

Insurance sector is facing recruitment meltdown

1990s when they were handpicked for the positions.

"The trainee schemes have generally been disbanded due to consolidation, mergers and the recession in the 90s.

"When costs were cut, the trainee schemes were the first to go and in many cases were never picked up again."

Mr Burrell claimed that this lack of investment in people had resulted in the dearth of quality candidates available to the claims sector generally.

However, while David Williams, claims director at Axa, agreed that there was an image problem that needed to be tackled, he insisted that if firms wanted quality staff they needed to provide it from within: "The claims sector needs to take a long-term approach to the problem.

"We encourage our staff to take the appropriate qualifications and we will spend at least six to eight weeks training them. Firms need to look within and 'grow' their own



The claims sector is set to find it increasingly difficult to attract quality people to the business

News in brief

- The Subsidence Forum has warned the industry that it needs to speed up its claims service in order to be ready for the Olympics in 2012. Tony Boobier, vice president of Marshall and Swift/Boeck, the provider of land and property data to the insurance sector, said that the industry was still cleaning up the last of its 2003 claims: "The industry can't take its eye off the ball because long-tail claims are getting more difficult to shift. We should have nailed those claims and now we are backed up against a wall."

- Highway and ClaimWatch have teamed up to introduce an online vehicle repair tracking service. Highway ClaimWatch intends to keep customers up to date on their repair status via email and text and provide the consumer with the option of providing feedback on the repairer's performance at the end of the process. Customers will be sent texts at key stages informing them who the repairer is, what work has been started, whether their insurance has been approved, what the completion date is and liaison to organise collection arrangements.

Tools theft warning



Some business van drivers leave tools in their van overnight, despite not being covered for theft

surprised at the figures as he believed that the true level of businesses suffering from this type of crime was much higher. "In our experience, we have certainly seen some



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