



Collaboration Network

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Leeds Regional Gathering

21st May 2026

HSBC Office, Leeds

Hosted by



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Agenda

- 09.30 Registration & Welcome** Tea / Coffee / Pastries for Delegates
- 10.30 Welcome Address**
Will Archer, Managing Director, Collaboration Network
- 10.40 Case Study: Insights into Analysis & RCA – How Data is Informing our Customer Support Strategy**
Suzanne Rogers, Senior Department Manager, Escalated Complaints, HSBC UK
- 11.10 Case Study: Getting it Right for Customers: Why Trust is Critical in Service Organisations**
Tom Greenwood, Customer Strategy & Assurance, Yorkshire Water
- 11.40 Case Study: Disabled Customers - How is Support Evolving Across Society**
Tim Vanstone, Programme Lead - Disability Energy Support, Scope
- 12.10 Lunch Break**
- 13.10 Interactive Workshop: The Cost of Silence: Why Psychological Safety Matters**
Zaheera Mukadam, Founder and Director, Intentional Tenacity
- 14.00 Case Study: Our Journey to being the UK's Leading Social Housing Provider**
Gavin Hoban, Director of Places and Customer Engagement, Yorkshire Housing
- 14.30 Refreshment Break** - Tea & Coffee
- 15.00 Interactive Workshop: Data Required for Vulnerability Management Reflecting the latest Regulatory Guidance**
Andrew Gething, Founder & Managing Director, Morgan Ash
- 15.50 Case Study: Transforming complaints insight into Action**
Kelley Smith, Customer Care Operations & Insight Manager, Novuna Consumer Finance
- 16.20 Final Thoughts**
- 16.25 Close of Day**

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