



the insurance charities
for the things you can't insure against

Impact Report 2020/2021

A LIFELINE FOR THE INSURANCE INDUSTRY SINCE 1902

A message from our Chief Executive

I am delighted to present the Charity's inaugural impact report. Throughout the year we hear from beneficiaries telling us how our help has improved their lives. We are now able to share some of this positive impact with you, our supporters and partners across the UK and Ireland.

We have helped insurance employees and their families since 1902. Reflecting on the last twelve months, no one could have predicted how COVID-19 would have impacted us as individuals, employers, and as an industry.

I am proud to say my team, with the guidance of our Board and Committees, has continued to support both existing and new beneficiaries throughout the pandemic by taking on the additional challenges as they have arisen. This has been achieved with minimum disruption to our high level of personal service which has always been a hallmark of how we operate.

The full effects of COVID-19 are perhaps still yet to be felt, but we will be here, as always, to provide a lifeline for current and former insurance employees facing hardship.

Last year, we were pleased to work with the Chartered Insurance Institute to support professional development for those affected by the pandemic.

Our partnership with the Alzheimer's Society goes from strength to strength as we work to support insurance people affected by dementia and provide volunteering opportunities for those in the industry.

In 2020, we partnered with the mental health charity Aware to support professionals in the Irish insurance community with mild depression and anxiety.

You can read about all these collaborations and more later.

Last November, we were thrilled to be the chosen charity partner for the 2020 Women in Insurance Awards. Over 1,150 people viewed the awards online and we were honoured to be involved in such a fantastic initiative which recognises outstanding women working in insurance.

Finally, I would like to thank everyone who took part in our annual awareness raising campaign. We hope you will get involved in 2022 and help us further raise our profile throughout the insurance community.

If you can support our work or need our help, please get in touch.

With all good wishes and many thanks again to our volunteers and supporters.



Annali-Joy Thornicroft

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The Year in Numbers

WE HELP INSURANCE PEOPLE and their dependants throughout their career and beyond with whatever support is needed, for as long as it's required. Irrespective of their role in the industry all our beneficiaries share the fact that an unforeseen event has happened, and a lifeline is needed to help them get back on their feet.

£912k

awarded through one off and ongoing payments

321

beneficiary cases receiving financial support

Our active beneficiary cases

400 active beneficiary cases in total

MADE UP OF:

Single people	164
Couples	91
Couples with children	74
Single parent families	71

Our volunteers

99 – visitors, fundraisers, and committee members

Enquiries for help

270 enquiries received
153 cases signposted to advice

Support for those experiencing domestic abuse

21 cases – **£22k** awarded

Support for those with mental health concerns

96 cases – **£148k** awarded

WORKING IN PARTNERSHIP

Aware

Supporting the Irish insurance community

FOR SOME TIME, we have been looking at ways to improve access to practical support for those working in insurance in Ireland. We already knew of the positive impact made by the mental health charity Aware and so were delighted to embark on a partnership with them in 2020.



In October, we fully funded two seven-week programmes of cognitive behavioural therapy for those experiencing mild depression, stress or anxiety. Both charities were delighted with the positive feedback from participants. The pandemic has taken a huge toll on mental wellbeing, so the timing of these programmes was critical. Based on registration numbers, and the positive feedback received, further funding was agreed by our Board for two more programmes in Spring 2021; both of which booked out in a matter of days.

We will be funding a further four programmes in 2021, details of which will be circulated on our website and social media platforms.

66

Irish insurance professionals took part in the programmes

Last year the partnership resulted in:

- 36 hours of CBT funded through the initiative
- 66 Irish insurance professionals took part in the programmes.
- 82% of participants strongly agreed and 18% agreed that the programme was helpful for them

"I have never had anxiety and high-level stress like I do these days, but the programme has really helped me. I'm feeling better and understand how to deal with things and what I can do to help myself. And for that, thank you."

"I learned that I have to spend more time on my self-care, focus more on myself and being able to say no to others is ok."

Alzheimer's Society

Uniting against dementia

100

calls made by
6 insurance volunteers

WE FIRST PARTNERED with Alzheimer's Society in 2019 to offer support to those affected by dementia within the insurance industry. Two years in and the relationship goes from strength to strength, despite 2020 being a particularly challenging year for those living with the condition and their carers.

Face-to-face volunteering opportunities have always formed a significant part of the partnership, but the pandemic brought an abrupt end to this vital means of supporting individuals and families. Alzheimer's Society were quick to react and established an alternative way of supporting those who were cut off from loved ones because of the restrictions. The Companion Calls initiative was launched to provide friendly half hour calls to those who were isolated. Volunteers swiftly signed up to lend their support. We thank those of you who have already contributed your time and encourage others to spare an hour a week if they can. Details of how to get involved can be found online.

Last year the partnership resulted in:

- 100 calls made by 6 insurance volunteers
- 2,136 minutes contributed
- 6 individuals regularly volunteering, with more being trained
- 12 people benefitting from a regular call
- 89% of calls to people with dementia and 11% to carers

"I would encourage anyone to put themselves forward as a volunteer. Especially now when you may be stressed and anxious yourself, it really helps to put your own issues to one side, get some perspective and offer support to someone else."

"I was so pleased the Insurance Charities launched this partnership in 2019. We were then at a crossroads with my mum and the help and guidance made a big difference to both my parents."



CASE STUDY

Chartered Insurance Institute's
Education and Training TrustProfessional development support
for those impacted by COVID-19

68

individuals helped

IN JUNE LAST YEAR, we were delighted to partner with the Chartered Insurance Institute's Education and Training Trust (EATT) to support those suffering financial hardship due to COVID-19.

The EATT made funding available to anyone in the insurance and financial planning sectors who had been negatively financially impacted by, say, redundancy, furlough or reduced employment opportunities. Funding was made available for both insurance related and soft skills training.

We administered the Scheme from June 2020 to the end of January 2021; helping applicants apply for training ranging from CII examinations to Women with Presence and Prince 2 courses.

Last year the partnership resulted in:

- 68 individuals helped
- 82 modules or courses funded

"My situation has now changed; work is picking up and I now feel far more relaxed about life in general knowing that my plans remain on track despite the awful year."

THE LAST YEAR has brought with it challenges and opportunities for the organisation and its beneficiaries.

The awards we made in 2020/2021 were somewhat different to a typical year. We would for example normally fund a much greater number of holidays and children's activities. People saw changes in their day-to-day expenditure too because of home working which in turn impacted household finances.

We put our usual home visits to beneficiaries on hold and instead, introduced online meetings for the first time. We not only saw the digital skills of some beneficiaries improve, this new way of working offers us greater flexibility in the future.

We have worked hard to recruit new Trustees and Committee members in the last year. We must ensure we have the skills and expertise needed that complement those of our existing members. This is an ongoing recruitment process that ensures those involved reflect the diversity and breadth of the UK and Irish insurance industry.

In 2018 we sponsored a Domestic Abuse Toolkit for Employers, co-authored by Public Health England and Business in the Community. This resource remains extremely popular receiving 11,728 visits in 2020/2021 alone. With only 5% of employers having a specific domestic abuse policy or guidelines, the Toolkit is an invaluable tool for any business.

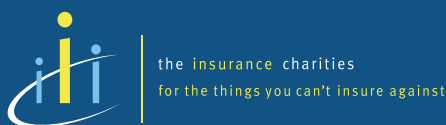
We hope this report has provided a snapshot of the far-reaching work we undertake to support those in the industry. Our team is always happy to talk to you or your colleagues about our work so please get in touch if you'd like to find out more. Finally, please keep a regular eye on our website and social media for all the latest news and developments.



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“The last year has been a living nightmare for me. The Insurance Charities was understanding and extremely helpful. They have been one of the few positives I have experienced over recent months and their help has been absolutely invaluable in me being able to have a fresh start.”

“It’s not easy for me to ask for support and it has been wonderful having this extra bit of money while looking for work. It has made a difficult situation easier and given me the tools to build my resilience.”



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