



September 2026

McLarens People

Sharing news from McLarens UK & Ireland with colleagues and clients



Subsidence in 2026:

**early signs of a
significant surge**

[Click here for more](#)

Welcome

I hope everyone has had the opportunity to enjoy a well-deserved summer break and spend some quality time with family and friends. As we move into autumn and settle back into our routines, it is a pleasure to introduce another edition of McLarens People.

This year, the UK & Ireland and Western Europe experienced the hottest summer on record. Whilst many of us welcomed the long hot days and balmy nights, the prolonged dry conditions served up a significant increase in weather-related fires and subsidence, highlighting once again the important role we play in supporting our clients and their clients. If I may express my sincere gratitude to our teams for pulling out all the stops, despite the holiday resource pressure.

As I reflect on this edition, I am struck by the breadth of achievements, experiences and contributions from colleagues across our business. From industry awards and professional milestones to client events, charitable fundraising and community support, these pages reflect the passion, expertise and commitment that continue to define McLarens and our people.

I am especially proud to see colleagues being recognised within our industry. Congratulations to [Louise Butcher](#) on her success at the Women to Watch EMEA Awards and to [Rebecca Webster](#) on becoming McLarens' first-ever winner of a British Insurance Award. These achievements are a testament not only to individual excellence, but also to the culture of support, development and collaboration that exists across our business.

It is great to see the continued growth right across our EMEA region. From developments in the Middle East and the Netherlands to conferences, client events and thought leadership initiatives, our teams continue to demonstrate the value of collaboration, knowledge sharing and a truly international perspective.

I hope you enjoy reading this edition of McLarens People. As always, please feel free to share it with clients, contacts and friends of McLarens.



Steven Wallace ACII FCILA
Managing Director

steven.wallace@mcclarens.com

Perth & Dundee CII Dinner

McLarens recently hosted a table at the Perth and Dundee CII Dinner, with [Bob Eccles](#), [Neil Kellaway](#), [Bryony Craig](#) and [Phil Thomson](#) from Brawdia attending on behalf of McLarens.

They were joined by guests from [GS Group](#) and [Aviva](#) for an evening of networking and fundraising.

McLarens also donated prizes to the charity raffle, with the evening raising over £2,000 for [Sepsis Research](#), the event's sponsored charity.

A special thank you to [Caroline McDonald](#) for organising the evening and doing a fantastic job, despite being unable to attend.



Day of Service - Stonewall Housing

[Duncan Hamilton](#), Shereen Simpson, [Chloe Selmes](#), [Kate Arthurs](#), [Andrew Barker](#), [Ambika Fernandes](#), [Kerry Smith](#) and [Monika Szczesna](#) swapped the office for the garden as they spent their Day of Service volunteering with Stonewall Housing. [Stonewall Housing](#) is a specialist charity supporting LGBTQ+ people who are experiencing or at risk of homelessness, helping people access safe housing and the support they need.

The team helped transform and tidy up an outdoor space, cutting back lots of ivy, clearing overgrown areas and giving the garden a much-needed refresh, with plenty of spiders found along the way! It was a great day of teamwork, while making a positive difference to the space.

Maya from Stonewall Housing said, "Your lovely team worked so efficiently and speedily; the garden looks FANTASTIC! The front garden looks completely transformed, and as I was leaving, the residents came out to admire your work".



MGAA Conference

McLarens attended the Managing General Agents' Association (MGAA) Annual Conference 2026 in London, connecting with colleagues and partners from across the MGA and wider insurance community.

The team welcomed attendees, discussing McLarens' claims expertise and how we can support clients across the insurance market.

Representing McLarens were [Neil Baldwin](#), [Jason O'Sullivan](#), [Beth Cassie](#), [Ambika Fernandes](#) and Shereen Simpson.



Zurich UK Supplier Day

McLarens recently attended [Zurich UK](#)'s inaugural Supplier Day, providing a great opportunity to connect with industry peers and suppliers and spend time with the Zurich Claims team.

The McLarens team also delivered a presentation on damp and mould following escape of water claims, sharing insights and practical considerations around managing these complex losses and sparking valuable discussions with attendees.



Supporting the next generation of rugby stars

McLarens is proud to sponsor the match shirts of [Vigo RFC Under 9s](#), giving the players the chance to represent both their club and sponsor on the field.

After a fantastic season developing their skills, teamwork and confidence, the team celebrated with an end-of-season tour.

[Jamie Forbes](#), Team Manager and Head of Commercial Property – London & South East, said: "It's fantastic to see the players proudly wearing their McLarens shirts, and we're looking forward to seeing what the new season brings!"



Business Insurance's Women to Watch EMEA Awards 2026

[Louise Butcher](#) has been named a winner in the Business Insurance Women to Watch EMEA Awards 2026!

This recognition celebrates Louise's leadership, expertise and outstanding contribution to the insurance industry.

The Women to Watch programme recognises inspiring women across risk management and commercial insurance, and we're proud to see Louise recognised among this year's honourees.



A Winning Day at Donington Park

We were delighted to join clients and guests at Donington Park to support RVR Racing's Mark and Jake McAleer in the [Porsche Club Championship](#).

The McLarens-sponsored father-and-son team secured two race wins and a second-place finish, while our guests enjoyed a behind-the-scenes experience with insights into the championship and close-up access to the cars.

With great company, sunshine and racing success, it was a fantastic day. We wish Mark and Jake the best for the final races at Snetterton on 10 October, where Jake will aim to retain his championship title.



Glasgow McLaren's Walking Tour

Following the success of our walking tours in London, [Karl Evans](#), [Mark Farrant](#), [Steve Sweeney](#), [William Thomson](#), [Caroline McDonald](#), [Michael Nicholson](#), [Nicola Cattar](#) and [Kate Harris](#) took the tour to the streets of Glasgow!

The team welcomed a group from [Zurich](#) on a walking tour around Glasgow, combining a quiz on local buildings with discussions such as the insurance challenges adjusters can face, including mitigation, unoccupancy and values at risk.

The tour included listed buildings, an unoccupied office block, a mixed residential and commercial property, and Glasgow Central Station, which was recently extensively fire damaged. Steve and William provided an overview of the loss and the challenges involved in handling the major incident on Zurich's behalf.

The informative and interactive evening sparked some great discussions before the scores were tallied and the winners received McLarens gifts over a few drinks. It was an excellent evening that we hope to replicate in other regions next year.



Rapid Relocate Golf Day

[Nicola Burns](#), Alternative Accommodation Lead, joined McLarens colleagues and clients from [Marsh](#) at [Rapid Relocate's](#) annual charity golf day, raising funds for [St Richard's Hospice](#).

The day brought together golfers and non-golfers from across the industry, with the non-golfers starting with a series of lessons to learn the basics, while the golfers took on 18 holes in the sunshine. It was a great opportunity to connect with colleagues and clients, make new connections and enjoy some friendly competition.

Reflecting on the day, Nicola said: "Not only did I get the chance to learn how to play golf, but we also helped raise money for [St Richard's Hospice](#), an incredible charity that does amazing work. Fantastic weather, refreshing drinks and even better conversations throughout the day!"

St Richard's Hospice cares for adults with a serious progressive illness, improving their quality of life during treatment.

It was a fantastic day supporting an important local charity while bringing people from across the industry together.



British Insurance Awards success

Congratulations to [Rebecca Webster](#), who has been named the winner of the 'Unsung Hero' Award at the [British Insurance Awards](#). Rebecca was delighted to receive the award and was proud to bring home the company's first-ever trophy at the BIAs.

Alongside her role at McLaren, Rebecca contributes to the insurance and wider community through her involvement with local [BIBA](#) and [CII](#) committees, [IUAD](#), her local church and community initiatives.

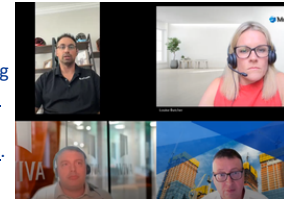
It is a fantastic achievement and well-deserved recognition of Rebecca's contribution both within McLaren and across the wider insurance community.



Data Centres Webinar

We recently hosted our Forensic Accounting Technical Webinar, exploring the insurance risks, claims challenges and resilience demands behind the infrastructure that keeps the digital world running.

The session featured insights from [Nigel Ward \(Aviva\)](#), [Louise Butcher - Executive Director - Forensic Accounting](#), [Mark Simmons - Head of Construction & Engineering](#) and [Joe Roskop - Senior Executive General Adjuster, AVP](#).



Race to the Stones Ultramarathon

[Toby Knight](#) completed the Race to the Stones ultramarathon on Saturday 11 July, finishing the 100km route in 14 hours, 33 minutes and 8 seconds while raising an incredible £4,100 for Down Syndrome Swimming Great Britain (DSS-GB).

Running along the historic Ridgeway from Lewknor to the Avebury Standing Stones, Toby battled scorching temperatures but enjoyed the stunning scenery along the way.

DSS-GB is a volunteer-led charity supporting competitive swimmers with Trisomy 21 and Mosaic Down syndrome.

Well done, Toby, it is an amazing achievement!!

Donations can still be made via [Toby's JustGiving page](#).



A fantastic day at Birchden Vineyard!

We were delighted to host clients for an afternoon of wine tasting, a vineyard tour, great food and a little friendly competition on the lawn games.

With the sun shining and plenty of great conversations, it was the perfect opportunity to strengthen relationships and enjoy time together outside the office.

A big thank you to everyone who joined us and helped make the event such a success.



Planet Mark Certification

We're pleased to share that McLaren has achieved [Planet Mark Business Certification](#), marking our third consecutive year of certification.

Over the past reporting period, McLaren reduced its Scope 1 and 2 emissions (market-based) by 22.2%, while also committing to expanding our measurement boundary as we work towards developing a full carbon footprint.

This certification reflects our continued commitment to measuring and reducing our environmental impact and supporting a more sustainable future.



BMW Wentworth Golf

[Steven Wallace](#), [Neil Baldwin](#), [Chris Pettet](#) and [James Pitchell](#) hosted client representatives from [Chubb](#), [SwissRe](#), [Zurich](#), [Brown and Brown](#), [Domus IQ UW](#), [LREAC](#) and [Howden](#) at our annual outing to round 2 of the [BMW PGA Championship](#) event held at [Wentworth Golf Club](#).

There was glorious weather at the superb course, and some impressive golf made for a great day out. With a tight pack chasing, ultimately [JJ Spaun](#) won on the final day.



One Mile a Day for Cancer Research

[Vivian Parker](#) has almost completed her 30-day walking challenge, walking one mile every day throughout September to raise funds for Cancer Research UK.

Vivian set out to raise £100 but has already raised over £400 for the charity.

If you would like to support Vivian, donations can still be made through [her fundraising page](#). Well done Vivian!



Providence Row Mile Between us Cup

[Harrison Ladlow](#), [Kieran Smith](#), [Matthew Barrett](#), [Bane Tepavcevic](#), [Alex Whitton](#) and [Romell Harris](#) represented McLaren at the inaugural [Providence Row Mile Between us Cup](#), a charity football tournament supporting people experiencing homelessness in the City of London.

The team enjoyed a competitive afternoon of football while helping raise funds for Providence Row's Food Programme, which provides more than 11,000 meals each year to people experiencing homelessness. The event has already raised over £7,000 towards its £10,000 target.

A fantastic day of teamwork, competition and supporting an important cause.



First CILA Cohort goes live

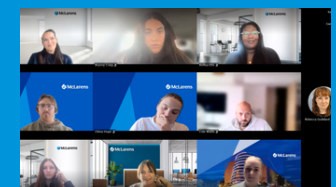
We're delighted to announce that the McLaren CILA Cert Cohort 1 officially launched on Friday 18 September.

Almost 30 delegates expressed an interest in the programme, with the first cohort selected based on their learning needs and the benefits they identified from mentoring and additional support.

Our learners are as follows and their mentors are highlighted in bold, [Michael Ledgerton](#) → [Cole Wallis](#), [Ben Squires](#) → [Romell Harris](#), [Nigel Collins](#) → [Michael Nicolson](#), [Helen Reeves](#) → [Kellisa Ellis](#), [Richard Taylor](#) → [Rebecca Godard](#), [Richard Nightingale](#) → [Olivia Hope](#), [Mark Farrant](#) → [Mia Okoli](#), [Paul Stott](#) → [Lily Barmby](#), [Richard Selvey](#) → [Bryony Craig](#), [Paul Goring](#) → [Amelia Savill](#)

As part of the launch, delegates received their exam voucher, revision materials, programme guidance and a [video message](#) from Executive Director, [Toby Knight](#) outlining the importance of the qualification to McLaren.

The CILA accreditation is an ongoing initiative to increase our skillset at McLaren.



FOCUS ON: Performance



Richard Selvey
UK & Ireland QA Manager

As demands on the function have grown, we've strengthened the team this year with dedicated Customer Experience and Learning & Development resource. These appointments reflect the increasing importance of understanding customer experience, supporting colleague development and ensuring that learning is translated into meaningful improvements. They have already enhanced our ability to analyse feedback, identify opportunities and share insights more effectively across the organisation.

One of our key priorities is ensuring that insight leads to action. Every complaint, audit finding and piece of customer feedback provides an opportunity to learn. By analysing root causes and tracking improvement actions through to completion, we help ensure lessons are embedded, good practice is shared and standards continue to improve across the business.

Alongside our day-to-day activities, we have been working closely with colleagues to enhance our Training & Competency Framework and progress plans for a McLaren's Centre of Excellence. These initiatives are designed to create clear development pathways and support the next generation of insurance professionals.

As McLaren's continues to grow, the Performance Team remains committed to supporting our people with the insight, governance and tools they need to succeed. By combining data, expertise and a relentless focus on continuous improvement, we want to help ensure that customers remain at the heart of everything we do, and that McLaren's continues to set the standard for excellence across the industry.

The Performance Team plays a key role in helping McLaren's deliver exceptional outcomes for our clients and customers. Whilst much of our work happens "behind the scenes", our focus remains simple: helping colleagues deliver exceptional service, and ensuring that clients and customers receive the outcomes they deserve.

Our remit spans quality assurance, complaints oversight, customer outcome monitoring, training and competency, management information, and aspects of regulatory compliance and governance. Bringing these disciplines together allows us to identify emerging trends, share best practice and support operational teams in delivering consistently high standards across the business.

10 QUESTIONS WITH: Richard Selvey



Richard Selvey
UK & Ireland QA Manager

1. Describe your home office

It's a fairly unremarkable (and cramped) corner of our living room. Plans for something grander are on hold until my eldest flies the nest.

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

My back garden, which has seen better days. I will never be convinced of the joys of gardening (and it shows).

3. What is your favourite travel destination?

I love Venice. I've been several times now, and never get bored of the view as the taxi boat rounds onto the Grand Canal. As a one-time student of history, it's incredible to wander through what is basically an open-air museum. The food is also superb – we've uncovered a few hidden gems on our travels, which I always look forward to revisiting.

4. What is your favourite food?

I love seafood. It's another Venice experience, but there's a plate of raw seafood (prawns, scallops, tuna, and some other things I didn't even recognise) that lives long in the memory.

5. What is your favourite tippie?

I'm a lager drinker. Probably Peroni by preference but I do enjoy a Mojito.

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

Gary Lineker was my hero as a boy, and I'm sure he's got a tale or two to tell. I'm a big fan of Louis Theroux, as well.

7. Do you have any hobbies?

Spare time tends to revolve around the kids, but I'm a big reader. My father-in-law is also trying to convert me to golf – I've yet to catch the bug.

8. What essential ingredients make for a great weekend?

Both my daughters have dance lessons on Friday evenings, and 9-7 on Saturday, so options are limited! Where we do find a gap, I love going out for dinner, watching sport (typically football or rugby), and a Sunday roast.

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

There's a Lebanese place near me that does unbelievable belly pork.

10. What is your favourite TV Series?

Breaking Bad is the best show ever but I and always find myself going back to It's Always Sunny in Philadelphia.

McLarens Experts Take Centre Stage at CILA Conference 2026

McLarens was proud to be well represented at the annual [CILA](#) Conference, with our speakers [Robin Ehrlich](#), [Mark Simmons](#), [Michael Ledgerton](#) and [Chris Nustedt](#) sharing expert insights on some of the key issues shaping the claims industry including AI in Modern Claims Practice, Supporting Customers beyond the Claim, The Hidden Cost of Delay and Underinsurance causes, consequences and claims challenges.

The event brought together professionals from across the market for thought-provoking discussion, networking, and knowledge sharing. Our speakers showcased the depth of expertise within McLaren's while contributing to conversations that will help drive the industry forward.

A big thank you to everyone who attended the sessions and connected with our team throughout the conference. We look forward to continuing the conversation at future industry events.



Spotlight on EMEA

Middle East Insights for the London Market

Colleagues, clients, and London Market partners came together for Middle East Insights for the London Market, an event exploring the opportunities, challenges and emerging risks shaping one of the world's most dynamic regions.

McLarens experts, including [Ollie Waterman](#), [Blue Newton](#), [Joshi Pramod](#), [Mahesh Ganesan](#), [Matt Rooney](#), [Gary Wilson](#) and [Yaser Zamzami](#), shared insights on topics ranging from the region's construction boom and expanding trade networks to government investment, casualty trends, financial crime, climate resilience, and geopolitical risk.

The discussions highlighted both the scale of growth across the Middle East and the increasingly complex risk landscape facing businesses and insurers. Attendees had the opportunity to hear from subject matter

experts, exchange perspectives, and strengthen connections across the market.

The event concluded with a forward-looking discussion on geopolitical risk, followed by networking over drinks. As the Middle East continues to evolve at pace, events like these help keep our clients and partners informed, connected, and prepared for the challenges and opportunities ahead. We look forward to continuing the conversation at future McLaren's insights events.



Spotlight on EMEA

Four down, one to go: Golf events with Clients

McLarens team in the Netherlands recently hosted their fourth golf event of the year, welcoming clients and colleagues for a challenging nine holes at [Golfbaan Bentwoud](#).

The event concluded with drinks, traditional Dutch snacks and dinner, providing an excellent opportunity to catch up and connect with business contacts across brokers, insurers and suppliers.

The final Netherlands golf event of the year is scheduled for October.



McLarens appoints Ollie Waterman as Regional Director - Middle East

McLarens has appointed [Ollie Waterman](#) as Regional Director – Middle East, effective 1 October 2026. Ollie succeeds [Malcolm Addy](#), who will retire at the end of the year following a significant contribution to McLarens' growth across the region.

Supported by [Mahesh Ganesan](#), Operations Director – Middle East, Ollie will take overall responsibility for the region, working across McLarens' core practice areas and alongside [McLarens Aviation](#) and [Lloyd Warwick International](#).

In his new role, Ollie will also strengthen collaboration between the Middle East, London and wider EMEA teams, supporting McLarens' focus on a more connected regional operation.



GCMS Europe Conference

From 21–23 September, McLarens attended the Global Crisis Management Summit (GCMS) in Amsterdam, which we had a hand in organising too.

The event brought together professionals from across the industry, including professors, lawyers, brokers, regulators and technical experts, with sessions and panel discussions focused on recall claims.

McLarens was represented by colleagues from the US, UK&I, Europe and Asia, with several networking opportunities providing a chance to connect with clients and industry contacts throughout the event.



Netherlands Office Weekend

McLarens Netherlands colleagues and their partners gathered at [Van der Valk Hotel De Cantharel](#) in Apeldoorn for the annual Office Weekend.

The relaxing surroundings of the hotel's woodlands provided the perfect setting for an enjoyable afternoon. It included outdoor activities and a guided forest walk, followed by drinks around the fire pit and a barbecue.

It was a great opportunity to relax, connect and celebrate another year of teamwork and dedication.



A Warm Welcome to Lloyd's: Middle East Colleagues Visit London

We were delighted to welcome a group of colleagues from our Middle East offices to London recently, where they enjoyed a guided tour of the iconic [Lloyd's of London](#) building.

The visit provided a unique opportunity to explore one of the world's most recognised insurance marketplaces, gaining valuable insight into its rich history, distinctive architecture and the role Lloyd's continues to play in the global insurance industry. It was also a chance for colleagues to see firsthand how risks from around the world are brought together and managed within this historic institution.

Beyond the tour itself, the visit offered a great opportunity to strengthen connections across our international teams, share experiences, and celebrate the collaborative spirit that underpins our global business.



The Netherlands Annual BBQ

McLarens Netherlands hosted their annual barbecue at [Buitenplaats Kameryck](#), welcoming colleagues and business partners for an afternoon of great food and conversation despite the high temperatures.

After a brief speech by Managing Director, [Klaas Brand](#), the catered buffet was opened but not before they took a moment to put our colleague Paulien Walch in the spotlight. After 26 years, Paulien is bidding farewell to McLarens to enjoy a well-deserved retirement.

It was a fantastic event and a great opportunity to connect with colleagues and business partners.





Market Insights

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



Click on the links to find out more.

McLarens launches specialist sports and leisure claims service

McLarens has launched a sports and leisure offering in the UK and Ireland to build on its existing entertainment and contingency team. It will offer full commercial claims coverage for organisations operating across the sector – from grassroots facilities to top-flight venues – spanning ball sports, motor racing, athletic clubs, leisure centres, spas and gyms, outdoor pursuits, water sports, equestrian and contact sports.



[Read full article](#)

Universities under attack: why authorised push payment fraud is becoming a growing cyber risk

Universities have long been viewed as attractive cyber targets. They hold large volumes of sensitive data, operate complex IT systems and process millions of pounds of payments each year. Yet while ransomware and data breaches often dominate the headlines, another threat is gathering pace: authorised push payment (APP) fraud.



[Read full article](#)

Did you miss...



(Click on the titles to view article)

Post 22nd September 2026

McLarens appoints Waterman regional director for Middle East

Post 22nd September 2026

McLarens appoints Ollie Waterman as Regional Director - Middle East

Post 07th August 2026

The business of sport: navigating an increasingly complex claims landscape

Post 31st July 2026

It's getting harder to put a figure on BI losses

Post 14th July 2026

Responding to change in damage management: Delivering resilient and sustainable public services

Post 16th July 2026

Aviation claims costs up as MRO labour rates double pre-pandemic pace

Post 02nd July 2026

Q&A: Trehane Oliver, McLarens Aviation

