



Collaboration Network

www.collaborationnetwork.co.uk

Cheshire Regional Gathering

2nd July 2026

Royal London Office, Block 90 Alderley Park, Congleton Road, SK104EL

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Agenda

- 09.20 Registration & Welcome** Tea / Coffee / Pastries for Delegates
- 10.20 Welcome Address**
Will Archer, Managing Director, Collaboration Network
- 10.30 Case Study: The Role of Tech Advancements in our 'Tell us Once' Solution**
Royal London
- 11.00 Case Study: Supporting Customers at Risk of Economic Abuse**
Maria Vitelli, Supported Banking Oversight Manager HSBC
- 11.30 Panel Discussion: How Culture & Leadership Shapes Climates that Best Supports Customers**
Featuring Lee Jones - Elev-8 Performance, Vicky Collins - Ageas, Karen Niblock - DWF Law, and Leanna O'Mahoney, BUUK Infrastructure
- 12.10 Lunch Break**
- 13.10 Case Study: Complaints Handling with AI – Pilot Approach and Lessons Learned**
Abigail Fry, Head of Complaints, NFU Mutual
- 13.40 Lived Experience: Mental Capacity and Debt Support - the Voice of Lived Experience**
Rebecca Lamb, External Relations Manager, Money Wellness
- 14.10 Keynote Talk: Holistic Support for Vulnerable Customers - What Does This Look Like?**
Luke Arnold, Director, Hope 4U & Nicki Johnson, Social Obligations Manager, National Grid
- 14.40 Refreshment Break** - Tea & Coffee
- 15.20 Case Study: Our Financial Inclusion Strategy to Support Customers**
Sam Scotcher, Financial Inclusion Manager Anchor Housing
- 15.50 Case Study: Research and Operational Insights into Mental Capacity**
Elephants Don't Forget
- 16.20 Final Thoughts**
- 16.30 Close of Day**

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