



Annual Conference & Awards Ceremony 2024

2nd October 2024

Leonardo Royal Hotel London City,
8-14 Cooper's Row, London EC3N 2BQ

Conference Agenda

- 08.45 Registration & Welcome Tea / Coffee / Pastries for Delegates
- 09.30 **Welcome Address**
Mark Bailey & Will Archer, Directors & Co-Founders, Collaboration Network
- 09.45 **Power Talk:** Breaking the Barriers to Good Mental Health
Anastasia Vinnikova, UK Head of Workplace Wellbeing, Mind Forward Alliance
- 10.05 **Case Study:** Lowering Customer Effort to Reduce Complaints
Lisa Connell, Customer Services Manager, Northumbrian Water Group
- 10.35 **Case Study:** Supporting Customers in Highly Challenging Circumstances
Sabina Onwuka, London Borough of Barking & Dagenham
- 11.05 Refreshment Break - Morning Tea/Coffee
- 11.30 **Power Talk:** The Power of the Mind: Turning Setbacks Into Success
Scott Hardiman, Director, Further Coaching
- 11.50 **Case Study:** Supporting Customers through the Bereavement Journey
Larah Pearson, Vulnerable Customers Operations Manager, Monzo
- 12.20 **Panel Discussion:** Mental Capacity: Supporting Customers with Alzheimer's & Dementia
- Natasha Dickinson, Money & Pensions Service - Chair
 - Laura Clark, Alzheimer's Society
 - Charlotte Hall, Virgin Media O2
 - Siobhan Duffy, RAC
 - Claire Athey, Nationwide Building Society
- 13.10 Lunch Break
- 14.05 **Keynote Talk:** The Evolving Landscape of Complaints in the Financial Services Sector
Lauren Long, Ombudsman Leader, The Financial Ombudsman Service
The Financial Conduct Authority
- 14.40 **Case Study:** The Latest Cross Sector Insights into Economic Abuse
Katy Brown, HM Treasury & Ross Sleigh, HM Revenue and Customs
- 15.15 Refreshment Break - Afternoon Tea/Coffee
- 15.35 **Power Talk:** Demystifying Neurodiversity: Supporting neurodivergent staff benefits everyone.
DeAnna Avis, Neurodiversity and Inclusion Consultant
- 15.55 **Fire Side Conversation:** Shaping Customer Experience for those in Need of Extra Support
Maria Vidler, Chief Customer Officer, Starling Bank
Martin Hill-Wilson, Owner, Brainfood Consulting
- 16.30 Close of Conference Day Programme - Refreshment Break ahead of Awards Ceremony

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Awards Ceremony Agenda

Bar open from 16.30 for alcoholic and non-alcoholic beverages

- 17.00 Opening of the Collaboration Network Awards - with Chair of Judges, Martin Hill-Wilson
- 17.10 Award Presentation: ***The Complaints Award - GOLD & SILVER WINNERS***
- 17.15 Award Presentation: ***The Collaboration Award - GOLD & SILVER WINNERS***
- 17.20 Award Presentation: ***The Customer Service Improvement Award - GOLD & SILVER WINNERS***
- 17.25 Award Presentation: ***The Culture & Inclusion Award - GOLD WINNERS***
- 17.30 Award Presentation: ***The Re-Invention Award - GOLD & SILVER WINNERS***
- 17.35 Award Presentation: ***The Special Project Award - GOLD & SILVER WINNERS***
- 17.40 Award Presentation: ***The Vulnerability Award - GOLD & SILVER WINNERS***
- 17.45 Award Presentation: ***Special Recognition Awards 2024***
- 17.55 Award Presentation: ***Collaboration Network Member of the Year 2024 Award***
- 18.00 Final Thoughts | Close of Conference & Awards Programme
- 18.10 Networking Drinks Reception - canapes served
- 19.30 Close of Day