

A low-angle photograph of the dome and upper facade of St. Paul's Cathedral in London, featuring intricate stone carvings and a large dome with a golden finial. The image is partially covered by a blue diagonal overlay.

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



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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 2023

Notification of Loss

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