

The Collaboration Conference 2026

Sponsored by



25th November 2026 | Eastside Rooms, Woodcock St, Birmingham B7 4BL

Agenda

- 09.15 **Registration & Arrival: Tea/Coffee with Pastries for Delegates - Networking & Access to Exhibitors**
- 10.00 **Welcome Address**
Collaboration Network & KYVC
- 10.15 **Case Study: AI Supported Complaint Processing – The Journey**
Lianne Morgan, Lead Operations Manager Customer Support & Insight, Admiral Group
- 10.45 **Keynote: ‘Tell Us Once’ - When will this Become a Reality for Vulnerable Customers**
Chris Fitch, Vulnerability Lead, Money Advice Trust
- 11.15 **Refreshment Break - Tea/Coffee - Networking & Access to Exhibitors**
- 11.45 **Regulator’s Panel Discussion: The Issues that Cut Across Sectors**
- Barbara Hughes, Technical Specialist Consumer Policy and Partnerships, FCA
- Lauren Kennedy, Senior Policy Manager, Ofgem
- Sarah Lafond, Senior Policy Lead, Ofwat
- Sinead Dynan, Head of Consumer and Business Protection, Utility Regulator
- Jack Smith, Assistant Director Assessment and Tenant Engagement, Regulator of Social Housing
- Lisa Edgar, Chief Executive Officer, the Big Window Consulting
- 12.30 **Power Talk: AI and your Customer: The Arrival of Agentic Commerce**
Martin Hill-Wilson, Owner, Brainfood Consulting
- 12.50 **Buffet Lunch - Networking & Access to Exhibitors**
- 13.50 **Cost of Living Panel Discussion: The View Across Housing & Utilities**
- Danni Barnes, Deputy Chief Executive, National Energy Action
- Kate Robbins, Head of Customer Policy Wessex Water
- Lisa Kelly, Partnerships Lead, E.ON Next
- Craig Taylor, Director of Customer Operations, Amplius Housing
- Samuel Oliver-Jones, Senior Partnerships Manager, StepChange Debt Charity
- 14.20 **Case Study: Innovation in Identifying and Supporting Vulnerable Customers**
Know Your Vulnerable Customer
- 14.50 **Case Study: Supporting Vulnerable Customers Through Internal Collaboration and External Partnerships**
Emma Ingram, Customer Vulnerability Manager | Group Customer & Communications, Nationwide
Claire Athey, Customer Vulnerability, Access & Inclusion Manager, Nationwide
- 15.20 **Final Thoughts & Close of Conference**
- 15.20 - 15.50 **Networking Tea and Coffee in Exhibitor area**

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