



The Insurance Institute of Norwich Newsletter

Q2 2026 Edition

A Message from our Deputy President

We would like to thank all our members for their continued support throughout 2026. Your involvement and commitment have helped us continue to build momentum and strengthen our engagement with both members and local employers.

This year, we were delighted to welcome members to a range of events, including the Grand Norwich Duck Race and our Summer BBQ, both of which provided valuable opportunities to connect, collaborate and celebrate together.

We have also continued to grow our in-person CPD event offering, ensuring members have access to meaningful learning and development opportunities.

Our partnership with our chosen charity, The Feed, is continuing to build momentum, and we are currently exploring more exciting ways for members to get involved throughout the rest of the year.

Looking ahead, there is a strong focus on increasing engagement, raising visibility and delivering meaningful support for members at every stage of their career. We are excited to continue offering more events and further opportunities for connection and development, while making sure all members feel valued, connected, and empowered.

Amaia Robbins

Deputy President, Insurance Institute of Norwich

Chartered Insurance Institute Network Conference 2026

In June, representatives from the Insurance Institute of Norwich were delighted to attend the Chartered Insurance Institute Network Conference, held at Sopwell House, St Albans, joining volunteers and Local Institute leaders from across the UK.

The conference opened with a warm welcome from our very own Alycia Thomson, Vice President and Treasurer of the Insurance Institute of Norwich, who officially welcomed delegates and set the tone for two inspiring days of collaboration, learning and networking. She was followed by Alex Clegg, Vice President of Local Institutes, who highlighted the importance of connection across the Local Institute network, before CII President Callum Beaton delivered his address on equipping the profession for the future.

Throughout the conference, delegates attended a wide range of engaging sessions covering strategy, thought leadership, ethics and professionalism, corporate engagement, membership modernisation, careers and talent, and the future of Local Institutes. Interactive breakout sessions, speed networking and a social media masterclass also provided practical ideas and opportunities to share experiences with volunteers from across the country.

The Insurance Institute of Norwich was represented by Amaia Robbins, Deputy President, and Emma Roberson-Gleave, New Professionals Group Chair, who attended the conference to exchange ideas, build new connections and bring back valuable insights that will help shape future initiatives and continue delivering value for our local members.

The conference concluded with the CII Local Institute Volunteer Awards Ceremony, sponsored by Aviva, celebrating the dedication and achievements of volunteers from across the CII network.

The event was a fantastic opportunity to strengthen relationships across the profession, learn from one another and return with fresh ideas to support the continued success of the Insurance Institute of Norwich and its members.



From Tough Times to Stronger Futures: Lessons in Resilience, Mentoring and Growth

Over the past few weeks, we've been fortunate to host two outstanding CPD sessions delivered by Michael Quigley, exploring both *How to Handle Tough Times* and *The Kataholos Approach to Mentoring*.

Across both events, Michael shared practical, real-world insights that resonated strongly with attendees. Whether discussing resilience during challenging periods or the role of mentoring in personal and professional growth, the sessions provided actionable strategies that members could immediately apply in their careers and everyday lives.

It was particularly encouraging to see such strong attendance and engagement, even during some of the hottest days of the year. The thoughtful discussions and willingness of members to share experiences highlighted the real value of coming together as a professional community.

These sessions also served as an important reminder of why CPD matters. Taking time away from the day-to-day demands of work to learn, reflect, and connect with others can provide fresh perspectives, strengthen professional relationships, and support continued growth. The knowledge gained from these events often extends far beyond the session itself, influencing how we support colleagues, mentor others, and navigate challenges throughout our careers.

A huge thank you to Michael for delivering two insightful and impactful sessions, and to everyone who attended and contributed to the discussions. We look forward to welcoming even more members to future CPD events as we continue to learn, develop, and grow together.



A Quacking Success at the Norwich Duck Race

What a fantastic day we had at the Norwich Duck Race in May!

A huge thank you to everyone who came along to support Break and take part in what was a truly enjoyable community event. It was wonderful to see such a strong turnout, with so many

members, friends and families joining in the fun and helping to raise funds for a fantastic local cause.

In the lead-up to the event, we were delighted by the enthusiasm shown by members getting involved in our duckling spotting competition. We hope you enjoyed taking part, tracking down our ducklings around Norwich and collecting those well-earned raffle tickets along the way.

Events like these are a great reminder of the value of coming together as a professional community, not only to support important charitable causes but also to strengthen connections and build relationships outside of the workplace. It was particularly lovely to catch up with many of you afterwards for drinks at The Playhouse, rounding off a brilliant day in good company.

Thank you again to everyone who took part, supported the event and helped make the day such a success. We look forward to seeing you at our next Institute event.



Summer BBQ Brings Members Together

Our recent Summer BBQ at The Eagle was a fantastic opportunity to take a break from busy schedules and reconnect with colleagues, peers and friends from across the local insurance and financial services community.

With the sun shining and a great turnout from members, the evening provided the perfect setting for both familiar faces and newcomers to come together in a relaxed and welcoming environment. It was particularly encouraging to see so many regular attendees returning, alongside several new members joining us for the first time.

The event came at a particularly busy time for many in the industry, with the 01/07 renewal period in full swing. Taking time out to enjoy some well-earned downtime and connect with like-minded professionals is more important than ever, helping to strengthen the relationships that make our professional community so valuable.

While networking is often associated with formal meetings and conferences, events such as our Summer BBQ demonstrate the benefits of building connections in a more informal setting. They provide an excellent opportunity to share experiences, exchange ideas, discuss industry developments and strengthen professional networks, all while enjoying good food and great company.

As an Institute, we are passionate about creating opportunities for members to connect, learn and support one another. Events like this play an important role in bringing our community together and reinforcing the relationships that help our industry thrive.

A huge thank you to everyone who attended and contributed to such an enjoyable evening. We look forward to welcoming you to many more events throughout the year.



Supporting Our 2026 Charity of the Year: The Feed Norwich

Following our AGM, we were delighted to announce that The Feed Norwich has been selected as our Charity of the Year for 2026 alongside The Insurance Charity.

For those who may not be familiar with their work, The Feed is a local charity dedicated to tackling food poverty, homelessness and social isolation across Norwich. Through a combination of food support, community projects, training and employment opportunities, the

charity helps people build greater stability and independence, creating a lasting positive impact throughout our local community.

At a time when many individuals and families continue to face significant challenges, the work carried out by The Feed has never been more important. What makes the charity particularly inspiring is its focus not only on providing immediate support to those in need, but also on helping people develop the skills, confidence and opportunities required to create brighter futures.

As an Institute committed to supporting people, development and community, we feel a strong alignment with The Feed's values and mission. We are incredibly proud to be supporting the charity throughout the year and look forward to getting involved in a variety of fundraising activities and initiatives. We encourage all members to join us in supporting this fantastic local cause and to keep an eye out for upcoming events and opportunities to get involved.

Our Deputy President, Amaia Robbins, recently attended their Friends of the Feed event at their social supermarket on Hall Road in Norwich.

During the visit, Amaia met with members of The Feed team, toured the Social Supermarket, and gained a deeper understanding of the wide-ranging support the charity provides to people across Norwich and Norfolk. The visit offered valuable insight into The Feed's mission to tackle food insecurity, reduce social isolation, and help individuals build more stable and independent futures.

A particular highlight was hearing directly from someone who had benefited from The Feed's services. Their personal story brought to life the tangible difference the charity makes within our local community and reinforced the importance of supporting organisations that deliver such meaningful impact.

We're already exploring opportunities to work together on fundraising initiatives and social events throughout the year, giving our members the chance to support this fantastic cause while connecting with fellow professionals so watch this space!



Did You Know?

The Feed also operates two popular cafés in Norwich and a Social Supermarket:

- Waterloo Park Café
- Norwich University of the Arts Café
- Social Supermarket, Hall Road

Both cafés offer a wonderful opportunity to support the charity while enjoying great coffee, breakfast or lunch. If you find yourself nearby, why not pay a visit and show your support?

To learn more about The Feed and the difference they make across our community, visit:

<https://thefeed.org.uk/>

Together, we can make a real difference and help support those who need it most. Keep an eye out for our upcoming events to support The Feed.

The Insurance Charity

From financial assistance to practical guidance and emotional support, The Insurance Charity is there for insurance professionals and their families when they need it most.

Find out more about their work and how they support the industry: <https://lnkd.in/ebXXVnGG>

CII creates new Professional Communities Advisory Board (PCAB)

The Insurance Institute of Norwich would like to extend a huge congratulations to our very own Vice President and Treasurer, Alycia Thompson on her appointment to the Chartered Insurance Institute's newly established Professional Communities Advisory Board (PCAB).

The PCAB has been created by the CII to bring together senior leaders from across the insurance profession, including representatives from broking, underwriting, claims, BIBA and the ABI. Its purpose is to ensure that practitioner insight helps shape the CII's strategic thinking, thought leadership, learning and professional development activities.

As one of only eight senior industry representatives appointed to the board, Alycia will play an important role in helping the CII understand emerging risks, market developments and professional priorities, ensuring that the views and experiences of insurance professionals continue to influence the future direction of the profession.

This is a fantastic and well-deserved achievement, recognising Alycia's expertise, leadership and commitment to the profession. We are incredibly proud to see a member of our Norwich Insurance Institute contributing at such an influential level and helping shape initiatives that ultimately benefit CII members across the UK.

Congratulations, Alycia, on this outstanding achievement! We look forward to seeing the positive impact of your contribution to the new board.

CPD events

Professional development has remained a key focus for the Institute throughout recent months, with members taking advantage of a varied programme of CPD events covering topics including handling tough times, the history of insurance, and mentoring.

It has been encouraging to see such positive engagement across our events programme, with strong attendance reflecting the importance our members place on investing in their own development and staying connected with industry learning opportunities.

Looking ahead, we are excited to be building on this momentum and are busy organising more events for the coming months. Our programme will continue to offer a mix of technical insight, personal development and networking opportunities, ensuring there is something to support members at every stage of their career journey.

We look forward to sharing further details soon and encourage members to follow our LinkedIn page to stay up to date with the latest event announcements and opportunities to get involved.

Future CPD events

You've probably seen our upcoming CPD events on LinkedIn recently, but if not here's a reminder:



Book your spot for this session and see what else is on the way [here](#).

Attending CPD events plays a vital role in helping professionals remain knowledgeable, confident and effective in an industry that is constantly evolving. CPD provides opportunities to refresh existing knowledge, stay informed about regulatory changes, emerging trends and best practice, and further develop both technical expertise and essential soft skills that support career progression.

Beyond the technical content, CPD events offer the added value of meaningful interaction with industry experts and peers. Engaging in discussion, asking questions and sharing experiences helps bring learning to life in a way that independent study alone cannot, while also strengthening professional networks.

CPD also supports members in meeting their CII professional requirements, demonstrating to clients, colleagues and employers a clear commitment to high standards, professionalism and ongoing development. Ultimately, CPD helps members remain compliant, current, connected and continuously improving throughout their careers.

Did you know...

As well as remote CPD sessions, the CII offers a wealth of digital CPD content designed to keep your knowledge up to date wherever and whenever you choose to learn.

Digital Events

Members can access a mix of live and on-demand online events, from technical CPD to professional skills and networking.

Learning Content Hub

Members also get unlimited access to hundreds of articles, research papers, publications and lectures all designed to help you build your expertise and stay current with industry developments.

Professional Sector Communities

With dedicated communities across key insurance and financial advice sectors, you can follow CPD programmes and guidance focused on the latest trends, challenges, and good practice in your specialist field.

Visit the Digital CPD page [here](#) to explore everything on offer and top up your learning today.

Social events

Next up in our social calendar is our Paint and Sip event. A fun and creative evening, where a professional Artist will guide you step-by-step through creating your own masterpiece in a relaxed and social atmosphere.

Taking place at Revolución de Cuba on Thursday 10th of September, this event offers the perfect opportunity to combine socialising, networking and brushing up your artistic skills.



No artistic experience is required, simply turn up, follow along and enjoy the process while catching up with friends and fellow members.

Your ticket includes:

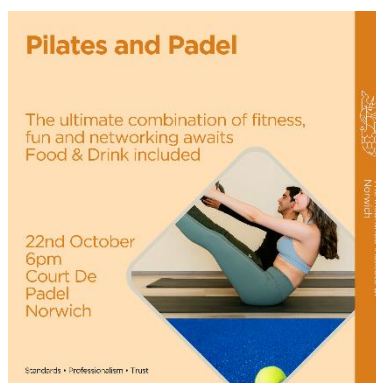
- A fully guided painting class
- A welcome drink on arrival
- *Cocktail teapots to share*
- A delicious Cuban Buffet

We look forward to welcoming members to what promises to be an enjoyable and sociable event, to practice existing skills and hone new ones.

Spaces are limited so book yours [here](#).

What else is in the social calendar this year?

The team are busy organising further events and full details along with the opportunity to book your space will be released in due course, but next up is our Pilates and Padel on the 22nd of October.



Join us for a fun and energising evening combining movement, sport and networking. Start with a 45-minute Pilates session, enjoy an introduction to padel with a trained instructor, and put your new skills to the test in a friendly mini tournament. With food and a soft drink included, this exclusive event offers the perfect opportunity to connect with fellow insurance professionals,

meet new faces and enjoy a relaxed, inclusive atmosphere. Whether you're a complete beginner or simply looking to try something different, come along for an evening of fitness, fun and fantastic company.

Keep an eye on our LinkedIn page for dates and details of what's coming next.

Connecting for Success



During 2025, the council delivered our Connecting for Success session to 2 groups of aspiring young professionals at both Alan Boswell and Aviva.

The session explores the many benefits of being a CII member, how it can support career development, and the various ways to get involved locally. It also promotes the Insurance Charities and the valuable support they offer.

“It was a great session showcasing what the CII and our local institute has to offer.”

If this is something you'd like to see run in your business or you're after some more information, please pop an email over to: norwichinsuranceinstitute@gmail.com

The Journal

Check out the latest edition of the Journal [here](#).

The Journal Podcast

Have a listen to the latest podcasts [here](#).

FAQ's

Want to find out more about the role of the institute and council members, our professional development events, or methods of communication? Check out our FAQs on the website [here](#) to find out more.