



# ACADEMY INSURANCE

IT'S NOT JUST BRICKS AND MORTAR

# WHAT OUR ACADEMY CLIENTS THINK OF US

Highly professional and a constant source of support and information. **Excellent.** The best quality in the market as it is a large organisation with resources to give good service. **A reliable, and honest company within the insurance sector.** *Very supportive. Easy to use. Very professional, yet still friendly and approachable. A very professional service offering good value for money. Always prepared to go the extra mile to help. Efficient and thorough. Our trusted insurance partner, providing valuable advice and an excellent service. A very well informed friend to have. Efficient, helpful and easy to work with. Suitable to our needs and willing to be provide cover for unusual requirements. A professional and competent team that is responsive to my school's needs. Very good. Fully supportive of our academy's aims and objectives. The support we have received since conversion has been excellent and we highly value the relationship we have established. Knowledgeable, helpful, supportive, and approachable. Good value for money. Friendly, helpful, and professional. Experienced and supportive organisation. Both pro-active and reactive in providing a solid and reliable insurance service. Providing a satisfactory and value for money service. A useful support to me and my team which is essential to the smooth running of the school. Extremely helpful. Great at their jobs. Pragmatic and sensible, offering good practical solutions when our insurance needs change. Good to have in your corner when there are difficulties. Informative and provide a speedy response to queries with detailed knowledge. Understanding and knowledgeable in the needs of educational establishments. Fully understanding the needs of my school. Very efficient and helpful. An invaluable resource to help and support our insurance requirements. Excellent and always able to support me with any information that I have required since I have been in the post. Able to talk in language we understand; no insurance/legal speak! Outstanding support for the education sector. They never tire of dealing with my numerous queries. A supportive partner in helping schools understand the complex world of insurance. Thorough and fair.*

(Marsh Client Satisfaction Survey 2014-15)

Marsh's education team has a very long heritage of excellence in the provision of specialist insurance products and services. In fact, the practice has been working in the education insurance sector since 1926.

**PROTECTING YOUR  
GOOD NAME**

**FAST  
FACT**

Crisis communications cover of up to £25,000 is included in Marsh's education public liability policy\*. \*terms and conditions apply.

As an education insurance specialist and trusted risk adviser, we use our expertise and experience to identify your individual risk needs, source competitive and appropriate terms that are tailored for your academy, and provide advice and ongoing support.

From the placement of cover through to in-house claims handling, we are available to provide you with the appropriate advice and service support that your academy will need.

To find out how Marsh, a global leader in insurance and risk management, may improve your current insurance provision, source covers for risks which may not be currently covered by your school's insurance policies or support you through the academy conversion process, please call **01444 335100** today.

***“I choose to work with Marsh. Not solely because of its scale and expertise, but because the Marsh representative showed a real commitment to working with me in a very open way.”***

*Senior Education Leader Business and Finance.*



# MORE THAN BRICKS AND MORTAR ACADEMY INSURANCE THAT'S BUILT FOR YOU



It is all too easy to think of insurance as protecting physical assets only – buildings, equipment, vehicles and so on. However, the truth is, there is much more to insurance than just “bricks and mortar”. At Marsh, we know from experience that the risks facing schools and academies, and therefore their insurance requirements, cover five broad categories:

## PHYSICAL

A major fire or other large loss could seriously hamper your ability to provide high quality education. Essential catastrophe covers are a must, together with protection against other significant threats such as storm and flood. It is vital that the correct sums insured are applied to ensure that the academy is not prejudiced in the event of a claim.

## CONSEQUENTIAL

Based upon our experience in dealing with major losses, robust business interruption cover to ensure continued ability to operate is vital. Closure of the academy may be required for a very short period but it is essential that operations are re-established as a matter of urgency. Temporary buildings may need to be sourced, delivered, and erected quickly in order to ensure that parents do not withdraw pupils. An up-to-date business continuity plan is a prerequisite for all academies.

## LEGAL

The 21<sup>st</sup> century is a litigious environment and academies may be the subject of high value liability claims. Teachers and governors need to be reassured that they will be protected should the worst happen, either while at the academy or involved in academy activities anywhere in the world.

## MANAGEMENT

Professional indemnity risks are considered by many industry experts to be among the most difficult to defend. Failure to educate, claims arising from expulsions, and general mismanagement claims are common in today's society. Our professional indemnity programme will help protect management from such risks.

## REPUTATIONAL

Reputation counts for a great deal in education. A loss of reputation can lead to pupil departures and reductions in funding. Through the provision of crisis communication experts within our academy proposition, Marsh is able to help protect your reputation.

*These are typical of the concerns and worries we resolve for schools and academies. That said, we are firmly of the opinion that no two academies are alike. We arrange cover based on individual requirements and circumstances, including your appetite for risk, drawing on our knowledge and experience of the education sector to ensure that the policy terms are appropriate and relevant to the needs of each of our academy clients.*

## WHY CHOOSE MARSH?

Marsh's Education Practice specialises in working closely with academies to deliver outstanding, cost effective insurance cover and responsive, ongoing risk advice and support. That is why almost nine out of 10 Marsh clients would currently recommend us to other schools and colleges.

Whether established or achieving academy status for the first time, or an academy looking for a specific cover type such as motor, our clients benefit from our expertise and experience – our ability to identify individual risk needs, source competitive and appropriate covers, and provide advice and on-going support.

Naturally, they also get access to a tailored insurance proposition that is amongst the most comprehensive in the market.

## WHY USE AN INSURANCE BROKER?

An insurance broker will always work alongside the client and be a trusted advisor to its academy clients, offering an added layer of protection. All are professionally trained to give advice and choose the right policy and cover, and it is the broker's responsibility to work with the client to ensure that adequate cover is arranged.

Equally, sometimes the worst does happen and, when it does, the broker will act on the client's behalf. If the insurer is disinclined to pay and alleges that the claim is "not covered", then the broker may represent the insured in a negotiation.

Finally, working with a broker, rather than going direct to insurers or the Government's Risk Protection Arrangement (RPA), gives a client more choice. A broker like Marsh will typically secure a range of insurance cover options from different insurers, all tailored to the client's needs. This ensures that every client is able to compare different options and select the most cost effective without the need to deal with multiple insurers.

## UNDERSTANDING YOUR INSURANCE NEEDS

Your insurance programme will of course be unique to your institution, after all no two schools are the same. Detailed below is an overview of some of the covers available to you. However, if you are looking for information on a specific type of cover, even if you can't see it here, please don't hesitate to contact us today.

### General insurances

- Property.
- Business interruption.
- Engineering insurance.
- Employers liability.
- Public liability.
- Governors liability.
- Professional indemnity.
- Legal expenses.
- Motor and Occasional Business Use (OBU) cover.
- iPad and tablet PC.

### Pupil and staff insurance

- Personal accident.
- Overseas travel insurance.
- "Key staff" health insurance.
- Supply teacher budget protection.
- Staff absence insurance.
- Voluntary employee benefits.
- Legal expenses for school business managers.

### Advisory services

- Engineering inspection services.
- Risk management advice.
- Health and safety.
- Business continuity planning.
- In-house claims support.

## WHO WE WORK WITH

At Marsh we work with all types and sizes of academies, ranging from those schools that are about to undertake the conversion process, academies that require a single specialist type of cover such as staff absence or OBU, to established academies who have moved away from their traditional long-term insurer provider or the RPA. We also work with a variety of multi-academy trusts and organisations including:

### The Crescent Purchasing Consortium (CPC)

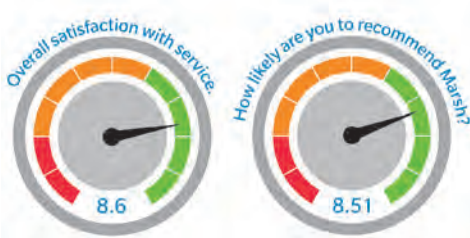
Marsh is a member of the CPC academy framework, which enables the academies sector to select “best value” contracts.

### Multi-academy Trusts

At Marsh we are experienced in working with many different types of multi-academy umbrella trusts as well as primary chains, and alternative collaborative partnerships.

## HOW WE SUPPORT YOU

Customer service is the most important part of our culture, it’s at the very heart of everything we do. From our office based technical and claims staff to the client executives that regularly visit our academy clients, we strive continually to provide you with the highest levels of service and support as we act as your risk advisors.



As a direct result of our commitment to our clients, we enjoy many long-standing client relationships and believe that responsibility and ownership are important factors in maintaining our high standards.

Our team of education specialists is based in one office, which means that servicing, technical, operational, and claims are together under one roof. Each member of the team assigned to the academy will take personal responsibility for your account.



### HERE TO HELP

The Marsh UK Education Forum is a dedicated group on LinkedIn for all Marsh education clients.

**FAST FACT**



## IN-HOUSE CLAIMS

Claims management is an integral part of a broker's role but this aspect of the service delivery only becomes tangible in the event of a loss. Over the years we have dealt with hundreds of significant claims in the education sector as well as many thousands of claims where a speedy settlement is all that is required – such as travel and motor.

When claims occur, you will not be directed to a claims call centre or online reporting site, but will instead speak to someone who understands academies and will deal with your claim professionally and sympathetically.

- Our dedicated claims team is there to support you and will represent you in the event of a dispute.
- Out of normal business hours, you will be provided with a list of emergency contact numbers.
- We run a 24/7 emergency service for larger and catastrophe claims.
- We provide efficient communications with insurers and external advisors such as loss adjusters and contractors.
- We have delegated authority to settle valid property claims up to a pre-determined limit where the insurer is Ecclesiastical\*.

From large fires and floods, to smaller thefts and accidental damage claims, we will advise and help you with the claims process.

## 24-HOUR EMERGENCY SUPPORT

Emergencies have a nasty habit of occurring out of normal business hours, so we provide you with a list of emergency telephone numbers and contacts for use in such situations. This will include out-of-hours numbers for your dedicated client executive.

## RISK MANAGEMENT SUPPORT

As part of your risk arrangement, we can arrange for your academy to have a free risk management survey from an expert survey team. This survey will provide advice and recommendations in respect of your risk management in areas such as health and safety and security. The aim of the survey is to help you minimise the risks to your premises by identifying them and highlighting measures which can be taken to reduce them.

Our risk management support is on-going. All our academy clients receive regular risk management updates – for instance alerting them to emerging risks, new legislation, and best practice responses.

\* Marsh has authority to settle valid material damage claims where the insurer is Ecclesiastical Insurance Office plc (EIO). The present limit is £2,500.



## CASE STUDY: A FLOODED ACADEMY

When an academy was hit by severe flood damage in June, only to be struck again in August, it was no mean feat to get the school reopened in time for the start of the term in September.

### The Floods

At the end of June, the academy's ground floor was severely flooded during a torrential thunderstorm and had to close for the remainder of the term. The academy was then flooded again during the school holidays, creating further damage and wrecking the initial repair work that had taken place.

The academy was devastated by the flooding – virtually its entire ground floor had been inundated, causing extensive structural damage and rendering it completely unusable.

Marsh and the insurer Ecclesiastical were at the scene very quickly and after a survey two days later, repair work got underway immediately and an interim payment of £50,000 was made. 1,200 pupils were moved to temporary teaching facilities in a nearby commercial centre for the remainder of the term.

But then when disaster struck again in August and the school was flooded by heavy rain; Marsh and Ecclesiastical were again quick to respond.



### A Word of Thanks

After 10 weeks of refurbishment, which saw the majority of the ground floor stripped out and rebuilt, the school reopened to all students on Monday 10 September, just in time for the start of the new term. Throughout this period, parents and pupils had been kept informed by way of regular bulletins and updates via text and email.

*"I would like to express my deepest gratitude to the team at Marsh for your unwavering support and understanding throughout the crisis..."*

This communications plan had been drawn up by a public relations agency appointed and paid for by the insurers to help with the difficult task of communicating the up-to-the-minute news with the thousands of parents and pupils.

The head teacher of the academy, praised the way in which the claim was handled: "I would like to express my deepest gratitude to the team at Marsh for your unwavering support and understanding throughout the crisis. Your response and willingness to help in any way possible helped us to recover from the trauma of the devastation".

## THINKING ABOUT ACADEMY CONVERSION?

Over recent years, we have worked with a great many schools as they navigate the academy conversion process. We know it is an extremely busy time, and an involved and challenging process. As a result, we always seek to work with schools from the very early stages of the conversion process, acting as an advisor and ensuring that scoping, designing, and securing cost effective insurance cover is one less thing on the business manager's list of concerns.

It is important to remember that academy conversion is your opportunity to ensure that the school is adequately protected, gets the ongoing support and responsive service it needs, and is getting overall value for money from insurance. Working with a specialist broker with broad experience of the academy sector, like Marsh, is by far the best way to do just that.

If your school is planning a conversion to academy status, it is beneficial if you start to consider your insurance needs early in the process – to ensure you can draw on the expert, impartial advice you need to procure comprehensive and tailored cover.

Our experience working with academy schools both pre and post-conversion, and our status as a Crescent Purchasing Consortium (CPC) member, means we are ideally placed to support you at a busy and challenging time.



## THESE ARE TYPICAL OF THE CONCERNS AND WORRIES WE RESOLVE FOR SCHOOLS AND ACADEMIES.

The rising costs of insurance. Accidents on school trips. Historic claims. Being underinsured. A major incident and the damage it could cause to the school and its reputation. Not being able to work with our trusted insurance broker. That we won't have adequate cover. Ensuring best value. The insurance cover is complete and covers all that is legally required. Being able to continue with "business as usual" in the event of a major problem and that claims will be dealt with promptly. Total loss through fire. Not knowing. Having to accept second best when procuring insurance for academies. Not being sufficiently covered. The increasingly litigious attitude in dealing with staff and others. Not having access to experts to advise me. Not having spotted an omission in our insurance cover. Having inadequate insurance cover to meet all eventualities. We will lose the close relationship, support, and understanding that we have developed with Marsh over the last three years. Ensuring we have adequate cover in the correct areas. Ensuring that the cover I have for the school is enough. That I am under insured. I won't have the right level of insurance if I should need it. The cost of insurance is increasing. As an academy I will not be allowed to choose my own insurance provider in the future. Not being kept informed of possible changes in risk. Having unforeseen circumstances for which we are not covered. That claims will not be dealt with quickly and our academies do not receive good and accurate support. Not being covered adequately. I worry what the gaps will be in terms of cover – overseas travel? engineering? motor risks? Not having adequate advice to make an informed decision to choose the most appropriate cover to meet the needs of the academy. How will my claim be handled – does the company have the experience? What happens if my claim is declined?

# LOOKING FOR COVERS AND SERVICE OUTSIDE OF THE RISK PROTECTION ARRANGEMENT (RPA)?

Academies face a multitude of different risks, some of which may not be currently covered by your current insurance policies – this may often be the case if your insurance is provided by the local education authority, or if you have joined the risk protection arrangement (RPA).

These covers may include overseas travel, engineering insurance and the associated inspection services, school vehicles, or occasional business motor insurance to protect staff, governors, and parents when using their own vehicles on school business. Other areas of risk protection may include staff absence or health insurance for key staff.

## OVERSEAS TRAVEL INSURANCE

More than ever before, academies are finding ways to offer an interesting array of overseas trip options. This is great news for pupils, but the sheer diversity of trips on offer means it is more important than ever to ensure your academy is not left exposed to unforeseen problems and liabilities, and that appropriate travel insurance is in place.

## OCCASIONAL BUSINESS USE (OBU) — MOTOR

The community nature of an academy means that on occasions employees or authorised voluntary helpers, like parents or guardians, can be required to use their own cars on school business. It is imperative that insurance is in place to meet any legal liabilities that may arise in respect of injuries to other persons (including passengers), or damage to their property following an accident. An OBU policy is straightforward to set-up, providing essential peace of mind from as little as £105 per annum.

## INSURANCE FOR IPADS AND TABLET DEVICES

The reality is that putting iPads and tablets in the hands of pupils and staff can be a risky undertaking. So, if you have invested in tablet devices, or are planning to do so, make sure comprehensive insurance is part of that investment. The cover Marsh arranges includes:

- **Glass/screen cover** – with no excess payable.
- **Specialist claims handling** – in the event of a claim, make sure a repair or replacement service is included as part of the cover.

Premiums are 4.5% of the original purchase price, including Insurance Premium Tax (IPT) at the appropriate rate.

## SCHOOL VEHICLE MOTOR INSURANCE

From single vehicle to large fleets, Marsh can arrange cover for your school that can include both use and breakdown cover for the UK and Europe. We are also able to provide cover for a wide range of vehicle types, including cars, mini-buses and coaches, as well as agricultural machinery and trailers.

## ENGINEERING INSURANCE INSPECTION SERVICES

Plant and machinery at schools should be insured against sudden and unforeseen damage. In addition, it is essential that certain items of plant and machinery, such as lifts and pressure vessels (statutory plant), are subject to regular inspection. Marsh can arrange these inspection contracts for you as well as the all important insurance cover.

## KEY STAFF HEALTH INSURANCE

Private health insurance is amongst the most valued of staff benefits – it can play a key role in helping to attract and retain the very best people. It can also play a crucial role in the smooth running of a school. Illness and injury do not respect seniority and losing a key member of staff for a number of weeks is likely to be very disruptive. Main features of the key staff policy include:

- Pre-existing conditions covered – no previous medical history required.
- The scheme can be operated with a minimum of three staff members.

## STAFF ABSENCE INSURANCE

Staff absence and supply teacher budget protection covers can be an important tool in managing an academy's budget, providing a safeguard against the substantial costs which can be incurred in engaging supply teachers during the absence of regular staff. Cover can be tailored to suit your academy's individual needs, allowing you to budget for the certainty that its supply teacher budget is protected, rather than fear the costs of unforeseen or unusual levels of staff absence.

To find out how Marsh may assist you on the provision of any of the covers above, or for any other risk issues your academy may face which aren't covered by the RPA, please call us today on **01444 335100**.





## WHAT TO DO NEXT

Whether you are looking for detailed risk advice, or just an informal chat about your insurance needs, why not get in touch today?

 **01444 335100**

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 **Marsh UK Education Forum**

## FOR FURTHER INFORMATION, CONTACT:

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 [Marsh UK Education Forum](#)

## ABOUT MARSH

Marsh is a global leader in insurance broking and risk management. In more than 130 countries, our experts help clients to anticipate, quantify, and more fully understand the range of risks they face. In today's increasingly uncertain global business environment, Marsh helps clients to thrive and survive.

We work with clients of all sizes to define, design, and deliver innovative solutions to better quantify and manage risk. To every client interaction we bring a powerful combination of deep intellectual capital, industry-specific expertise, global experience, and collaboration. We offer risk management, risk consulting, insurance broking, alternative risk financing, and insurance programme management services.

Since 1871 clients have relied on Marsh for trusted advice, to represent their interests in the marketplace, make sense of an increasingly complex world, and help turn risks into new opportunities for growth. Our more than 27,000 colleagues work on behalf of our clients, who are enterprises of all sizes in every industry, and include businesses, government entities, multinational organisations, and individuals around the world.

We are a wholly owned subsidiary of Marsh & McLennan Companies (NYSE: MMC), a global professional services firm offering clients advice and solutions in the areas of risk, strategy, and people. With 57,000 colleagues worldwide and annual revenue exceeding \$13 billion (as of 31 December, 2014), Marsh & McLennan Companies also include global leaders Guy Carpenter, Mercer, and Oliver Wyman.



The information contained herein is based on sources we believe reliable and should be understood to be general risk management and insurance information only.

The information is not intended to be taken as advice with respect to any individual situation and cannot be relied upon as such.

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