



Public Sector

UK & Ireland

UK & Ireland Public Sector

Quality is at the heart of everything we do

Across the UK and Ireland our experienced adjusters and support staff are ready to deliver a timely solution to your Public Sector claim, ensuring the best outcome possible.

To provide you with quality services, we focus on the key elements of loss adjusting: people; communication; and prompt and cost-effective resolutions.

I have never experienced such an efficient service from a claims handling company. The process has been easy, timely and seamless. You always hope that you never have to deal with insurance claims but if we have any future ones I do hope that McLarens are assigned to us in the future. I would not hesitate to recommend to others.

– Great Heights Academy Trust



Areas of expertise

- Property Damage and Major Loss claims
- Surveying
- Construction and Engineering
- Casualty including Complex Loss claims
- Employers' and Contractors' Liability
- Property Owners and Occupiers' Liability
- Environmental Liability
- Professional Indemnity
- Cyber Risks
- Management of Regional Accounts
- Building Valuations

Services at your disposal

- Delegated and non-delegated field solutions
- Major/Complex Loss and Crisis Management
- Desk-based or adjuster-led options
- Tailored service level agreement
- Pre-risk meeting for nominated accounts
- Portal management
- Real-time access to your data
- Tailored MI and reporting
- Fund management and aggregate monitoring
- Assistance with Surveying and Engineering requirements
- Assistance with Recoveries and Subrogation

Case Study



Swift reinstatement works following flooding



Situation: A major flood incident occurred in the North West of England in late January, causing widespread damage to multiple properties belonging to a local housing association. The properties affected included twenty semi-detached dwellings and six ground floor flats some of which were occupied by vulnerable tenants.



Scenario: The McLarens Major Loss Team were instructed by insurers, and using our team of surveyors arranged for the immediate re-housing

of the tenants and the strip out of all joinery, floor coverings, kitchens, decorations and bathrooms. While the drying was undertaken, we drew up a schedule of reinstatement works allowing for different reinstatement options for kitchen designs and floor finishes in the separate properties.



Outcome:

1. By appointing three separate contractors to carry out the works, we were able to reduce the timescale for reinstatement and the alternative accommodation costs.

2. With prioritisation of the most vulnerable tenants, we were able to have the first tenants moving back into their properties by the end of April. The further five ground floor tenants moved back into their homes in the first week of May.
3. By co-ordinating with all parties, including our surveyors, the Housing Association, their housing officers, drying consultants, tenants, and the three separate contractors, we were able to have all reinstatement works completed by the end of May, within four months in total.

Team Leadership



Gordon Winstanley
CIP ACII FCILA
PUBLIC SECTOR LEAD
+44 (0)7703 795 997
gordon.winstanley@mclarens.com

Key Personnel



William Wilson
ACII ACILA
HEAD OF MAJOR LOSS – IRELAND
+44 (0)7889 001 734
william.wilson@mclarens.com



Darren Anderton
ACILA
HEAD OF MAJOR LOSS – NORTH
+44 (0)7540 913 657
darren.anderton@mclarens.com



Gareth Bowers
MBA
HEAD OF MAJOR LOSS
UK & IRELAND
+44 (0)7725 255 842
gareth.bowers@mclarens.com



Martin Allan
ACII ACILA FCILA FUEDI ELAE
HEAD OF MAJOR LOSS – SCOTLAND
+44 (0)7714 168 058
martin.allan@mclarens.com



Mahesh Ganesan
ACII ACILA
HEAD OF MAJOR LOSS – SOUTH
+44 (0)7734 408 265
mahesh.ganesan@mclarens.com



Chris Pettet
BSc (Hons) Adv Dip CILA
HEAD OF COMMERCIAL
PROPERTY – SOUTH
+44 (0)7856 478 188
chris.pettet@mclarens.com



Paul Durham
BA (HONS) CERT CII CERT CILA
HEAD OF MAJOR LOSS –
MIDLANDS & SOUTH WEST
+44 (0)7738 443 554
paul.durham@mclarens.com



Mark Farrant
ACILA
HEAD OF COMMERCIAL
PROPERTY – NORTH
+44 (0)7860 955 390
mark.farrant@mclarens.com



Lee Hudson
Cert CILA Cert CII
EXECUTIVE MANAGER –
LONDON WEST
+44 (0)7502 299 464
lee.hudson@mclarens.com



Brian Gibson
ACII FCILA
EXECUTIVE MANAGER –
NORTHERN IRELAND
+44 (0)7595 201 628
brian.gibson@mclarens.com



James Pitchell
Cert CII Cert CILA
EXECUTIVE MANAGER –
SOUTH WEST
+44 (0)7503 014 123
james.pitchell@mclarens.com



Jamie Forbes
Cert CII Cert CILA
EXECUTIVE MANAGER –
LONDON SOUTH
+44 (0)7780 108 178
jamie.forbes@mclarens.com



Stephen Sweeney
DipCII ACILA
EXECUTIVE MANAGER – SCOTLAND
+44 (0)7780 066 926
stephen.sweeney@mclarens.com



Chris Lewis
Cert Cila BDMA Tech (Ins)
EXECUTIVE MANAGER –
LONDON NORTH
+44 (0)7771 147 817
chris.lewis@mclarens.com



Paul Stott
DIP CILA DIP CII
EXECUTIVE MANAGER – NORTH
+44 (0)7909 212 260
paul.stott@mclarens.com

Our Public Sector Team

73%

of our adjusters hold
insurance qualifications

24


years of experience
on average

100%

of clients said we
understand their needs*

*Respondents to our Annual Client Survey 2021

Notification of Loss

 +44 (0)330 024 9955

 london@mclarens.com

Contact

 london@mclarens.com

 mclarens.com

Connect

 [McLarens](https://www.linkedin.com/company/mclarens)

 [@McLarensGlobal](https://twitter.com/McLarensGlobal)

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