

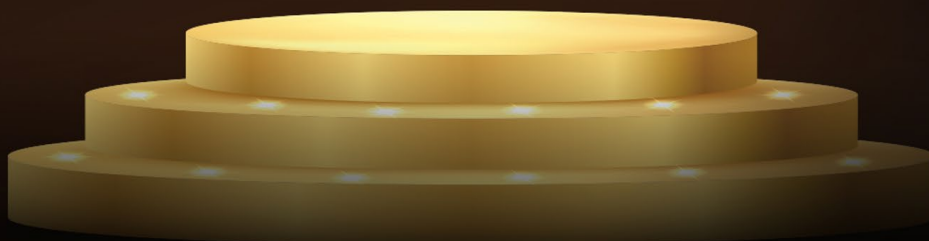


Collaboration Network Awards Ceremony 2025

3rd December 2025
Leonardo Royal London St Pauls

Official Awards Brochure

Headline Sponsor



Official Awards Partners

Aptean Respond

COED





Collaboration Network Awards Ceremony 2025

Headline Sponsor



**3rd December 2025
Leonardo Royal London St Pauls**

Official Awards Brochure

Collaboration Network Awards Ceremony

Welcome



Fostering collaboration between organisations across sectors has been at the heart of the Collaboration Network's mission since our launch five and a half years ago. From the very beginning, sharing best practice and celebrating success have been key drivers in helping continuous improvement and learning opportunities to flourish across our community.

Over the years, we have witnessed countless examples of Member organisations going above and beyond to raise standards for customers, colleagues, and the wider regulatory framework. Tonight's Awards Ceremony marks a special milestone for the Network and its Members – an evening dedicated to celebrating excellence and shining a light on outstanding achievements. Our Awards programme has grown significantly in recent years, and it is our hope that this ceremony will be the first of many gala nights to come. Whether you take home a trophy or not, being recognised by your peers this evening is a tremendous achievement in itself.

On behalf of the entire Collaboration Network team, thank you for joining us – and we hope you have a truly wonderful evening celebrating collaboration, innovation, and success.

Will Archer

*Director & Co-Founder
Collaboration Network*

We are delighted and proud to be the Headline Sponsors of the Collaboration Network Awards Ceremony 2025!

At Data On Demand, we've spent the last five years building KnowYourVulnerableCustomer.com (KYVC) in response to a challenge we saw clearly during the pandemic: organisations were often identifying vulnerability too late. Traditional data sources typically confirm vulnerability only once a customer is already in difficulty. By then, the chance to intervene early and provide meaningful support has often passed.

KYVC is different. It brings together multiple, real-time data signals to highlight emerging financial stress and life changes before they escalate. It doesn't just confirm what you already know about your customers – it helps you understand what they may not be telling you or may not yet realise themselves.

Our mission is simple: earlier insight, earlier support, better outcomes.



Stuart Murgatroyd

*CEO
Data On Demand*



Collaboration Network Awards Ceremony

Welcome from Alzheimer's Society



We are honoured to be the chosen charity partner for Collaboration Network in 2025, and to be part of this special celebration. It will take a society to beat dementia, and it's through powerful partnerships like this that we can one day end the devastation of dementia.

Dementia is the UK's biggest killer. And only together can we beat it – by giving vital support to those who need it, funding groundbreaking research, and campaigning to make dementia the priority it needs to be.

Today, you will hear more from one of our team about our work, and there will be more team members on hand if you would like to find out more or make a donation to support our cause.

On behalf of everyone at Alzheimer's Society, I would like to thank the Collaboration Network and all attendees for joining us in the fight against dementia.

It will take a society to beat dementia.

Kat Dessent

*Associate Director of Mass Acquisition and Engagement,
The Alzheimer's Society*





It will take a society to beat dementia

**At Alzheimer's Society
we're here for people like
Cynthia and Raymond,
and today you can
change lives too.**

Married for over 50 years, Raymond was diagnosed with Alzheimer's disease in 2017. "I thought that was the end of me," he says, "but it's not like that, there is life after Alzheimers". Cynthia finds strength through the Alzheimer's Society carers' group, while Raymond calls the day centre 'a lifesaver'. Together, they're challenging the stigma of dementia in the Caribbean community. "We need to talk about it to remove the fear," says Cynthia.



It will take a society to beat dementia

Your donations make a difference

Nearly one million people in the UK live with dementia, and 700,000 more care for them often at great personal cost.

- **Donate £15** and help 50 people manage their memory better with advice from our Memory Handbook.
- **Donate £30** to provide two hours of support from a Dementia Advisor so people have access to essential support and advice.
- **Donate £100** and help deliver essential training, support and information for those caring for people living with dementia.



Registered with
**FUNDRAISING
REGULATOR**

Alzheimer's Society is a registered charity in England and Wales (296645); the Isle of Man (1128) and operates in Northern Ireland



Collaboration Network Awards Ceremony

Running Order

- 18.00 Arrival Registration & Networking Drinks Reception
- 18.45 Delegates Invited to Take Their Places at Tables - *Welcome Address*
- 19.00 Dinner Served
- 20.30 Opening of the Awards Ceremony 2025
- 20.40 ***Keynote Talk: Naomi Riches MBE: 'Playground to Podium'***
- 21.05 Award Presentation:
The Complaints Award
Presented by Martin Canwell, Aptean
- 21.10 Award Presentation:
The Culture & Inclusion Award
Presented by Richard Grinham, Coeo UK
- 21.15 Award Presentation:
The CX Transformation Award
Presented by Michael Hill, MyComplaints AI
- 21.20 Award Presentation:
Beyond Compliance - Implementation of Consumer Duty Award
Presented by Tim Anderson, Data On Demand
- 21.25 Award Presentation:
The Customer Service & Satisfaction Award
Presented by Hollie Corrick, Equiniti
- 21.30 Award Presentation:
The Collaboration Award
Presented by Rob Hine, BSI



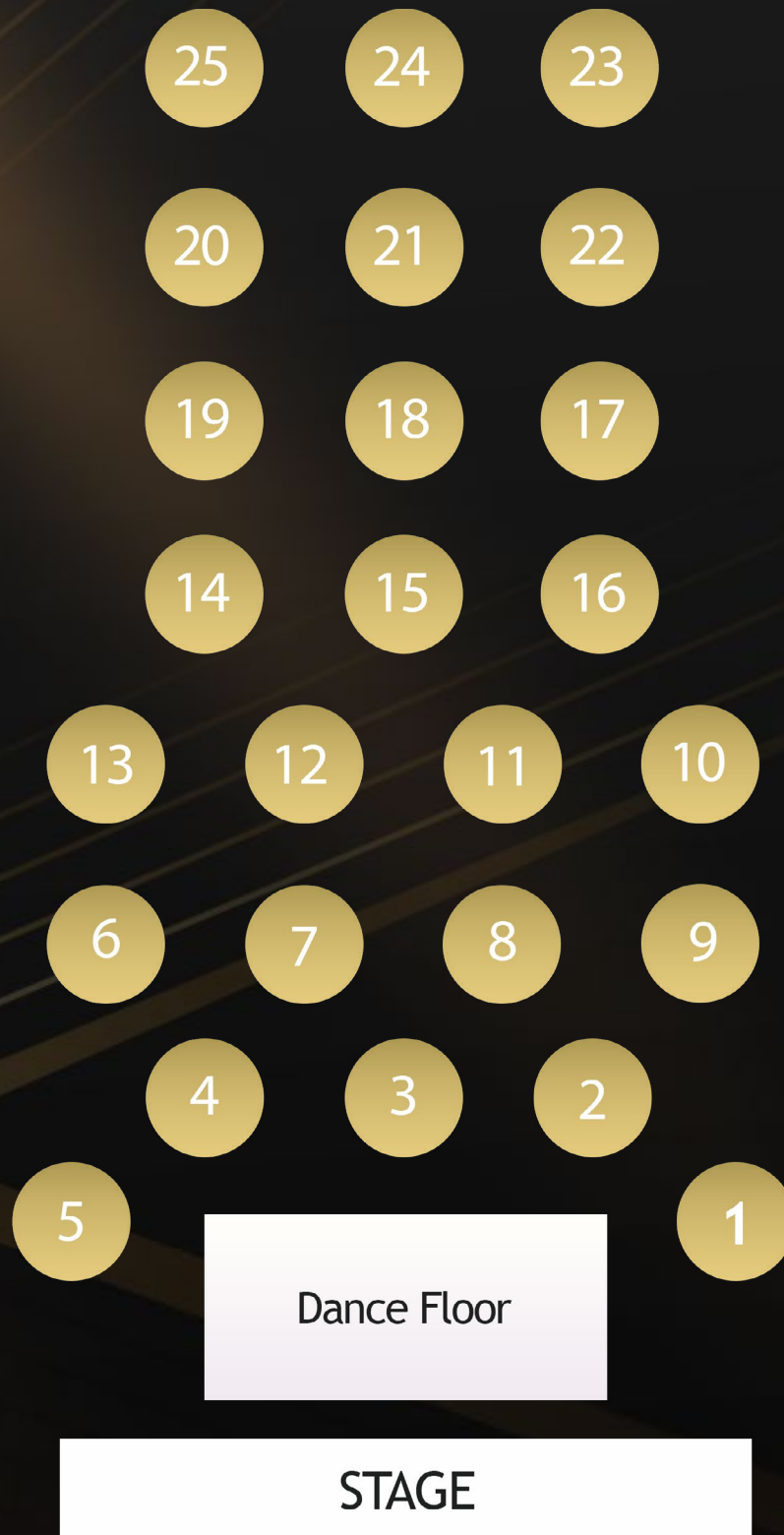
Collaboration Network Awards Ceremony

Running Order

- 21.35 ***Comedy Act with Ria Lina***
- 22.00 Award Presentation:
Vulnerability – Customer Disclosure Award
Presented by Jonathan Upton, Estatesearch
- 22.05 Award Presentation:
Vulnerability – Accessibility & Inclusion Award
Presented by Laura Clark, Alzheimer's Society
- 22.10 Award Presentation:
Vulnerability – Special Project Award
Presented by Cat Divers, National Support Network
- 22.15 Award Presentation:
The Best Vulnerability Team Award
Presented by Helen Beaumont Manahan, National Support Network
- 22.20 Award Presentation:
The Best Team Award
Presented by James Walker, The Ombuds Group
- 22.25 Award Presentation:
Overall Winner Award 2025
Presented by Stuart Murgatroyd, Data On Demand
- 22.30 Award Presentation:
Special Recognition Awards 2025
- 22.35 Award Presentation:
Collaboration Network Member of the Year 2025 Award
- 22.40 DJ & Networking Drinks
- 01.00 Close of Awards Ceremony - Carriages



Awards Seating Plan





Awards Seating Plan

Table 1:

1. Aptean
2. Aptean
3. Aptean
4. Aptean
5. Aptean
6. Aptean
7. Aptean
8. Aptean

Table 2:

1. Equiniti
2. Equiniti
3. Equiniti
4. Equiniti
5. Equiniti
6. Equiniti
7. MyComplaints AI
8. MyComplaints AI

Table 3:

1. Data on Demand
2. Data on Demand
3. Data on Demand
4. Data on Demand
5. Data on Demand
6. Data on Demand
7. Data on Demand
8. Data on Demand

Table 4:

1. Coeo UK
2. Coeo UK
3. Klarna
4. MoneyLine
5. PayPlan
6. Shortlist Marketing
7. NatWest
8. NatWest

Table 5:

1. HSBC
2. HSBC
3. HSBC
4. HSBC
5. HSBC
6. HSBC
7. HSBC
8. HSBC
9. Cowry Consulting

Table 6:

1. Clear Voice
2. Clear Voice
3. Clear Voice
4. Clear Voice
5. Lloyds
6. Lloyds
7. Lloyds
8. HSBC
9. HSBC

Table 7:

1. Lloyds
2. Lloyds
3. Lloyds
4. Lloyds
5. Lloyds
6. Lloyds
7. Lloyds
8. Lloyds

Table 8:

1. Northumbrian Water
2. Northumbrian Water
3. Northumbrian Water
4. Northumbrian Water
5. Northumbrian Water
6. Northumbrian Water
7. Northumbrian Water
8. Northumbrian Water

Table 9:

1. OVO Energy
2. OVO Energy
3. OVO Energy
4. OVO Energy
5. StepChange
6. StepChange
7. StepChange
8. StepChange

Table 10:

1. Novuna
2. Novuna
3. Novuna
4. Novuna
5. Novuna
6. Novuna
7. Novuna
8. Novuna

Table 11:

1. Monzo
2. Monzo
3. Monzo
4. Monzo
5. Monzo
6. Monzo
7. Monzo
8. Monzo

Table 12:

1. LV=
2. LV=
3. LV=
4. LV=
5. LV=
6. LV=
7. LV=
8. LV=

Table 13:

1. Royal London
2. Royal London
3. Royal London
4. Royal London
5. Royal London
6. Royal London
7. Royal London
8. Royal London

Table 14:

1. Royal London
2. Royal London
3. Royal London
4. Royal London
5. Royal London
6. Royal London
7. Royal London
8. Royal London

Table 15:

1. Aviva
2. Aviva
3. Aviva
4. Aviva
5. Aviva
6. Aviva
7. Aviva
8. Aviva

Table 16:

1. UK Power Networks
2. UK Power Networks
3. UK Power Networks
4. UK Power Networks
5. UK Power Networks
6. UK Power Networks
7. UK Power Networks
8. UK Power Networks

Table 17:

1. Fidelity International
2. Fidelity International
3. Fidelity International
4. Fidelity International
5. Fidelity International
6. Fidelity International
7. Fidelity International
8. Fidelity International

Table 18:

1. Rothesay
2. Rothesay
3. Alzheimer's Society
4. Alzheimer's Society
5. Alzheimer's Society
6. Skewb
7. IE Hub
8. Outseer
9. Collaboration Network

Table 19:

1. MorganAsh
2. PayPlan
3. PayPlan
4. Close Brothers
5. Close Brothers
6. Close Brothers
7. National Support Network
8. National Support Network
9. Bank of Ireland

Table 20:

1. Virgin Media O2
2. Virgin Media O2
3. Virgin Media O2
4. Virgin Media O2
5. Money Wellness
6. Money Wellness
7. BSI
8. BSI
9. DWF Law

Table 21:

1. National Windscreens
2. National Windscreens
3. National Windscreens
4. National Windscreens
5. National Windscreens
6. Hope 4 U
7. Hope 4 U
8. The Digital DRA
9. The Digital DRA

Table 22:

1. Nationwide
2. Nationwide
3. Three Hands
4. Three Hands
5. Utility Regulator
6. Utility Regulator
7. Utility Regulator
8. Utility Regulator
9. Healthy Homes Solutions

Table 23:

1. YES Energy Solutions
2. YES Energy Solutions
3. Lightning Reach
4. Lightning Reach
5. Policy in Practice
6. Policy in Practice
7. Richmond & Wandsworth Council
8. Thames Water

Table 24:

1. Fairer Finance
2. The Ombuds Group
3. Henley Business School
4. Henley Business School
5. Delehanty Consulting
6. Collaboration Network
7. Collaboration Network
8. Collaboration Network

Table 25:

1. Estatesearch
2. Estatesearch
3. Estatesearch
4. Naomi Riches
5. Naomi Riches
6. Collaboration Network
7. Collaboration Network
8. Collaboration Network



Keynote Talk: Naomi Riches MBE *‘Playground to Podium’*



As a child, Naomi didn't desire or expect to be an athlete, let alone a gold medal-winning rower.

Diagnosed with a severe visual impairment when she was very young, it was expected that Naomi's life would be full of challenges and barriers. Bullying at school and lack of support from teachers resulted in low self-esteem and poor exam results. Yet, she grew up with a strong desire not to be defined by her disability, by what others saw as a 'problem' or a reason she 'couldn't'.

Beyond the school walls, Naomi's parents did all they could to support her passions and encourage her talents; but it wasn't until college that Naomi found the demanding, challenging but brilliant sport of rowing. Then, seemingly out of the blue in 2004, she was asked to join the GB Adaptive Rowing Team.

During Naomi's decade in the sport she won 6 World titles, a World Silver, a Bronze medal at the 2008 Beijing Paralympic Game, and at London 2012 Paralympics, she won Gold. At last proving to herself and the world that it is your abilities that define you, NOT your disabilities.

After winning her first two World Rowing Championships in 2004 and 2005, she joined Marlow Rowing Club, where she still competes for. She moved to Marlow in 2008 and after the 2012 games gave Marlow its Gold Post Box. Retiring from elite sport in 2013 wasn't the end to Naomi's rowing adventures however, and in 2016 she set a new Guinness World Record as the first woman to row the length of the Navigable Thames in just under 48 hours; at the same time raising £51,000 for a local Marlow charity.

Naomi has been part of the Marlow community since she moved here, supporting local businesses, charities and community events such as Marlow Town Regatta and Festival, and the Santa Fun Run. Since 2020 she has been running her own business as an Inspirational Speaker, Facilitator and Coach; working with businesses, teams and individuals all over the UK and beyond to help them remove the barriers to their own success and achieve their full potential.



Stand-Up Comedy With Ria Lina



Ria Lina is a touring comedian, actress and writer and has been named as one of The Evening Standard's 'Hottest Comedians You Should Be Watching Now'.

Her extensive list of credits includes guesting and hosting Live At The Apollo (BBC), Have I Got News For You (BBC), QI (BBC), Mock The Week (BBC), The News Quiz (Radio 4), The Now Show (Radio 4), Late Night Mash (Dave), and star of Lovestruck High (Amazon Prime).

Ria is a regular co-host of Pointless (BBC), winner of Celebrity Mastermind (BBC) (Topic: Rosalind Franklin), cohost of Yesterday, Today & The Day Before (Comedy Central), cohost of Richard Hammond's Brain Reaction (Comedy Central) and has been seen on occasion in Countdown's Dictionary Corner (Channel 4).

She is also a regular pundit on Sky News, BBC News, and Times Radio and is in demand for her scientific insight, confident delivery, political satire and biting wit.

Ria is the only Filipina comedian in British stand-up and has a BSc in Experimental Pathology, an MSc in Forensic Science and a PhD in Virology under her belt, so it's not only Ria's comedy that's highly intelligent.

'Engaging, endearing and eye-opening'

Time Out

'Lina is a whirling firebrand of energy and activity'

Entertainment Now



Know Your Vulnerable Customer.

Support the Right People at the Right Time.

KYVC provides real-time vulnerability and affordability insight, helping your organisation understand when customers may need extra support.

Identify risk factors, meet Consumer Duty and PSR obligations, improve customer outcomes and strengthen engagement — all with one trusted data solution.

- Identify customers in vulnerable circumstances
- Access verified vulnerability and affordability indicators
- Demonstrate proactive, fair and responsible treatment
- Improve engagement, support and trust
- Protect your brand and meet regulatory expectations

KYVC brings together multiple verified data sources to help you deliver the right response at the right moment — whether you're in financial services, utilities, local government, telecoms, gaming or another regulated sector.

**Find out how KYVC
can help your organisation.**

Tel: 0113 8344 250

Email: KYVC@dataondemand.co.uk

Web: www.knowyourvulnerablecustomer.com



Collaboration Network Awards Ceremony 2025 Official Drinks Partner

Welcome to the 2025 Collaboration Network Annual Awards. EQ is delighted to be sponsoring the drinks as we celebrate the achievements of Network Members. Tonight is also a wonderful opportunity to reflect on the importance of the connections and partnerships between members that help us all succeed. Whether these connections involve sharing ideas and inspiration or entering into a formal support partnership. Whatever your choice of beverage, please join us in raising a glass and taking a moment to celebrate all that we have achieved together this year.

www.equiniti.com



Silent Auction:

Bid for Fabulous Prizes & Experiences Whilst Raising Money for Alzheimer's Society

As part of the night's fundraising for Alzheimer's Society, we're pleased to be working with Impulse Decisions for a Silent Auction, with some amazing prizes to be won. This includes hosted sports experiences around the world, luxury holidays, fine dining experiences and unique signed memorabilia.

All is explained on the front of the Silent Auction brochures, which will be located on your tables - so please take time to read it.

Simply write your bid next to the items you want to win, fill out your details on the front of the brochure and hand it to the auction team. Please note you only have one opportunity to bid, so make sure you bid high!

Prize Examples



Marrakech Trip - 5-night stay for two people at the authentic, rural chic Fellah Hotel, Marrakech, with private Atlas experience



Iceland Trip - Three Night Bucket List Break In Reykjavik, Iceland With A Rejuvenating Day At The Blue Lagoon for Two People

ImpulseDecisions



Collaboration Network
Awards Ceremony 2025

The Categories



The Complaints Award

Sponsored By

Aptean Respond

Finalists



Judges

- Martin Canwell - Aptean
- Daniel Denyer - Equiniti
- Anthony Eghan - Civica
- Julian Sammells - PathLight Inclusion Solutions

The Culture & Inclusion Award

Sponsored By

COED

Finalists



Judges

- DeAnna Avis - Joyfully Different
- Miranda Cain - Elev-8 Performance
- Jo Howcroft - BSI
- Anastasia Vinnikova - Corporation of London

The CX Transformation Award



Sponsored By



mycomplaints.ai

Finalists



Judges

- Martin Hill-Wilson - Brainfood Consulting
- Lee Jones - Elev-8 Performance
- Alex Russell-Rutherford - Skewb

Beyond Compliance – Implementation of Consumer Duty Award

Finalists



Judges

- Chris Adlard - Elephants Don't Forget
- Martin Grimwood - FWD Research
- Mike Scott - Square 4 Partners



The Customer Service & Satisfaction Award

Finalists



Judges

- Rachel Eason-Whale - London & Country Mortgages
- Martin Hill-Wilson - Brainfood Consulting
- Alex Russell-Rutherford - Skewb

The Collaboration Award

Finalists



Judges

- Rob Hine - BSI
- Duncan McCombie - YES Energy Solutions
- Derek Owen - Healthy Homes Solutions
- Kevin Smith - UK Regulators Network

Vulnerability – Customer Disclosure Award



Finalists



Judges

- Lauren Garrett - Surviving Economic Abuse
- Sharon Livermore MBE - Domestic Abuse Education
- Lauren Peel - Inclusive Outcomes
- Jonathan Upton - Estate Search

Vulnerability – Accessibility & Inclusion Award

Finalists



Judges

- Laura Clark - Alzheimer's Society
- Hannah Gibson - Diverse Integration
- Ollie Wright - Estate Search



Vulnerability – Special Project Award

Finalists



Judges

- Louise Downing - Virgin Media O2
- Cat Divers - National Support Network
- Emma Miller - Places for People
- Alexis Stevens - Money & Mental Health

The Best Vulnerability Team Award

Finalists



Judges

- Sam Gale - The Samaritans
- Tess Craven - Money & Pensions Service
- Carolyn Delehanty - Delehanty Consulting
- Helen Beaumont Manahan - National Support Network



The Best Team Award

Finalists



Judges

- Daniel Denyer - Equiniti
- Jonathan Shaw - ReachOut
- James Walker - The Ombuds Group



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- » Improve Customer Retention
- » Reduce Business Costs

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At EQ, we help solve your customer challenges



Swiftly boost your customer-facing capabilities to improve the performance of your customer service, complaints, collections, and remediation operations.

We are supporting clients in their communications with their regulators as well as helping them to support their vulnerable customers. Our approach drives process improvements and delivers best-in-industry operational practices, resulting in positive outcomes for both business and customer.

Resourcing

Fill skills gaps and help your teams to manage peaks in activity by utilising our highly efficient and knowledgeable resourcing team.

Vulnerable Customers

Support for customer vulnerabilities including affordability assessments and tracking changing circumstances.

Technology

Take control of your complaints handling operations, DSARS and FOIs, with our intelligent automation platforms.

Remediation

We are a specialist provider of end to end remediation services with expert people and technology.

Data Insights

Reveal the hidden insights in your complaints and vulnerable customer data to help you better understand your customers.

Consultancy

Collaborate with our team to identify best practice and optimise your processes.

Combine any of our services to create a solution that works for your business and your customers.

Find out more at equiniti.com or get in touch with our team:

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anthea.coulter@equiniti.com

Hollie Corrick
hollie.corrick@equiniti.com



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