



September 2025

McLarens People

Sharing news from McLarens UK & Ireland with colleagues and clients



**Alan Smith speaks
to ALARM**

[Click here for more](#)

Welcome

With the summer now well and truly behind us, it is easy to overlook the fact that official records determined 2025 to be the hottest summer on record in the UK, in a year which also saw record-breaking temperatures across Western Europe, resulting in the highest number of wildfires since records began, with over one million hectares destroyed.

Coincidentally, the year also marked the launch of McLarens UK Subsidence proposition, and whilst it may not prove to be the 'surge' year that many had predicted, the resultant impact of moisture deprivation to soil conditions has resulted in an increased incidence of subsidence-related claims and has very much focused the industry on the risk from both a mitigation and remediation perspective.

We are delighted to be now very much a 'thought leader' on this topic and actively exploring solutions with our clients and industry experts.

Our people continue to shine brightly, with both Kim Alcock and Louise Butcher being shortlisted for the Women in Insurance Awards. Kim and the LIVES team have also been shortlisted in two categories at the Inclusion and Diversity in Insurance Awards. Additionally, there have been numerous examples of wonderful initiatives for Community and Charity across the country.

And at the annual CILA Conference in September, it was once again great to see the strength of the McLarens contribution, both in attendance and on the stage, 'giving back' and helping tackle some of the big topics in claims.

Please enjoy and share this latest edition of McLarens People!



Steven Wallace ACII FCILA
Managing Director



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Diversity and Inclusion in Insurance shortlist

We are proud to announce that McLarens has been shortlisted in two categories at the forthcoming Diversity & Inclusion in Insurance Awards 2025.

[Kim Alcock](#) has been nominated as a finalist in the Gender Equality Champion of the Year category, while McLarens has been shortlisted for Internal Diversity & Inclusion Initiative of the Year for its LIVES programme.

The awards ceremony will take place on 18 November, where winners will be announced. McLarens will be hosting a table at the event to celebrate this achievement and to show support for both Kim and the wider team.



Private Clients Summer Soiree

On Thursday, 3 July, the McLarens Private Clients & Estates team hosted their annual Summer Event at the elegant Coq d'Argent rooftop in London.

Guests enjoyed a memorable evening against a stunning backdrop, with perfect summer weather, excellent food, and the opportunity to connect in great company.



Pride Event

This Pride Month, our LIVES team were proud to host a special event, bringing together history, culture, and community.

The session, "BONA TO VADA YOUR DOLLY AULD ECK: How Polari Changed the World!", explored the hidden language of Polari, its role in LGBTQ+ history, and how it continues to inspire change today.

We were delighted to welcome two guest speakers: Jamie Henderson, Brand Ambassador for Polari Beers, who shared the story behind Portobello Brewing Company's Pride-inspired brews and Claire Linacre-Hilton, Director of Development at Stonewall Housing, who spoke about their mission to tackle LGBTQ+ homelessness.

It was a fantastic celebration of pride and progress, with a splash of Rainbow Pilsner.

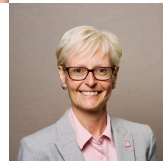


Women in Insurance Awards Nomination

We're proud to share that two of our colleagues have been shortlisted at the Women in Insurance Awards 2025:

[Louise Butcher](#): Claims Professional of the Year and Role Model of the Year – Service Provider

[Kim Alcock](#): Insurance Woman of the Year (Large Firms)



These nominations reflect their outstanding expertise, dedication and positive impact across McLarens and the wider industry. Congratulations, Louise and Kim!

The Chartered Institute of Loss Adjusters recently hosted its annual conference "The Way Ahead – Navigating the Changing World of Loss Adjusting" at Birmingham's ICC.

Highlights included engaging sessions on the future of claims, customer trends, and lithium-ion batteries.

McLarens was strongly represented through both attendance and presentations. Thanks goes to [Alex Wakefield](#) (The Perfect Storm) and [Mark Simmons](#) (Blue Sky Thinking: Sky & Mace vs Riverstone) for preparing and delivering their excellent sessions.



CILA Conference

Marsh Private Dinner

McLarens global management and UK leadership members enjoyed the company of Marsh at 1 Lombard Street.

Representatives from Marsh global and regional teams joined us for a thoroughly engaging evening.



Day of Service at Little Havens Hospice in Essex

[Jamie Forbes](#), [Jonathon Ashford](#), [Kate Harris](#) and [Kieran Curran](#) spent their Day of Service at Little Havens Hospice.

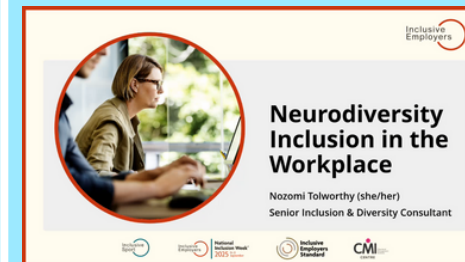
[Little Havens](#) provides specialist care and support for babies, children and young people living with complex or incurable conditions.



Inclusive Employers: Neurodiversity webinar

To celebrate National Inclusion Week (NIW) and Dive In festival, we ran an Inclusive Employers Webinar on Neurodiversity in the Workplace.

The webinar identified concepts, tools and terminology that can be used for neurodiversity inclusion at McLarens



Day of Service at Bishops Stortford High School

[Helen Walker](#) was recently invited to The Bishop's Stortford High School to speak to the Year 8 cohort about careers in insurance, with a particular focus on loss adjusting.

The students engaged with thoughtful and intelligent questions and were especially captivated by real-life footage of fires, floods and explosions. Helen highlighted the importance of sowing the seed in young minds before they come under pressure to make career decisions later in their education journey. Helen noted that raising the profile of the insurance sector alongside established professions such as accountancy, medicine and law could encourage some young talent to actively choose a career in insurance.



Helen will return in October for the school's bi-annual Careers Fair, where she looks forward to reinforcing the message and re-connecting with students who will then be considering their next steps.

5 A Side football for Providence Row

McLarens proudly took part in the Marcomms Cup 2025, a fantastic afternoon of competition and fundraising.

Eight teams made up of our corporate friends and partners battled it out on the pitch, showcasing teamwork, energy, and plenty of friendly rivalry. Representing McLarens on the day were [Sam Ashkuri](#), [Emmanuel Siwoku](#), [Richard Nightingale](#), [Alex Whitton](#), [Harrison Ladlow](#), and [Jonathon Owen](#), who all put in a great performance for the team.

Sam said "It was a brilliant event to be part of, strengthening connections with our partners while raising funds for such a worthy cause."



Perth & Dundee Institute Dinner

We were delighted to attend the Perth & Dundee Institute Dinner at the beautiful Murrayshall Country Estate.

The dinner was a fantastic opportunity to connect with industry peers in a stunning setting. It was a memorable evening, raising an incredible sum for [Meningitis Now](#).



BMW Golf event

McLarens were delighted to host clients and executives at the BMW PGA Championships.

Guests enjoyed an incredible day of world-class golf, with an atmosphere that made the experience truly unforgettable.



McLarens Sponsors St Clere's Dinos U12s

We are delighted to be sponsoring the St Clere's Dinos U12s football team for the coming season. The club is based in Stanford-le-Hope, Essex and play in the Southend & District Youth League.

The team managers said "We owe a huge thank you to the McLarens COMMUNITY scheme for sponsoring our new kit this season. The whole club are absolutely over the moon."



Howden training day with the Private Clients team

In June 2025, the McLarens Private Clients & Estates team visited Howden's Milton Keynes office to deliver training for the combined Private Clients claims and underwriting teams.

The first session, Worn or Carried, explored the challenges of insuring handbag and watch collections, with practical exercises on authenticity and claims handling. This was followed by a briefing on subsidence from [Duncan Hamilton](#), Subsidence Lead, who outlined causes, solutions, and cover in anticipation of a possible 2025 surge.

Both sessions, led by [Alex Wakefield](#) and Duncan Hamilton, were well received. The afternoon concluded with a meal at Brasserie Blanc and drinks, strengthening our valued partnership with Howden.



Goodwood Revival

The McLarens Private Clients & Estates, Commercial Property and Real Estate teams joined clients at the Goodwood Revival in Sussex.

Dressed in period style, they hosted guests from Beazley, Zurich, Gallagher, and Anthony Wakefield & Co, enjoying vintage racing, 1950s-inspired food, and evening entertainment with live music, funfair rides, and classic cars.

Now in its third year, the Revival is becoming a McLarens tradition, offering a relaxed way to connect with clients and colleagues.



Community Day Service at Kings Langley Secondary School

[Jason Smith](#) visited Kings Langley School during their activities week in July, hosting a talk and helping the students who had been designing and creating artwork for a display to celebrate 80 years since the end of World War 2.

The exhibition was a mini museum which had told the story of Kings Langley throughout WW2 from start to finish. Information boards and exhibits from the war had been shown and Jason also found local people connected with the film industry (Harry Potter World being only 2 miles away) that helped to build models and displays.



Great North Run 2025

[Tim McGee](#) and his friend Tom recently completed the 2025 Great North Run, covering the 13.1 mile route from Newcastle to South Shields in support of [Age UK](#).

Although this year's race brought tougher conditions for runners, Tim rose to the challenge and successfully exceeded his fundraising target. Aiming to raise £600, he secured a remarkable £715 thanks to the generosity of your donations.

Well done Tim!



MGAA Conference

The annual MGAA Conference took place in London, where we were proud to participate as exhibitors.

The event brought together a diverse range of clients and provided an excellent opportunity to strengthen relationships with our partners while making valuable new connections.



London Walking Tour

We recently hosted an interactive Walking Claims Tour through the City of London, combining centuries-old landmarks with discussion on today's most pressing insurance challenges.

Led by [Gareth Bowers](#) and [Karl Evans](#), the tour guided participants through real-world claims scenarios at key locations, sparking lively debate and tackling some tough quiz questions.

The tour also included stops at some of London's iconic pubs, providing opportunities to pause, reflect and network.

Prizes were awarded for the most insightful contributions, bringing the event to a successful close.



Update on Subs surge

2025 has been a sunny year with the Met Office confirming we had the warmest Spring and Summer on record. This combined with rainfall well below average in the same period has resulted in exceptionally dry and shrunken ground in the clay areas of the UK. Whilst this is predominantly in the South-East, there are many other pockets of clay across the country.

With clay shrinkage subsidence accounting for around 60% of all UK subsidence, we are having a very busy Summer and Autumn for new subsidence claims. With volumes significantly increasing, the likelihood of reaching 4 x "business as usual" in September is quite likely, which is the traditional level when the market declares a surge situation.

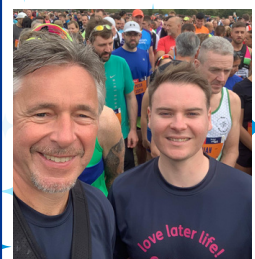
Strategic planning and recruitment since the launch of our dedicated Subsidence Team in April means our capacity remains robust for enhanced new claim levels and WIP transfer which is occasionally requested by clients when our competitors are not performing.

Any new subsidence claims received can be sent to subsidence@mclarens.com

PHOTOS



Private Clients
Summer Soiree



Great North Run
2025



Perth & Dundee
Institute Dinner



BMW Golf Event



Goodwood
Revival

FOCUS ON: INVESTIGATION



Brendan Gillooly
Head of Investigation

Our Investigation Practice has seen significant change in recent years and continues to grow from strength to strength. The team now comprises five members, including two highly skilled consulting investigators and with the wider growth of McLarens and new initiatives from MIP, we are confident of further expansion.

Each member of the team brings valuable experience from within the insurance and adjusting sectors, giving us real insight into the challenges our clients face. I joined McLarens three years ago after 25 years specialising in claims fraud, and while

fraudsters continue to test the market in new ways; there is little we have not encountered before.

Over the past year we've added fresh talent to the practice. Ben Thornley joined us twelve months ago and has already made a strong impact, currently leading on a £12M Major Loss claim which is likely to be repudiated following the arrest of the insured's Director in connection with the fire at the centre of the case.

Kim Higson has recently taken on a new role as Investigation Analyst. Her analytical approach and commitment have proven invaluable, and her completion of the McLarens Accelerate Programme with excellent feedback is a testament to her contribution.

The continued growth and expertise within the practice means that we can support our clients in tackling fraud and investigating complex claims. I am proud of what the team has achieved so far and excited for the opportunities ahead.

10 QUESTIONS WITH: BEN THORLEY



Ben Thorley
Investigator

1. Describe your home office

It's in a corner of our bedroom and as such is all kept to a minimum with just my laptop and monitor on my desk.

2. What can you see from your window right now?

My front garden catching the last of the summer sunshine with the trees and plants holding on to their colour before they shed for the cold months ahead.

3. What is your favourite travel destination?

Any European city as I enjoy seeing the different architecture and cultures.

4. What is your favourite food?

A roast dinner with all the trimmings. No preference on what meat to have as they all taste good to me.

5. What is your favourite tippie?

An ice cold Corona

6. If you could invite anyone to dinner (dead or alive), who would they be?

My late Dad. It would be great to catch up and laugh and get some advice from him.

7. Do you have any hobbies?

I coach my son's football team and go to the gym at least four times a week.

8. What essential ingredients make for a great weekend?

Good wins for my son's team and Tottenham, with dinner out with my wife and children. Lots of quality time and laughter together as a family before they're too old to want to spend time with us.

9. What's your go-to takeaway food?

Either a Nando's or a pizza.

10. What is your favourite book?

One Day to Live by Brendan Kage. A shameless plug for Brendan who put his heart and soul into the book.

Spotlight on EMEA

Young McLarens Netherlands Hosts Network & Knowledge Meeting

Young McLarens Netherlands recently held its quarterly network and knowledge meeting, this time in collaboration with Allianz, focusing on the fields of construction, engineering, and liability.

The event was organised by [Maarten Schaap](#) and attended by [Mitchell van den Berg](#), [Sieme Taal](#), [Jan Jeroen Kreuzen](#), [Annefloo Nieuwenstein](#), [Gerjo Duinmeijer](#) and [Sander Smits](#), alongside Allianz representatives.

Young McLarens Netherlands was established to connect young professionals both within McLarens and across the wider industry. These quarterly sessions provide opportunities to exchange expertise, strengthen networks, and explore developments in key practice areas.

This meeting with Allianz combined presentations, discussions, and an informal lunch, ensuring that knowledge sharing went hand in hand with building valuable professional relationships.



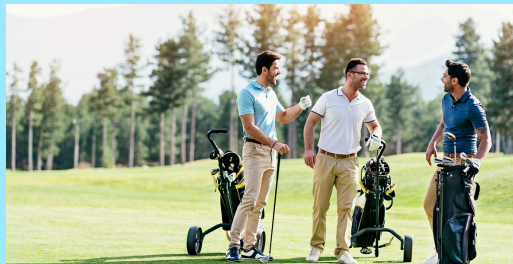
McLarens Netherlands Golf Event

McLarens Netherlands recently welcomed clients and business partners to its third golf event of the year, continuing a tradition of combining sport, networking, and relationship building in a relaxed and enjoyable setting.

Attending on behalf of McLarens were [Pat Quintelier](#), [Gerrit Taal](#), [Hans Claudemans](#) and [Remko Poth](#) who joined representatives from WTW, Belfor, Klap, WIJ Advocaten, and AXA XL. Together, the group enjoyed a full day of golf, complemented by excellent food, good company, and lively conversations.

The event once again highlighted the value of connecting outside of the office, allowing professional and personal relationships to grow stronger. Bringing together trusted clients and partners, McLarens Nederland reinforces its commitment to collaboration and long-term partnerships.

With only one more golf event planned before winter sets in, McLarens looks forward to closing the season on another high note.



Hurricane Gabrielle Hits Spain

On 30th September, the remnants of Hurricane Gabrielle triggered record rainfall and widespread flooding across eastern and Mediterranean Spain. The hardest-hit regions include Valencia, Catalonia, Aragón, Murcia, and the Balearic Islands (particularly Ibiza).

Rainfall totals surpassed 200 litres per square metre in some areas within a short time span, leading to rapid river overflows and flash floods. Infrastructure suffered significant disruption, with highways and local roads submerged or blocked, and rail and commuter services delayed or suspended.

Emergency services mounted large-scale rescue operations to evacuate residents and assist stranded motorists. Authorities urged the public to remain in safe locations and follow the instructions of Civil Protection and local emergency services.

Cleanup and recovery efforts are underway, focusing on restoring transport connections, pumping water from flooded zones, and assessing structural damage. The full extent of the losses and long-term impact is still being determined.



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Market Insights

Looking at the hot topics ongoing and coming up in the market.



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