
Total Administrative Costs	10,731.79
Operating Profit	15,591.74
Profit on Ordinary Activities Before Taxation	15,591.74
Profit after Taxation	15,591.74

Education & Development Committee Report

Rebecca Vidler, Education Secretary



The Education and Development committee consists of 10 committee members. Ryan Conroy deputises the committee. I would like to thank all the committee members for their support this year in achieving our goals in another challenging year.

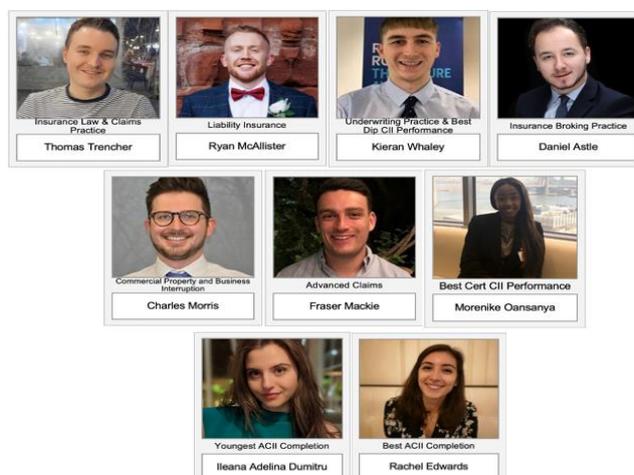
Jubilee Prize Awards 2022

The annual Jubilee Prize award event was one of the highlights of the year for the committee. After holding the last two awards events virtually, the committee felt it was time to get the awards back to a face-to-face ceremony. On the 17th May 2022, we held the first face to face Jubilee Prize Awards in two years, at the Royal Exchange Theatre in Manchester City Centre.

It was a beautiful venue and we had guest speaker Martin Robert Hall who gave an inspirational and motivating presentation on “Making it Happen”.

The award ceremony’s aim 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 2022 and thank you again to the sponsors listed below.

The committee is in the process of planning the event for 2023, which will be incorporated with the Institutes 150-year celebrations in April 2023.



Award	Winner	Sponsor
Best Cert CII performance	Morenike Oansanya	Reich Group
Insurance Law	Thomas Trencher	ITP
Insurance Broking Practice	Daniel Astle	Bridge Insurance Brokers
Claims Practice	Thomas Trencher	Sedgwick
Insurance Business and Finance	Nicola Knowles	IIM
Liability Insurances	Ryan McAllister	IIM
Underwriting Practice	Kieran Whaley	Allianz
Commercial Property and Business Interruption	Charles Morris	IIM
Best Dip CII performance	Kieran Whaley	Griffiths & Armour Insurance Brokers
Advanced Claims	Fraser Mackie	Carolyn Bowers
Best ACII completion	Rachel Edwards	McLarens
Youngest ACII completion	Ileana Adelina Dumitru	Aviva

Insurance Careers

One of the Education and Development Committees commitments is to increase engagement with local schools and colleges to promote careers in the insurance industry. Over the past year, several members of the committee have attended careers events at schools and colleges in the Greater Manchester area:

- Emma Ackers and Rebecca Vidler attended a career fair at Marple Highschool in May 2022
- Ryan Conroy and Matthew Tattler represented the committee at Hazel Grove School in Oct 2022 as well as Lazarus School in Cheadle alongside colleagues from Biba.

As 2023 progresses, the committee is hoping to build some further relationships and increase engagement with more local educational institutes.

Fast Track ACII & DIP

Our Fast Track ACII program has continued to run successfully throughout 2022, with thanks to ITP. We have also relaunched our Fast Track Dip course at the beginning of 2023 and are ready to go live with a new selection of members.

The Development Programme 2022

The Development Programme is a subcommittee of the Education committee, ran by Hokey Chik, Sam Baxter and Ryan Conroy, all of which are previous course attendees.

With the success of previous programmes, it was decided early in the year that we would put on a similar programme for 2022, titled The Development Programme. This would have a focus on developing member's careers and giving the attendees the tools needed which they may not necessarily be able to obtain, during their normal day to day job.

Due to the pandemic, we decided to launch this programme as mainly a virtual series of events with the hope that by the summer the 'Meet the Leader Day' could be run in person, which thankfully we were able to do.

We received overall great feedback from candidates, and I'd like to thank Hokey Chik, Sam Baxter and Ryan Conroy for taking an active role in moving this programme forward. We will be looking at potentially rerunning this course again in 2023.

Committee members:

Rebecca Vidler (Chair) Ryan Conroy (Deputy Chair), Emma Ackers, Rachel Edwards, Sam Baxter, Hokey Chik, Jenny Hayton, Matthew Tattler and Mark Farrant.

CPD Committee Report

Eleanor Moore Cert CII



The effects of the pandemic are still being felt, with attendance at in-person events remaining significantly lower to events held prior to March 2020.

We recognise that the working habits of our members have changed and have adapted the programme accordingly.

We have continued to develop the on-line and hybrid offering throughout the last year with technical and topical presentations as well as soft-skills and revision support. These are well received with excellent attendance so we will enhance the programme in 2023/24.

A huge thank you to the committee members who volunteer their time to build the programme. An equally huge thank you to all of our presenters who take the time out of their busy schedules to talk with our members.

If anybody has any ideas for topics, please feel free to get in touch with myself or any committee member.

Thank you to Craig Stokes for his input on behalf of the PFS. Craig has stepped down from the Institute and we wish him all the best in his future endeavours.

Some topics from the programme included the following:

- Overview of the jewellery market
- Escape of water claims
- Security seminar
- Official injury claim portal
- Microsoft training
- Vulnerable customers
- Contract conditions
- Marine fraud
- Cyber
- SURE(with Jeff Heasman)
- Subsidence
- FCA Consumer Duty
- Brexit update

Committee members:

Eleanor Moore (Chair), Andrew Hope, David Swali, Dina Railean, Gregory Wakeling, Jack Yarrow, Janet Penny, Jordan Haskayne, Judith Simister, Marc Hargreaves, Daniela McGowan, Paul Heathcote, Paul Hudson and Stuart Beech.

Events Committee Report

Daniel Whitehouse



Things have started to get back to normal this year, following the pandemic, and we have all been adjusting to the new normal. Our events are now mostly back to being face-to-face and, whilst attendances are still lower than pre-pandemic levels, the events have been enjoyable and a great way to reconnect with old friends and make new connections.

The first event we held this year was the highly anticipated return of the IIM Quiz at Revolucion de Cuba in May. The evening was a great success, with Paul Dooley hosting the event, several teams participating, and HSB winning the prize.

Our Quarter-End drinks events unfortunately were not well attended, possibly due to the new remote working patterns of our members, and the timing of rail strikes. We will have to keep this in consideration when choosing the time and date of such events next year.

One event which was very successful was the return of our 5-a-side football tournament in September, hosted by Richard Townsend. There were 10 teams who took part, with Frenkel Topping crowned as champions, defeating esure 4-2 in the final, in particularly cold and wet conditions in Manchester.

Towards the end of this year, we have been focusing on organising 150th Anniversary Dinner celebrations of the IIM and it has been a great privilege to be part of such history. We are very much looking forward to the event this evening.

Looking into next year, we are looking forward to repeating our successful events from this year and try some new ideas such as a cheese and wine evening, pie and games night, and some different sporting events.

I would like to thank the members of the committee for giving up their time and effort to help these events run, it would not be possible without their hard work. Thank you to Rachel Birkett who has done a great job as Deputy Chair this year and will continue to do so next year.

Committee Members:

Daniel Whitehouse (Chair), Rachel Birkett (Deputy Chair), Kajal Kaur, Megan Mulheir, Christopher Lynch, Isabelle Norman, Samir Pirzad, Stephen Lowe and Richard Townsend.

MIIndful Manchester Committee Report

Karen Shenton ACII

It has almost been three years since we launched the MIIndful Manchester Committee. Providing help for individuals and members but it can also be a useful resource for firm in helping and supporting their staff.

We have delivered several CPD events, including both face-to-face and online, throughout the year to promote wellbeing.

There has been an increase in physical and mental illness and generally people needing support over the past few years. There are many organisations and charities offering invaluable help and support to people. (*We have some listed on our website*).

We are here to help too! Our group is made up of people who work in the industry and who have a passion and interest for wellbeing and helping others. We meet once a month to discuss current issues, look at how we can help 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. See some of the topics we have covered below:



Date held	Topic and Speaker
25th May 2022	Executive Roundtable event – by Aurora Wellness – The rise of the new leader and why line managers are the key to Workplace wellbeing success.
15th July 2022	Loneliness - how we can help ourselves and others by the Marmalade Trust
8th September 2022	Live meditation session (Refocus: A breathing anchor to refocus the wandering mind)
5th October 2022	Wellbeing for Winter – by Lisa Kempster.
13th October 2022	Prevent Breast Cancer Session
1st November 2023	Understanding Autism - by Oliver Fenghour.
16th November 2023	We held a face to event in Manchester over the lunch period. The session looked at breaking bad habits (by Martin Robert Hall), During the day we had an update from the committee, with lunch and networking. Attendees also had an opportunity to participate in a mindful session before they returned to work. We intend to hold another session later in 2023.
7th December 2022	Andy's Man Club - It's okay to talk.
16th January 2023	Good Vibes Monday – By Emma Dechoux (Inspired learning).
17th February 2023	Random Act of Kindness – see below
1st March 2023	A session held with the Insurance Charities and MIIndful Manchester. To follow on from the Cost of Living CPD webinar but to also focus on the Insurance Charities and their good work and the work we do at a local level. The main aim of the event was to help raise awareness of the charity.

Random Act of Kindness (RAOK)

For the third year running we got involved in this and promoted to our members and organisations to encourage people to get involved. This is firmly on our agenda each year now.

As the name suggests, this day encourages people to do kind things. These acts are aimed to go towards 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.

Taking part on the 17th February 2023, a number of Institute members, insurance market staff and council and committee members came together as a collective. We gathered in the centre of Manchester and handed out 1000 bunches of daffodils as an act of kindness. (They were donated by Create Solutions) and people gave up their time to help with the distribution and spreading some good cheer!

It really does lift the spirits of people and the feedback received from both givers and receivers was priceless.

Please put this date in your diary, 17th February 2024, as we would love you to get involved if you haven't been fortunate to participate this year. Details of this will be out early next year and we are going big!

MiIndful 10 - Get involved!

Don't forget we have our MiIndful 10 meditations (guided short meditations) that our members can tap into at any time. The meditations have been designed to give you a short burst of self-care in your busy day and are led by an experienced mindfulness practitioner, Jonathan Bates.

Some of the benefits of mediation:

- become more self-aware
- feel calmer and less stressed
- feel more equipped to respond to your thoughts and feelings
- cope with difficult or unhelpful thoughts
- make you more focused and productive
- be kinder towards yourself.

Plans for the forthcoming year...

As a committee we are extremely excited for the plans we already have in place for 2023/24. If you are interested in joining us or finding out how you can get involved, please speak to Karen Shenton at 07808 905363 or karen@createsolutions.co.uk.

We would love to hear from you. You may have some great wellbeing initiatives happening in your organisations. Don't be shy. We are happy to hear about them and share ideas and see if there are any way we can collaborate in promoting WELLBEING.



Committee members:

Karen Shenton (Chair), Adrian Golifer (Deputy Chair), Andrew Panayiotou, Ashley Matthews, Cath Hulme, Claire Smith, Ellis Sweeney, Jonathan Bates, Jordan Haskayne, Rebecca Vidler, Rhi Caddy, Scott Winn, Sean Mullan and Simon Derbyshire.

Council Proposed President 2023-24

Sandra McDonald BA (Hons) Cert CII ACIM Cert CILA



The council have been preparing for the new presidential year for a few months now. Having seen the return of in-person large events in 2022, we've been looking how these would best be organised to meet the needs of a workforce with a new mindset. To ensure we have the required funds to run our key networking events we have secured 10 sponsors for the 2023/24 presidential year which now leaves us to focus on shaping the events to be the best they can. Previously we have held many separate education, social and networking events, with most people now splitting their week between home and office, we need to be smarter about what we offer at in-person events to provide value. As an example, at our 150th celebration conference today, our AGM is taking place, plus at the dinner in the evening we'll be presenting our Jubilee Prize Awards.

On a similar vein, we look to work together with other organisations for the benefit of our members. Our relationship remains strong with the local BIBA Committee, and we are developing stronger links with AIRMIC - with our first lady president Julia Graham is their current Chair - benefiting all our members.

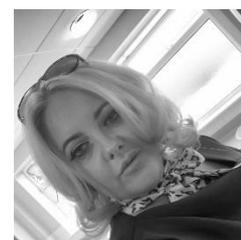
Our original objective is "the promotion of a good understanding among the members of the insurance profession in Manchester." Our council and committees are committed to remaining relevant. The committees constantly review the market and what is going to change and how we can support our members through it, both in terms of the educational aspects and mentally being able to adjust. Having a wide range of professionals, with a range of experience, from across insurance and financial services involved helps this happen. I would like to thank all our council and committee members who have been working towards providing fantastic our local events. I would particularly like to thank Paul Heathcote and Eleanor Moore, as past presidents who have work tirelessly to keep the institute running smoothly and providing valuable guidance. I look forward to working further with Stacey Sheridan, Deputy President, and helping shape the future of the institute.

The best part of being involved with the institute is seeing members grow and flourish through their careers. The institute helped develop me to where I am today, and it continues to – I learn something at every meeting! Please do reach out to me if you or your team are interested in getting involved.

Lastly, I would like to thank my employer, McLarens, for their support of professionalism and education for the market, particularly with time and sponsorship for the Insurance Institute of Manchester.

Council Proposed Deputy President 2023-24

Stacey Sheridan



I am excited to be taking on the role of deputy president and supporting Sandra McDonald in her year as President 2023/2024. I feel Sandra will bring so much to the role, especially given her previous work with the CII. It is an honour to be nominated and to be given the opportunity to support Sandra and my industry colleagues.

We have such a strong team of council and committee members, and I will look forward to working with them in Sandra as President, where we will continue to support our wider industry and our members.

I wish Sandra a very successful year as President and look forward to her guidance for preparing to step into the Presidents role.

Thank you to our sponsors for 2023/2024

Platinum



Gold



Silver

