

12 Intervention & Monitoring Working Group review



Jim Glockling, Convenor
im@riscauthority.co.uk

Working Group members:

Jim Glockling, FPA;
Sean Bell, QBE;
Lynsey Jones, MS Amlin;
Craig Lawrence, NFU;
Lyn Lewis, Travelers;
Kevin Linton, AIG;
Ralph de Mesquita, Zurich;
Rhodri Pashley, Chubb;
Rebecca Elliot, NIG;
Terry Price, Allianz;
Angus Roy, Ecclesiastical;
Sadie Watts, RSA;
John Whittaker, Aviva;
Simon Cook, Liberty;
Julian Fountain, AXA;
James Peters, Tokio Marine.

2017 Meeting dates

- 1 February
- 24 May (London)
- 29 September

The name is perhaps a bit confusing, but the Intervention and Monitoring Group essentially generates data and creates models to assist members understand the UK better from a risk perspective, and additionally uses these tools to support substantial lobbying in key areas of interest. Having such data to hand has enabled radical modification of RISC Authority outputs into formats that can directly interface and embed within members' own systems for Underwriting, Pricing, and Risk Control. The I&M group also serves as the reporting home for ad-hoc Working Groups which this year covered Escape of the Water, Flood, and Waste Fire issues.

The key resources that the group supports, develops, and exploits are:

- The large-loss fire database – collected via loss adjusters on members' behalf, this case based dataset invaluablely organises case loss data by business type and reports on the financials of the loss by insurance interest together with key parameters of circumstance. An excellent interface with the RISC Authority website makes the aggregate dataset available to all members and can deliver individual members' data for comparison by secure methods.
- The Business Sector Risk Review Report Library – simple but essential single A4 page reporting for each business type of the statistics extracted from the large-loss database with case study and risk control guidance on the flip side in accordance with the challenges the statistics describe
- Fire and Rescue Service Response models – with good co-operation from the Fire Service(s) this state of the art model now describes FRS appliance arrival at each of the UK's 1.8 postcode areas for deployment weights up to 20 appliances for each hour of the day and day of the week. Using modern routing algorithms attendance is described in terms of weight, time, and probability with and without traffic modelling, enabling members to properly attribute FRS benefit and apportion related risk control advice accordingly. The tool is produced in many forms to support the different areas of insurance.
- Fire and Rescue Service AFA policy database – Each of the 45 UK Fire and Rescue Services have adopted different policies for their response to automatically generated fire alarms (AFA) ranging from doing nothing, to full turn out. These policies have been driven by the exceptionally poor performance of AFA systems in respect of false alarming. Knowledge of local policy is essential for both underwriting and risk control provision purposes.
- The INFORMER database – Now released as version 3, this large database reconciles around 700 risk control appropriate factors to each and every one of the UK's 1.8 million postcodes with a view to assisting members remotely understand geographical risks. Covering crime, flood, FRS response, Census data and many more fields INFORMER is an exceptional and unique resource that can be put to many uses.

The final grand initiative of 2016 has been the development of the 'Business and Property Protection Portal' – principally a tool that utilises all of the business and geographical data resources to automatically and intelligently ascribe the extensive RISC Authority library, and other valuable unbiased, quality and free resources, to those who need it. With rising survey thresholds, this initiative is viewed as an invaluable tool for those members' customers who may not/no longer benefit from a surveyor visit. It is an exemplary example of maximising the benefit that can be extracted from 'big data' and is expected to profoundly increase the exploitation and adoption of insurer guidance. Development of the software and library management system is complete and there will be an official launch to the membership in January 2017. The system has been created with the ability to deliver the same information from an infinite number of front end web pages and allows for customisation of both website and delivered report to members' logos and corporate colours.

Additionally, early in 2017 we shall be launching a web published RISC Authority GIS system where the INFORMER database core data may be interrogated on a UK base map. A range of mobile apps are also likely to be created to exploit this data for the membership further still.

I'd like to thank very much the I&M Working Group attendees for their efforts over the last year. It has been a pleasure and outputs of this type serve the greater purpose of ensuring the RISC Authority scheme itself remains of value to the existing membership and becomes more attractive to those insurers who currently do not participate.