



Collaboration Network

www.collaborationnetwork.co.uk

Stratford-upon-Avon Regional Gathering

20th October 2026

NFU Mutual Office, Tiddington Road, Tiddington, Stratford-upon-Avon, CV37 7BJ

Hosted by



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Agenda

- 09.45 Registration & Welcome Tea / Coffee / Pastries for Delegates**
- 10.45 Welcome Address**
Will Archer, Managing Director, Collaboration Network
- 11.00 Case Study: Delivering a Customer Care Strategy in 2026**
NFU Mutual
- 11.30 Case Study: How Effective Communication is Key to Delivering Great CX**
Alex Russell-Rutherford, Senior CX Consultant, Skewb
- 12.00 Case Study: Supporting Vulnerable Customers through the Complaints Journey**
Jamie Evans, Customer Journey and Complaints Optimisation Manager, Severn Trent
- 12.30 Lunch Break**
- 13.30 Interactive Domestic Abuse Workshop: Every Customer Interaction has the Potential to Change a Life**
Jo Lewis, Vulnerable Customer Manager, Fidelity International
- 14.30 Refreshment Break - Tea & Coffee**
- 15.00 Case Study: Embedding Inclusive Design for Customers - Our Workshop Outcomes**
Bee Malin, External Partnerships Manager - Vulnerability, Accessibility, Inclusion & Bereavements, Monzo
- 15.30 Case Study: How Partnerships & Volunteering can Re-Shape your Thinking**
Samantha Hipkiss, Corporate Volunteering Lead, Citizens Advice
- 16.00 Final Thoughts & Close of Day**

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