



March 2026

McLarens People

Sharing news from McLarens UK & Ireland with colleagues and clients



**The Renters'
Rights Act:**

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Welcome

The Middle East conflict has dominated events over the past weeks, and our hearts go out to all those in the region who are living with daily bombardment - the welfare of our people and their families is uppermost in our thoughts as we move through these uncertain times.

As I write this, we are closing out another Financial Year, and I am pleased to report an exceptional year with further double-digit year on year revenue growth with expansion in people, products and processes.

Our final quarter has been a busy one across the UK & EMEA, with a succession of winter storms adding to the usual seasonal uptick, alongside a record number of major losses for the period. As ever, our teams have responded brilliantly, maintaining our usual high standards.

Our commitment to further deepen our offering continues at pace, with our final quarter seeing three product launches: Latent Defects, led by [Richard Bradshaw](#); Subrogation Services, led by [Natasha Howles](#); and Alternative Accommodation Services, led by [Nicola Burns](#).

We welcomed to the business, [Mike Wilson](#), a protection and indemnity (P&I) marine specialist, an important strategic hire to lead our marine expansion.

Plenty has happened on the networking front, much of which is covered herein, but per the cover photo, it was wonderful to support [Louise Butcher](#) as President at a most enjoyable LBIA Dinner!

Thank you to our people for the wonderful support and progressive thinking as we move forward with gusto to another financial term.

Please enjoy (and feel free to share) the latest edition of McLarens People.



Steven Wallace ACII FCILA
Managing Director

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LBIA Annual Dinner

We were proud to attend the [London Business Interruption Association](#) (LBIA) dinner, bringing together professionals from across the industry to share insights and strengthen connections within the business interruption space.

It was a particularly proud moment for us as [Louise Butcher](#), Head of Forensic Accounting - EMEA, delivered a fantastic speech in her capacity as President of the LBIA. Her leadership continues to drive meaningful discussion and technical excellence in the field of business interruption. Louise's charity for the year is [Unique](#), whose mission is to inform, support and alleviate the isolation of anyone affected by a rare chromosome disorder. Thanks to the generosity of the attendees at the dinner, she managed to raise over £7,000!

Thank you to the LBIA for another successful event, and thank you to our wonderful clients who attended.



Introducing Subrogation and Recovery Services

A webinar on McLarens Subrogation Services was hosted by [Natasha Howles](#) (Recoveries Lead) and [Nicola Cattan](#) (UK Head of Business Development).

The session explained how the team identifies and pursues recovery opportunities from the outset of a claim, keeping subrogation in mind, with technical specialists who understand the loss and can act quickly and cost-effectively.

It also covered the service model, the fee structure, solicitor partnerships and examples of successful recoveries.



Glasgow Annual Drinks Reception

McLarens Scotland hosted their annual drinks reception, bringing together colleagues and industry connections for an evening of networking and celebration.

The event proved to be a great success, providing a relaxed setting to reconnect and strengthen relationships.

As the evening progressed, the dance floor quickly filled with energy, and there was certainly no shortage of enthusiastic singers, all contributing to a lively and memorable atmosphere.



ALARM South Conference

The McLarens team had an enjoyable two days at the Alarm South Conference in Windsor, attended by [Duncan Hamilton](#), [Dayna Cash](#), [Zoe Kilshaw](#), [Gordon Winstanley](#) and [Natasha Howles](#).

We welcomed visitors to our stand from the Public Sector, Brokers, and Insurers with networking and plenty of discussion about the breadth of our services and the quality of work we offer.

We ran a 'Name the Teddy Bear' competition, which proved popular with attendees. Congratulations goes to Adam Johnson of Protector Insurance who walked away with the prize.

Dayna's support dog, Emma, was a particular draw to the stand, which was often one of the busiest at the event.



The 'Accidental Heroes' Take Gold

A team made up of professionals from Asured Partners, PIB and McLarens came together at short notice, with many meeting and playing together for the first time, and participated in a netball tournament hosted by [CNA Hardy](#) and the [Birmingham Insurance Institute](#).

Despite the lack of team training, the aptly named 'Accidental Heroes' quickly built strong on-court connections, demonstrating excellent communication, teamwork and determination and went on to win the tournament!

The day showcased the strength of collaboration across the industry and offered a great opportunity to build new relationships in a fun and competitive environment.



CILA Lunch

It was a wonderful afternoon in London at the President's annual CILA Lunch, bringing together colleagues from across the claims profession along with many valued clients.

Great company, engaging conversation and a shared commitment to our profession made the event truly memorable.



EMWalhalla 2026

[Lisa Usman](#), [Jazz Scott](#), [Duncan Hamilton](#) and [Alex Wakefield](#) will be travelling to the Netherlands to take part in [EMWalhalla](#), an event giving a stage to those forgotten and maligned cars.

This year, we have some truly awful vehicles along for the ride, including an Austin Allegro, an ancient Rover, several decrepit Citroens and Alex Wakefield's Daihatsu Cuore.

Joined by teams from Richfords Fire & Flood, Anthony Wakefield & Co and Criterion, the team are fundraising for RNLI to support its mission to save lives at sea.

You can donate by clicking [here](#).



Lloyds and London Market Training Webinar

[Kim Alcock](#) hosted a Lloyd's and London Market webinar, delivering a clear, jargon-busting overview of how Lloyd's of London and the wider London Market operate, the key market players and their roles, Lloyd's Claims Principles and common terms regularly encountered in practice.



Manchester BIBA Committee Dinner

The BIBA Greater Manchester Committee's annual dinner was a great success this year, welcoming more than 400 guests for a night of celebration and inspiration.

The evening marked a key moment for the committee, with [Adam Coates](#) celebrating a successful year as Chair and [Ryan Conroy](#) officially handing over the reins.

[Rebecca Webster](#) said that her standout moment of the night was the talk from speaker [Richard McCann](#), 'never in my 25 years of attending dinners have I seen a speaker get a standing ovation!'



SheRises Yoga

[Kim Alcock](#) attended a yoga session hosted by SheRises, a women's networking group founded by [Chubb](#).

The group connects women across the insurance industry to share advice, support career development and enjoy social events.

Kim said 'The yoga session, followed by drinks and canapes was the second event. It was a very relaxing and enjoyable end to a working day'.

More events are planned and a book club is being set up.



Insurance Institute Dinners

McLarens colleagues have recently attended a series of Insurance Institute dinners across the UK and Ireland, including Nottingham, Northern Ireland, Cork, Peterborough, Leeds, Liverpool, and Dublin.

These well-regarded Insurance Institute dinners have brought together professionals from across the market, providing valuable opportunities to connect, share insights, and strengthen relationships in an informal setting.



Inclusive Employers Mental Health Webinar

A Mental Health Awareness session was hosted by [Inclusive Employers](#), exploring key concepts, terminology and statistics highlighting the importance of better mental health at work.

The session also shared practical tools and strategies, discussed how to embed them effectively, and encouraged colleagues to identify their own next steps towards creating a more mentally inclusive workplace.



Intact Job Fair

[Natasha Howles](#) and [Simon Bradd](#) attended the Intact job fair in Peterborough.

While many attendees were not initially familiar with McLarens with most using loss adjusters who undertake work in the domestic arena, the event provided a great opportunity to raise awareness of what McLarens do.

Natasha said, 'We were able to highlight our key areas of work and discuss the variety of roles available with several attendees expressing a genuine interest in McLarens'.

It was a valuable opportunity to promote the company and engage with prospective candidates.



Queenswood School Careers Fair

[Laura Trevett](#) and [Tom Garel-Jones](#) attended the careers fair at [Queenswood School](#) in Potters Bar, speaking to students across all year groups about their roles and career paths.

Tom shared insights into life as a Loss Adjuster, highlighting the varied nature of commercial property claims, while Laura explained how her work as a Forensic Accountant supports the same cases by quantifying business interruption losses. Together, they demonstrated how their roles compliment one another.

The event sparked engaging conversations with students at different stages of considering their future careers and proved to be an enjoyable and rewarding afternoon.



Lights out at the F1 Arcade

McLarens UK & Ireland's Entertainment & Contingency team recently held a client event at the [F1 Arcade London](#) to celebrate the launch of its region-wide Sports designated adjuster team.

The evening brought together valued partners for an exciting simulator racing experience, filled with competitive moments and great conversations.

Guests embraced the competitive spirit of the event, with Nick Carson of Howden claiming the top spot as the fastest racer of the night.



The Future of Livestock Disease Insurance

McLarens hosted an online webinar exploring the future of livestock disease insurance and the growing challenges outbreaks present for farmers, insurers and brokers.

Bringing together market expertise, the session featured [Laura Trevett](#) (McLarens), [Camilla Curry](#) (AXA XL) and [Tom McDonald](#) (Howden).

The webinar focused on how data-driven insights and industry collaboration can help strengthen market resilience, with key topics including predicting and managing disease spread, effective portfolio risk distribution, practical mitigation strategies for farmers and the broker perspective on delivering confidence and value to clients.



McLarens shortlisted at British Claims Awards

McLarens has been shortlisted in multiple categories at this year's British Claims Awards, highlighting the strength of our expertise and the dedication of our people.

We received nominations for Major Loss (in joint submissions with Ecclesiastical Insurance and QBE Insurance), Best Employer, Counter Fraud, and Loss Adjuster of the Year. These recognitions reflect our ongoing commitment to delivering excellence across the entire claims lifecycle.

We are also proud to see [Blue Newton](#) shortlisted in the Rising Star category, showcasing the exceptional emerging talent within our business.



IUA Networking Breakfast

[Louise Butcher](#) attended an International Underwriting Association (IUA) networking breakfast alongside fellow property underwriters, where senior London Market experts led discussions on several key industry topics.

Louise took part in a discussion on one of her specialist areas within Business Interruption: Increase in Cost of Working vs Additional Increase in Cost of Working.

The session explored the nuances between the two and highlighted how, when applied effectively, they demonstrate the real value of Business Interruption insurance.



Day of Giving at Unique - Understanding Chromosomes and Genes

Members of the Forensic Accounting team at McLarens recently had their Day of Giving, supporting the charity [Unique – Understanding Chromosomes and Genes](#).

The team, including [Louise Butcher](#), [Owen Tuck](#), [Jordan Wildes](#) and [Lucas Wren](#) spent the day assisting with preparations for an upcoming conference, helping to ensure everything was in place for the families and individuals the event supports.

Lucas said, 'It was great to see the amount of care, energy and dedication that goes into an event supporting families and individuals affected by rare chromosome and gene disorders. Being able to contribute, even in a small way, felt meaningful and the atmosphere was incredibly positive from start to finish!'



Launch of the McLarens Global Risk Network

In January we hosted our soft launch of the Global Risk Network in London.

The exclusive McLarens' Global Risk Network will offer a series of in-person and virtual discussions and events. The initiative aims to foster meaningful dialogue between corporate risk and insurance managers, with guidance from claims professionals, on critical topics in skills for managing risk, emerging risks, market insights and more.

The launch event began with an introduction over a light lunch at our Lime Street offices, followed by a tour of Lloyd's of London and a chance to network at the [Jamaica Wine House](#) (also known as "the Jam Pot"), where insurance started.

The network now looks forward to its next gathering, an online workshop on Business Interruption on 21st April, when the group will gain insights into the latest trends and challenges.

If you would like to be involved in the network, please contact clientservices@mcclarens.com.



Barnum The Circus Musical Theatre Show

Our annual trip to the theatre has become something to look forward to in Manchester, with guests holding out for their invite year on year! This year was no different, and we all enjoyed seeing Barnum, The Circus Musical, with Lee Mead playing the lead.

The highlight was watching him walk the tightrope for real! You couldn't hear a pin drop in the theatre! We were well prepared for the rain with our McLarens umbrellas, and it didn't stop us from heading over to The Refuge for a post-theatre cocktail!



Women in Insurance Awards Nominations

McLarens is proud to celebrate a series of outstanding nominations at this year's Women in Insurance Awards, recognising the talent and dedication of our people.

[Rebecca Webster](#) and [Ambika Fernandes](#) have both been shortlisted for the Unsung Hero Award, highlighting their invaluable contributions and consistent hard work behind the scenes.

[Kerry Smith](#) has been nominated for Role Model of the Year, a testament to her leadership, integrity and ability to inspire those around her.

[Louise Butcher](#) has received nominations for Claims Professional of the Year and Role Model of the Year, reflecting her expertise, commitment and positive influence across the business.

[Natasha Howles](#) has also been shortlisted for Claims Professional of the Year, recognising her professionalism, dedication and high standards.

Congratulations to all on these well-deserved nominations.

Women in Insurance
AWARDS 2026™

NOMINEE



Gareth Bowers
Head of Major Loss

multi million pound fires to cable thefts and some very tricky cases where we have been able to assist our clients in identifying fraud with the valuable assistance of [Brendan Gillooly](#) and his team.

Notable losses have included an industrial estate stripped of cabling over an extended period, several major recycling plant fires, and a significant fire at a boarding school that also operated as a monastery. Other incidents ranged from a substantial blaze at Kensington Roof Gardens to football club claims where pitches were lifted by tank bursts, as well as catastrophe response work following Hurricane Melissa in Jamaica. No two days are ever the same.

We have been joined this year by some exceptional new hires; [Darren Scutt](#), [Luke Crowe](#), [Chris McRae](#), [Barry Lorimer](#) and more recently Vicky Wood. We like to promote from within and have been very pleased to see [Chris Lowes](#), [Jonathan Ashford](#) and Andrew Alexander join the team with [Jack Jenkins](#) soon to move across.

We are always looking for additional staff to join the team as we expand further and mention of our colleagues across the other practices is a must, as a team approach where the best in-class knowledge is deployed leads to a world class service.

The McLarens Major Loss Practice is a thirty strong team of specialist Major Loss adjusters and Surveyors supported brilliantly by a team of support staff and claims technicians.

The practice is spread across the UK and NI and becomes involved in European work and McLarens catastrophe response worldwide.

We have an exceptional team led by seven Regional Heads: [David Booroff](#), [Darren Scutt](#), [Richard Collison](#), [Paul Durham](#), [Darren Anderton](#) (not of Spurs fame), [Stephen Sweeney](#), [William Wilson](#) and lastly [Karl Evans](#) is Technical Lead of surveyors.

This financial year has seen another superb performance with not only increased volumes but some very interesting losses from

10 QUESTIONS WITH: GARETH BOWERS



Gareth Bowers
Head of Major Loss

1. Describe your home office

Third floor with heating on all winter and then numerous fans in the summer!! It is also the location for all neglected and dying house plants!!

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

The sky, I can only see through the velux above me which reminds me I really must clean them.

3. What is your favourite travel destination?

Australia. I spent six months there working and travelling and have never been anywhere with such an eclectic mix of scenery and wildlife. Not to mention drive through off licenses.

4. What is your favourite food?

I Love pasta. Carbonara boringly but you like what you like.

5. What is your favourite tittle?

Spiced Rum. Very grateful to Ambika who always brings me a bottle of Old Monk after her travels.

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

Ozzy Osborne RIP. I like my Heavy Metal and had hair down over my shoulders for much of my youth. When I joined Eagle Star back in the day I was told to get it cut!!

7. Do you have any hobbies?

Our family owns a canal boat "The Naughty Hobbit". I love speeding to the marina after work on a Friday in the summer and then taking the boat out with a beer in hand. Plenty of sunscreen needed though.

8. What essential ingredients make for a great weekend?

Leeds winning. Don't get many of them mind you. Walking the dog and taking him down the pub with friends afterwards.

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

I don't have them often, but I love a Chicken Tandoori Khana

10. What is your favourite TV Series?

Stranger Things. For the recent final series I got up at 1am to watch simultaneously with my youngest daughter Minnie in University and my eldest daughter Darcey who lives in Florida.

McLarens Middle East Key Contacts

We recognise that the situation across the Middle East continues to be a source of significant concern, and our thoughts are with all those affected.

We would like to reassure our clients and partners that our teams across the region are safe and well. In line with local guidance, they are currently working remotely and remain fully available to support your requirements. Despite the challenging circumstances, our commitment to delivering the high standard of service you expect remains unchanged.

The safety and wellbeing of our colleagues continues to guide our actions, and we are monitoring developments closely. Our services remain fully supported, and we will provide further updates should there be any changes.

Please see below key contact information for our Middle East regional management team. Full details of our regional capabilities are available on our website - [McLarens Middle East & Africa Market - Insurance Claims Adjusting](#).



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Market Insights

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



Click on the links to find out more.

[The Building Safety Act and Its Implications for the Disaster Restoration and Mitigation Industry](#)

The Building Safety Act 2022 is a major reform of UK building safety law, introduced following the Grenfell Tower tragedy. It strengthens accountability, competence and transparency across a building's lifecycle and establishes a new Building Safety Regulator within the Health and Safety Executive.



[Read full article](#)

[Top Tips on Managing Mould](#)

Alan Smith highlights the growing mould crisis in the February 2026 edition of The Journal (alarmrisk.com).

McLarens' Head of Mitigation, [Alan Smith](#), delivers a timely and authoritative piece on managing mould — and why it is fast becoming one of the most significant property risks facing landlords, insurers, and risk professionals.



[Read full article](#)

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