



Collaboration Network

www.collaborationnetwork.co.uk

Manchester Regional Gathering

16th July 2024

Atlanta Group Office, 101 Cathedral Approach, Manchester M3 7FB

In Association with



Agenda

- 10.30 Registration & Welcome** Tea / Coffee / Pastries for Delegates
- 11.30 Welcome Address**
Will Archer, Director & Co-Founder, Collaboration Network
- 11.45 Keynote:** How Can we Get Better at Supporting People in Debt
Vanessa Northam, Head of Charity Development, StepChange Debt Charity
- 12.15 Case Study:** How EDI Creates a Better Climate for Customers & Colleagues
Amanda Phillips, Equality, Diversity & Inclusion Manager, United Utilities
- 12.45 Lunch Break**
- 13.45 Case Study:** Our Strategy for Support Customers in Need of Extra Care
David Harrison, Director of Customer, Atlanta Group
- 14.15 Keynote:** The Modern Day Collector - Creating an Environment for Great Collections Teams
Mani Johal Consultant, Square 4 Partners
- 14.45 Refreshment Break** - Tea & Coffee
- 15.15 Case Study:** Creating Better Resolutions from Complex Complaints
Karen Niblock, Complaints Manager, DWF Law
- 15.45 Keynote:** The Mutual Benefits of Co-Designing Cross Sector Partnerships that Benefit Customers
Thomas Monaghan, Corporate Partnerships Lead for Finance, Citizens Advice
- 16.15 Final Thoughts** - Collective views and discussion from group
- 16.30 Close of Day** - Close of Gathering Day Programme

Our Partners

