



AGENDA

Subject: 112th Annual General Meeting

Location: Aston Hall Hotel, Worksop Road, Aston, Sheffield, S26 2EE

Date and Time: Monday, 4th March 2024, 4.00pm

1. Welcome to 112th AGM

2. Apologies for absence:

3. Minutes of the 111th AGM held on 1st March 2023

4. Matters arising from the Minutes, not otherwise covered by this Agenda

5. Committee Reports from:-

- i) President
- ii) Treasurer
- iii) Council/Membership
- iv) Education Secretary
- v) CPD Secretary
- vi) PFS
- vii) Sports and Social Secretary
- viii) Communications
- ix) Equality, Diversity and Inclusion
- x) Careers
- xi) CII/NERF Representative
- xii) Auditors' Report

6. Election of Officers -

- i) President
- ii) Deputy President
- iii) Honorary Vice Presidents for Life and Vice Presidents on Council
- iv) Council Secretary
- v) Treasurer
- vi) Membership
- vii) PFS
- viii) Education and Careers
- ix) CPD
- x) Dinner
- xi) Sports and Social
- xii) Charities
- xiii) Communications
- xiv) Equality, Diversity and Inclusion
- xv) CII/NERF Representative
- xvi) Council
- xvii) Auditors

7. Nominations for new Council Members

8. Ballot for Council (if required)

9. Result of Ballot (if required)

10. Installation of President and Deputy President for 2024-2025

11. Any other business:

Next Council Meeting: details to be confirmed

22 or 29/4



Subject: 111th Annual General Meeting

Location: Aston Hall Hotel, Worksop Rd, Aston, Sheffield S26 2EE

Date and Time: Wednesday 1 March 2023, 5:00pm

Minutes - 111th AGM

1. Welcome to 111th AGM
 - a. Attendees were welcomed by JC and thanked for their attendance.
2. Attendees: Jean Cookson (JC), Lauren Walker (LW), Bill Padley (BP), Alan Sensicall (AS), Paul Exton, (PE), Yvonne Wang-Pickering (YWP), Laura Scott (LS), Owen Wright (OW), Erica Dietsch (ED), Patrick Seal (PS), Andrew Marsh (AM)

Apologies for absence: Geoff Fenwick, Sara Casson, Colin Matthews, Tim Larden (TL), Thomas Williams
3. Approval of the Minutes - 110th AGM held on 2 March 2022
 - a. Approved by ED and YWP
4. Matters arising from the Minutes
 - a. Auditors - Andrew Bray of AOS were appointed as auditor to the council. The first audit is contained within the reports for the AGM
5. Reports from:
 - I. President
 - A. As per report
 - B. JC was due to attend the Law Society Annual Dinner however contracted Covid-19 and therefore was unable to attend. JC wished to note her sincere apologies to the Law Society.
 - C. JC also noted that she would be attending the Sheffield Accountants dinner on LW's behalf.
 - II. Treasurer
 - A. As per report
 - III. Council Report / Membership
 - A. As per report
 - IV. Education Secretary
 - A. As per report
 - B. JC commented that the Discover Risk event held at Longley Park School was a success with good feedback received. Unfortunately due to illness TL was unable to attend



- V. CPD Secretary
 - A. As per report
 - VI. PFS/Life and Pensions Officer
 - A. As per report
 - VII. Sports and Social Secretary
 - A. As per report
 - VIII. Communications Officer
 - A. As per report
 - IX. Diversity and Inclusion Officer
 - A. As per report
 - X. NERF/CII Representative
 - A. As per report
 - XI. Auditors Report
 - A. As per report
6. Election of Officers
- A. The officers were elected in the order as shown in the list, 2023-2024 Members of Council document, with the appropriate Proposer and Seconder, as per the Appendix.
 - B. There were no objections raised to any of the appointments.
7. Nominations for new Council Members
- A. A potential new member, Beth Johnson, couldn't be elected to council due to admission errors by the CII which prevented Beth being able to renew her membership. As a non-member, Beth was unable to be elected. It is hoped that Beth will join us as a guest in this council year with a view to being elected next year.
8. Ballot for Council
- A. Not required
9. Result of Ballot
- A. Not required
10. Installation of President and Deputy President for 2023-2024
- A. JC passed over the Presidency to LW
 - B. LW passed over the position of Deputy President to AS
11. Any of Business
- A. JC expressed her thanks to everyone on Council for their support over the last year
 - B. Presentation of Honorary Vice President for Life**
 - a. PE shared some kind words about JC, her c40 years of service to the CII, 2 terms as President as well as many other roles on this Council and 6 years on the NERF committee. PE explained that together with BP, they have spoken to the Past Presidents and agreed that JC should be awarded with the position of Honorary Vice President for Life.



- b. BP followed with more wonderful words about JC and their time together on council over the last 15-20 years.
- c. JC was presented with gifts to signify the moment, including a framed print containing the thoughts from the Past Presidents regarding Jean.
- d. JC thanked PE, BP and the Council for this position and the gifts.
- C. OW asked if we had received the email from the CII regarding engagement with the LI
 - a. JC confirmed we had, and advised dates of the next two Council Meetings with a request for a representative from the CII to attend a meeting in the coming months
- D. LS asked if we had received any responses from our membership regarding the letter sent to the CII & PFS from this Council
 - a. JC responded to say that one response had been received who voiced their distrust of the response received from the two CEOs.
- E. JC highlighted that a 3rd signatory for the new bank account was still required.
 - a. YWP kindly volunteered
- F. Bill Padley's retirement from Council**
 - a. JC noted that this AGM was to be BPs last meeting following 60 years of service to the CII and over 40 years to this Council. JC noted BPs highlights, his Presidential years and most notably his honorary title of VP for Life and Life Time Achievement award which was given to him by the CII in Belfast 2018. JC expressed her gratitude to BP for his service and support over the years and wished him well for the future.
 - b. PS also commented that today was a sad day for him given BPs retirement. PS stated that BP had been a huge support to him over his 10 years on council and that his experience, his understanding of tradition and values would be sorely missed.

Date, Time and Venue of next Meeting:

Council Meeting 15th May 2023, Venue to be confirmed



APPENDIX

**2023-2024- MEMBERS OF
COUNCIL**

2023-2024

OFFICE		Shadow	PROPOSER	SECONDER
PRESIDENT	Lauren Walker		Jean Cookson	Patrick Seal
DEPUTY PRESIDENT	Alan Sensicall		Lauren Walker	Paul Exton
HONORARY VICE PRESIDENTS FOR LIFE AND VICE PRESIDENTS ON COUNCIL (only four can be voting members, if votes are required),	Colin Matthews, Paul Exton, Geoff Fenwick, Patrick Seal, Jean Cookson		Laura Scott	Sara Casson
TREASURER	Sara Casson		Alan Sensicall	Andy Marsh
SECRETARY	Jean Cookson		Yvonne Wang Pickering	Erica Dietsch
EDUCATION SECRETARY / EXAM CENTRE CO-ORDINATOR	Alan Sensicall		Jean Cookson	Lauren Walker
MEMBERSHIP SECRETARY / PUBLIC RELATIONS	Geoff Fenwick		"	"
CAREERS OFFICER	Paul Exton		"	"
CHARITIES REPRESENTATIVE	Colin Matthews		"	"
DINNER SECRETARY	Patrick Seal	Committee	"	"
COMMUNICATIONS	Yvonne Wang-Pickering		"	"
DIVERSITY CO-ORDINATOR	Alan Sensicall		"	"
CPD SECRETARY	Laura Scott		"	"
PFS/SLAPS	Owen Wright		"	"
SPORTS & SOCIAL	Alan Sensicall		"	"
CII/NERF REPRESENTATIVE (max 6 yrs)	Jean Cookson/Alan Sensicall		"	"
AUDITORS	Andrew Bray			
COUNCIL	Erica Dietsch, Tim Larden, Andrew Marsh, Thomas Williams		"	"
RETIRING FROM COUNCIL	Claire Thompson, Lucy Peatfield, Bill Padley, Kayleigh Haywood, Ian Stephenson			



Report

Subject: President's Report 2023-2024

Author: Lauren Walker

Council Position: President

Date: 4th March 2024

It has been an absolute pleasure to have held the position of President for the 2023-2024 period, which has been another successful year. I would like to thank all council members for their contributions in assisting me in my tenure as President- it would not be the success it is without each and every one of you.

Amongst the services we have delivered or supported are:

- A wide range of CPD and training events, for both our General and Financial Services members
- A range of social events including the Annual Dinner and a Past Presidents' Lunch
- Networking events focussed at certain groups of members
- The Sheffield Hallam University Induction Week event and events for 6th Form students
- Meetings and events organised by the North East Regional Forum
- Use of our website and social media to promote events and connect with our members
- Charity collections at the annual dinner and golf day

Our events remain mostly online and it appears that this is the way forward from an attendance perspective. PFS have continued to arrange various events that were well received in a face to face format, although the GI side is not as widely supported by the Institute members. There was 1 GI session on a Technical topic and 1 other session on Mental Health- unfortunately the low attendance does not make them a viable delivery method moving forward. It is important that we continue to ensure that we allow our members to access all of the services they want and that we are able to provide.

Following the annual review relating to Jean Cookson's year 2022-2023 we once again achieved 100% in the assessment and our CPD renewal accreditation, which is testament to the excellent training sessions we offer to our members on both the GI and PFS side.

Our Annual Dinner received the highest attendance we have experienced for a number of years (circa 250 and officially sold out many weeks before the event)- this is something I will always be proud of. A special thank you to all of those involved in the organising of the dinner; it wouldn't have been possible without you. We also raised a staggering £3,469.05 plus gift aid from the charity envelopes and casino at the event which was donated to The Children's Hospital Charity. A further £275 was also raised from the golf day which was also passed on to the charity.

There were no nominations for the Outstanding Achievement award again this year (only 1 nomination in 2022-2023); as such it may be worth considering whether we continue to request nominations for this award. My understanding is that the larger institutes receive nominations but the smaller ones face similar challenges to us.

I have enjoyed representing our Institute at the various social, regional and national events, not least the Annual Dinners of almost all of the neighbouring institutes and other professional bodies. These are essential events to meet and exchange information and experiences with representatives of other institutes.

I am extremely grateful for all of the time and effort given voluntarily by everyone to the work of this Institute and very much hope it will continue.



The Insurance
Institute of Sheffield
Chartered Insurance Institute



I would like to end this report by once again recording my sincere thanks to all Council Members who have supported me during the past year in different ways. Thank you.

Kind Regards,
Lauren Walker FCII



Report

Subject: FYE 2023 Treasurer Report

Ref: SC

Author(s): Sara Casson

Version: 01

Council Position: Treasurer

Date: 01.03.24

TREASURER'S REPORT FOR THE YEAR ENDING 31st DECEMBER 2023

I am pleased to present my report as Treasurer of the Insurance Institute of Sheffield.

The banking facilities have settled down now following the move to Barclays. This is an online facility with dual authentication required on all payments. The payments are processed by myself and then authorised by Jean Cookson.

The Stripe Account is available for online payments.

INCOME

In February 2023 we received confirmation that we had been allocated an ordinary grant in 2023 which amounted to £18,091. The first instalment of £9,045.50 was received in March. Because our reserves exceeded our annual operating costs an adjustment was made to the second instalment payment received in August. As such this resulted in a reduction of £7,017.00 making for a second instalment payment £2,028.09 and a total for 2023 of £11,073.59. The total received in 2022 was £17,145.43 so this was a reduction of £6,071.84 on the previous year.

No interest has been received during the year.

The Annual Dinner generated a loss of £2,232.81 which was an improvement on the loss for the previous year of £2,478.20. Brookes McDonald, Vanguard and ProAktive all sponsored the event for £500 each and we thank them for their support. That said we still had several payments outstanding at the end of the year totalling £4,740, and Patrick is chasing these. The evening itself was a great success and a credit to the Sheffield Institute – thank you to all involved in organising this.

Charitable donations received this year amounted to £340.00 and these were split between Insurance Charities £65.00 and Childrens Hospital £275.00. Any monies raised at the dinner have been paid directly to the charity.

Educational (CPD) event receipts of £5k is an increase from the previous year's income (£2.2k in 2022), mostly due to the contributions made to the conference by various sponsors. CPD in 2023 has been as active, if not more so, than in previous years with many courses being offered for free.

EXPENDITURE

Educational (CPD) expenses were £11.5k (£8.2k in 2022). We were able to offer a varied programme and this year we held both Zoom courses and meetings in person, which increased costs due to room hire.



Total expenditure has increased year on year by £8k (£30k 2022: £38k 2023). The economy and the credit crisis have contributed to this.

Management activities have increased year on year (£3k 2022: £4k 2023)

PROFIT AND LOSS

Following a profit last year of £2.6k we have made a loss this year of £3,804.69, mainly due to the reduction in the grant allowed.

Bank Assets of £19,200.76 at the year-end (£25,974.62 at end of 2022)

- £11,813.12 held at Barclays.
- £7,387.64 in the Stripe account (online payment facility)

With £4,740 still to come in for the dinner this would bring the cash total to £23,940.76 which is £2k lower than 2022.

STRATEGY/CONSIDERATIONS

The Institute remains in strong health with adequate reserves. The intention going forwards is not to make a profit (this will only see our grant reduced!) but to use the funds under our management to support our members with meaningful content both educationally and socially.

Sara Casson - Treasurer

Financial Year Accounts Summary

Income	£'s	Expenditure	£'s	Surplus/Deficit	£'s
Income/Direct costs					
Special Grant	£0.00				
Ordinary Grant	£11,073.59				
CPD and Educational activities	£4,211.45	CPD and Educational activities	£11,536.40		
Awards	£0.00	Awards	£621.62		
Exams	£0.00	Exams	£0.00		
Income received prior year		Direct expenditure paid prior year	£0.00		£0.00
Total re Special Grant	£15,285.04	Total re Special Grant	£12,158.02		£3,127.02

Indirect/Administration Costs	£'s		£'s	
		Office supplies	£0.00	
		LI Premises costs	£0.00	
		Staff costs	£0.00	
		President's expenses	£1,948.59	
		Council and AGM Meetings	£691.25	
		Officer expenses	£1,216.47	
		Computer expenses	£0.00	
		Website costs	£0.00	
		Insurance	£0.00	
		Audit and accountancy	£350.00	
		Other professional services	£0.00	
		Indirect costs paid prior year		?
Total re Ordinary Grant	£0.00	Total re Ordinary Grant	£4,206.31	£-4,206.31

Social/Charitable Events:	£'s		£'s	
Annual Dinner	£15,440.00	Annual Dinner	£17,672.81	£-2,232.81
Social Events - other	£2,570.80	Social Events - other	£2,880.15	£-309.35
Charitable/Fundraising	£340.00	Charitable/Fundraising	£340.00	£0.00
Social income received prior year		Social costs paid prior year		?
Total re Social/Charitable Events	£18,350.80	Total re Social/Charitable Events	£20,892.96	£-2,542.16

Note: Social/Charitable events should aim to break-even

Other Income	£'s	Other Expenditure	£'s	
Interest/Investment Income	£0.00	Bank interest and charges paid	£137.24	
Sponsorship (Not Social/Charitable)	£0.00	Sponsorship (Not Social/Charitable)	£0.00	
Other income	£0.00	Regalia	£46.00	
		Other expenditure	£0.00	
Other income received prior year		Other expenditure paid prior year		?
Total Other income	£0.00	Total Other Expenditure	£183.24	£-183.24

Total Income	£33,635.84	Total Expenditure	£37,440.53
		Net Surplus/Deficit	£-3,804.69



Report

Subject: Council Report 2023-2024 for the 112th AGM

Author: Jean Cookson

Council Position Secretary

Date Monday 4 March 2024

The Council of this Institute has continued to transact business during the 2023/2024 year under the President, Lauren Walker.

Council Members have met on five occasions, including the Pre-AGM, but not the AGM, some face to face and some on-line. There have been other ad-hoc meetings when necessary.

The Council has consisted of 15 Members. All meetings have been quorate, attended by between 6 and 11 Council Members, with an average over the year of 9.

At the beginning of 2024 there were 1,386 members of the Insurance Institute of Sheffield, an overall decrease of 18 on the number of members at the beginning 2023. Of this total number 634 are GI, 727 are PFS and 25 are Society of Mortgage Professionals.

A varied CPD programme is a vital part of the Institute's work and has continued sometimes online and sometimes in person, to suit the needs of our members. Our sincere thanks to our GI CPD Secretary, Laura Scott, assisted by other Council Members, to Owen Wright and his colleagues for arranging the PFS/Financial Services CPD events, and also to Yvonne Wang-Pickering for her work in promoting these events by e-flyer, on our website and on social media.

Our Annual Dinner was held at the Royal Victoria Crowne Plaza Hotel in Sheffield, and was a great success with more attendees than in recent years. Thank you to everyone involved in the many and varied arrangements necessary to organise this event.

Colin Matthews has continued to represent the Institute in CII charity affairs. The Insurance Charities support a number of families in our area who have fallen on difficult financial times, and Colin has maintained contact with the people or families during the year. We are indebted to the Insurance Charities which continues to support our area.

We were able to support the September 2023 Induction Week event and also a couple of other events with Sheffield Hallam University (SHU) when these events were held in person during the year.

In summary, this has been another successful year for the Insurance Institute of Sheffield, where once again the main emphasis has been on providing opportunities for professional development to meet the needs of our members.

Thank you to all Council Members who attend meetings and for their contributions to all of the Institute's activities.



Education Secretary Report

Subject: Education Report for the 112th AGM
Author: Alan Sensicall
Council Position: Education Secretary
Date: 4th March 2024

- **Exam Sessions April and October 2023**

We no longer help in the facilitation of the CII exams, therefore we are not provided with any data regarding the exam sessions.

- **Qualification Completions**

Although we are no longer automatically provided with data from the CII regarding exam and qualification passes, we will still need this information going forward for our awards presentations, which normally take place at the Annual Dinners in November. In November 2023, we presented awards for academic year 2022- 2023, and this was one of the highlights of the evening.

We will again contact Matt Ward for this information for the second half of 2023, and will do so again later in the year for the Qualification Completions in early 2024 ready for the Annual Dinner, which will be held in November.

- **Training Courses**

We no longer organise training courses. The CII/PFS are looking at organising exam training courses centrally or perhaps regionally, and we will see how this develops, but in the meantime we continue to signpost any interest we receive to the exam courses held by Financial Academy, BTS or other institutes such as the sessions Omar Din organises in Newcastle.

- **Sheffield Hallam University**

We again attended the Freshers Event at SHU in September – our president Jean Cookson spoke to the students giving an insight into her career, along with Laura Scott and several other speakers. Several local companies from both sides of the profession bought along stands and employees, and interacted with the students both before and after the presentations.

Jean Cookson and Laura Scott also attended an event for female 6th Form students.

Generally speaking, both events went very well. We will continue to work with the university in 2024 and help to strengthen the ties we have made over the years.



Report

Subject: Annual CPD Report 2023-2024

Author: Laura Scott

Council Position: CPD Secretary

Date: 4th March 2024

In the council year 2023-2024 we have held 12 General Insurance CPD events to our members, all but 2 were virtual in format. A number of our members also attended a total of 6 events (virtually) hosted by other institutes.

We have received mixed feedback regarding the delivery format (virtual); some members have advised they prefer this as it just takes up 1 hour of their working day, compared with approx. 3 hours for face to face as they need to factor in travelling and lunch. Although, some have advised it is easy to become distracted on webinars and they would prefer face to face as engagement would be higher and it's also a networking opportunity. However, the uptake on face to face events remains low post pandemic. This year we have tried offering in person events at different times of the day to generate interest to mixed reception. The plan is to offer a primarily virtual programme going forward and opt for in person events should the event require, such as the planned networking event in April 2024.

We continue to receive positive feedback from all events held - the vast majority of scores are 3 & 4 (scale of 1-4, with 4 being excellent).

We are increasing the links between other NERF councils and it has been agreed that events across the region will be available to all members.

As a council we also take on board any suggestions received from members for topics they wish to see in the future, hence an in person Networking event planned for early 2024.

We are piloting a 'masterclass' of events in 2024 on Marine insurance, with an introduction, intermediate and advanced course offered over a number of months. The introduction session is proving popular with the February 2024 event at capacity.

We aim to include a diverse range of sessions which include soft skills and technical, in order to appeal a wide range of members. In the last 12 months we have delivered sessions on topic areas that have not previously formed part of the programme.

A full list of the events that have taken place during the 2023-2024 council year are outlined below:

2023

March

Monday 6th March- Claims Handling in Commercial Insurance- 1 hour- Alan Chandler £195 plus VAT

April

Wednesday 5th April- Contractors (Construction) Insurance- 1 hour - Alan Chandler £195 plus VAT

May

Tuesday 2nd May- CII Examination Techniques - General Insurance (Diploma Level) - 1 hour- Alan Chandler £195 plus VAT



Wednesday 24th May - Exploring Inclusion and Diversity - Considering Socio-economic background and creating inclusive environments – 1 hour – Rose Sellman Leava £750 plus VAT

June

Wednesday 7th June- Creating and Claiming Value in Negotiations- 1 hour- Jeff Heasman - £550 + VAT

July

Wednesday 19th July - Financial Awareness for Account Executives and Account Handlers- 1 hour- Alan Chandler £195 plus VAT

August

Wednesday 19th July - Motor Fleet Insurance - 1 hour- Alan Chandler £195 plus VAT

September

Tuesday 26th September- Insuring Intangible Assets- 1 hour- Nick Thomas Assoc.- Diane Jenkins- £250

October

Wednesday 4th October - Impact of FCA Review on Insurance for Multi-Occupancy Buildings- 1 hour - Nick Thomas Assoc.- Diane Jenkins- £250

November

Wednesday 8th November- Understanding and Managing Mental Health- 1 hour- Louise Turner £150 + VAT

Dec- No session

2024

January

Tuesday 9th January- Under Insurance in Household Insurance Products- 1 hour- Alan Chandler- £295 plus VAT

February

Wednesday 14th February - FCA Definition and Guidance on Vulnerable Customers - 1 hour- Alan Chandler- £295 plus VAT

Thanks must go to Yvonne Wang-Pickering and Lauren Walker for their continued support in communicating and hosting events in my absence.

Kind Regards,
Laura Scott FCII



Insurance Institute of Sheffield 2024 AGM Report

Subject: PFS-member Report
Author: Owen Wright
Council Position: Member
Date: 28 February 2024

Event Review

During the 2023/24 year the Life & Pensions Society organised the following content for PFS members:

- 15th March 2023: Macroeconomic review – 53 registered
- 18th April 2023: Budget Debrief – 52 registered
- 28th September 2023: Women in Finance Event – 47 registered
- 19th October 2023: Autumn Conference – 147 registered
- 23 January 2024: Business Protection Workshop – 27 registered

Expenditure was proportionate within the context of the events being organised, largely limited to venue hire and refreshment costs, the expenditure on the Autumn Conference (around £6,000) was largely subsidised by participant organisations and the Business Protection Workshop was entirely funded by the speaker.

Social events were limited as we did not organise a summer charity lunch due to lack of member interest, however there was appreciable participation from PFS membership at the annual dinner on November.



Member outreach

We communicate with members via a number of sources including e-flyer, website, LinkedIn and through the use of an external database. Given the level of member attendance at events the use of all these methods in combination appears to be an effective means of information dispersal.

Education update

There was no local provision of exam training during the year in review, requests for training from members have been minimal and where this occurs, we have signposted towards training provided by other Local Institutes (where costs are often heavily subsidised) and third parties. There appears to be little appetite for the training provision model previously employed which is fully member-funded.

Committee membership

We received notice of resignation of Emma Senior from the committee and thanked her for her contribution at the committee over recent years.

Owen Wright - Chair: Sheffield CII: Life & Pensions Society



Report

Subject: Sports & Social

Author: Alan Sensicall

Position: Sports & Social Secretary

Date: 4th March 2024

Please find a summary of events held during the last 12 months:

- Golf Day in September at Sitwell Park Golf Club– 39 entrants.

In addition, the proposed Summer Charity Lunch was scheduled and subsequently postponed due to poor appetite for such an event.

The golf event is still our most popular event with a very good number of entrants last year. It has been frustrating that other events have been difficult to organise. I still fear that people are either unwilling to mix with more people still working from home, therefore the willingness to leave the home and attend outside events has dwindled somewhat.

In 2024 we will hold the golf day again at the same venue in September, and look to organise other events throughout the year.



Report

Subject: Communication AGM Report

Author: Yvonne Wang-Pickering

Council Position: Communication Officer

Date: 4 March 2024

Over the course of the past year, our focus has been dedicated to optimising communication across several strategic areas:

1. Elevating awareness regarding the services and offerings provided by our local institute to its members.
2. Enhancing the accessibility of digital content for our members
3. Boosting and heightening engagement levels among our membership
4. Persevering in our dedication to Equality, Diversity and Inclusion through curated contents and events.

All Continuing Professional Development (CPD) events, digital content releases, and updates from the local council have been disseminated through both our website and LinkedIn page. The average booking rate has been sustained at par with preceding year, with webinars continuing to be more popular than in-person events.

Overall, we have observed an increase in engagement, both from our existing members and the broader community working in the industry, a trend we wish to sustain and further cultivate.

Social Media

Consistent with previous years, our emphasis remains directed towards our LinkedIn platform, recognising it as the primary channel for substantial member engagement.

Throughout the year, we have shared essential updates with our members, including key awareness initiatives, popular festive celebrations, notifications regarding new digital content, and pertinent local institute news.

The current state of engagement reflects a positive trajectory. Notably, the count of followers on our LinkedIn page has shown a significant increase to the current figure of 325. This growth underscores the effectiveness of our communication strategy and the heightened interest in our organisational updates within the LinkedIn community.

E-Flyer and Website Updates

In the preceding 12 months, a total of 46 e-flyers were disseminated to our members, ensuring they were kept informed and engaged with the latest developments, news and events.

Our official website is regularly updated with essential information, featuring key events, noteworthy news, and other pertinent information.



Summary

We have maintained a commitment to keep our digital presence up-to-date.

In conclusion, I am confident that our current communication method is effective and also adept at meeting the diverse needs of our membership base. Accordingly, I recommend that we continue with this.

Moving forward, our commitment remains in actively listening to the valuable feedback from our members and monitoring the market trends so to ensure we are enhancing and optimising the offering we provide to our members.

Finally, I extend my sincere thanks and appreciation to all members of the council and our broader membership for their enduring support.



Report

Subject: Diversity Report for the 112th AGM

Author: Alan Sensicall

Council Position: Diversity & Inclusion Officer

Date: 4th March 2024

Overview

Our focus remains on raising the profile of the subject of Equality, Diversity and Inclusion and help to promote an equal and diverse environment for the insurance and financial services sector in our region.

Activities

In February 2021, under the leadership of our former president, Paul Exton, we launched our “All Equal Campaign and Diversity & Inclusion Resource Group”. Whilst the engagement from our members was lower than our expectations, we have continued to take steps forward this year.

During 2023, we have continued to publish various content on our LinkedIn page to show our ongoing support and commitment. Topics covered include, but not limited to, mental health, domestic and economic abuse, workplace inequality, Dive in Festival and gender pronouns. CII’s gender and ethnicity pay gaps publication have also been shared.

Overall, these activities and our ongoing offering are in line with our commitment on the subject matter and will continue to be maintained.

The D & I sub-group will hold a Zoom meeting soon to plan our activities for 2024 – please let me know if you wish to join in with this.

I took part in online meetings on the 19th July and 20th September 2023, organised by Vivine Cameron, EDI Manager for the CII, to discuss the Local Institute network’s equality, diversity and inclusion practices. Vivine hosted the event via Teams.

In this meeting, current activities and plans at institute level were discussed, as well as how to increase EDI awareness and participation within local membership through initiatives and events, supported by the central CII team. I am aware that a toolkit has now been provided by the CII for use by local institutes following from this meeting, and we will aim to incorporate the ideas and methods given into our D & I programme going forward.

In 2023, we held two Women’s focused events, organised in the main by Owen Wright and Erica Dietsch. The feedback from both was excellent. After discussions with Owen and the rest of the SLAPS committee recently, it has been decided to organise future events of this type at council level, and hopefully around three similar events will be held in 2024.

We hope to be involved with the Pinknic event in Sheffield in July 2024 and will liaise with the organising committee to see what we can do to help.

I would like to thank Yvonne Wang-Pickering, Patrick Seal and Paul Exton for their continued support, and the efforts of Owen and Erica must also be acknowledged.



Subject: Regional Representative's Report 2023-2024 for the 112th AGM

Author: Jean Cookson

Council Position Regional Representative

Date Monday 4 March 2024

I have represented the Insurance Institute of Sheffield (IIS) at meetings for the North East Regional Group (NERG) since 2017. Following the re-organisation of the structure of the regions and frequency of meetings between representatives of local institutes and the regional representatives with the CII Council in 2019, I was elected to represent the IIS at the North East Regional Forum (NERF).

The other NERF local institutes are: Newcastle, Halifax, York, Hull, Middlesbrough, Leeds and Bradford.

There have been three meetings of NERF in 2023 and also monthly meetings of a Focus Group to plan NERF branded CPD events open to all members of NERF local institutes. All meetings were held online via Zoom.

NERF currently has one representative at the National Forum (LINF) meetings with the CII, although NERF is entitled to have two. The representative is Melanie Jordan of the Leeds Institute.

The two Regional Membership Managers (David Irvine and Matt Ward) representing the eight NERF institutes also attend meetings when possible.

I circulate my own notes from the NERF meetings to Council Members and also the formal meeting notes and any feedback from the National Forum meetings, when available.

The NERG "Flagship" Seminar was held on 12th October 2023 at the Wetherby Racecourse. The topic title was 'Insuring the Future' about modular and other non-standard building construction, materials, resilience, loss adjusting and claims. The event followed an actual case study, involving a claims manager, loss adjustor, surveyor, forensic scientist, HR advisor and others. It was a very interesting event and it was also a good opportunity for networking.

The Regional Forums are intended to facilitate the transfer of information, questions and concerns between the CII and the local institutes, in both directions. If anyone has any questions, concerns and suggestions of best practice which they want to be passed on both to other NERF institutes and the CII please let me know and I will relay them to future meetings.

Each local institute is entitled to send up to three representatives to the NERF meetings, although only one representative per local institute is entitled to vote when required. Alan Sensicall is the PFS representative for the IIS.

Jean Cookson
Regional Representative



Report

Subject: Careers Report

Author: Paul Exton

Council Position: Careers Officer

Date: 4th March 2024

I am pleased to report my first year of progress and learning whilst undertaking the Careers role.

Much focus and effort has been ploughed into creating the first of our Careers insights. A big thank you for Laura Scott for participating in this series. Also, thanks to Patrick and Jean who have agreed to contribute. I look forward to working with you all on this exercise. The aim is to publicise these to members via LinkedIn and perhaps an email campaign, once we have a larger representative sample. Also, we can then build and create a summary piece of key findings and any common-ground can be produced and at this point I will reach our centrally to gain traction with CII in London.

In terms of learnings, it is apparent to me this role has cross-over to many parts the council plays throughout the region; from Membership and Personal Development, to Networking and Education.

One particular challenge facing us all is Recruitment. We are all faced with an aging Independent Financial Advisor network and Insurance Broker business owners means the resource across both Personal Finance and Insurance needs to think and act short-term to protect the long-term. In the next 10 years we will lose a third of key professionals due to retirement.

Professionalism and education are pillars of attracting suitable candidates and interest in the future. To this end, we are lucky to have a vast high-calibre, qualified council which represent the region and we continue to work with Sheffield Hallam University and have strong links to this educational body and key stakeholders. The role of Careers appears the closest link to Education and with current post-holder Alan Sensicall's endorsement it is proposed that the two roles are merged to form one focused role, with one post-holder leading a wider team going forwards. This will aim to build on the success of both roles and create a powerful message locally that this is an critical area for us all.

Thanks for your attention and help throughout and look forward to building this area.

Paul Exton
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