



# Collaboration Network

Supporting Cross-Sector Collaboration



## 2024 Member Programme Guide

In Partnership with



[www.collaborationnetwork.co.uk](http://www.collaborationnetwork.co.uk)



# Collaboration in 2024

In 2024 the Collaboration Network will be looking to increase and improve upon previous years through the introduction of a range of exciting new initiatives to our already diverse and insightful programme.

We introduced two new Special Interest Groups within Collections & Recoveries, and Fraud & Scams, that will enable Members to collaborate to greater precision within these increasingly key areas. We have also introduced three separate training streams within Vulnerability, Complaints, and Culture & Inclusion. To ensure these sessions have the appropriate impact, we have consulted with a number of regulators, ombudsman, and key stakeholders to identify the areas for training that resonate at a strategic level.

2024 will also see more face to face events for Members of the Collaboration Network, with in-person conferences in London and Birmingham respectively, regional events planned in Bristol, Belfast, Manchester, and Edinburgh, as well as in-person Vulnerability Champions Groups, Vulnerability Summit, and Complaints Forum. A Member Charity Walk will also take place enabling Members to come together to raise funds for our charity partner, Demelza.

Our Awards programme will once again be free and exclusive to members, with new categories to be added for 2024 to recognise the outstanding achievements Members and their respective organisations are making.

And 2024 will also further enhancements and additions to our exclusive Member Portal, [CN-X](#).

You can keep up to date with the [Schedule of Events](#) page.

Become part of the Collaboration in 2024!

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# CN-X

## Member Portal

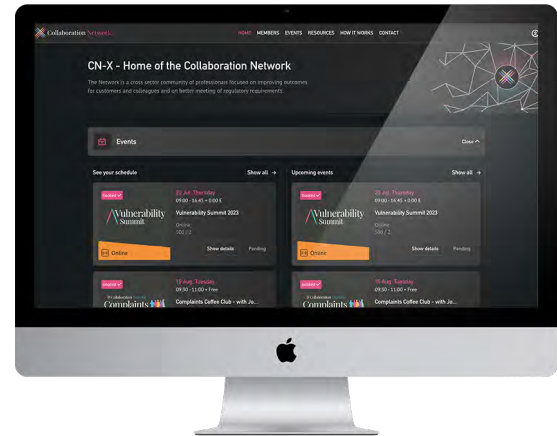
[CN-X](#) is the home for Members of the Collaboration Network, allowing you to connect with other Members, access relevant expert content and manage your event attendance.

CN-X allows Members to search and connect with other Members of the Network with shared interests, to search the repository of documents and masterclass videos to find content that is relevant to your needs and to view all up and coming events by type and to book onto these events.

### Members

#### Connect & Engage

Use the Member's register to search for other Members with relevant expertise and interests. Each user sets up a fully searchable profile allowing other users to find them by name, company, job title, market sector, areas of interest, areas of expertise and anything they mention in their bio. Any user is able to request connection to another user.



Acceptance of a connection is entirely in the control of the receiving user and once the connection has been accepted, contact details will be shared to enable users to connect outside of CN-X by phone or email. Public social media links are also displayed.

### Resources

#### Search and access the full repository of Collaboration Network published material.

Use the search facility to find relevant journal articles, Club reports, Focus Group write-ups, video Master Classes from webinars, Vulnerability Summits and Complaint Forums, research, and slides from many different events. Each item is tagged for advanced searching so you are able to find relevant material by subject, key word, author or presenter, date and vertical market.

### Events Programme

#### Manage your Collaboration Network events calendar

Discover more about the Collaboration Network events programme using key word search and by events type and then view the events you are interested in, book to register your place and then manage your participation.

<https://cn-x.co.uk/>



# Discussion Clubs

The Collaboration Network Discussion Clubs cover key areas of Complaints Handling, Vulnerability, Regulatory Compliance, and Customer Experience. Each session operates with a rotating Guest Chair, providing a platform to share first-hand examples of best practice and strategic views on overcoming common challenges that transcend sector. In a fast changing environment, these clubs help Members to get to the answers faster.



## The Complaints Coffee Club

### In Association with Apteon

The Complaints Coffee Club, delivered in association with Apteon, is our monthly discussion club centred around the sharing of best practice in complaints handling, RCA, redress, dispute resolution, and achieving better outcomes, led by a rotating Guest Chair. This enables the sharing of best practice for complaints-focused professionals across sectors.

## The Extra Support Club

The Extra Support Club brings professionals together each month for the sharing of best practice in supporting vulnerable customers. Each sessions is led by a Guest Chair who identifies a topic for debate, whether that be centred around identifying vulnerable customers, supporting vulnerable customers, or sign-posting. These sessions provide a platform to improve your knowledge and awareness in challenges within vulnerability across sectors.



## The CX Lounge

The CX Lounge enables like-minded professionals to get to the heart of topics centred around the sharing of best practice and innovation in customer experience. Whether this around omni-channel, digital journeys, the application of AI, tone of voice, or other, the CX Lounge provides a platform to learn, share and discuss ways to enhance your approach to customer experience.



# Discussion Clubs



## The Regulator's Room

The Regulator's Room is a unique Discussion Club that enables sessions to be led on a rotating basis by Regulators, Ombudsman, and Government Departments, enabling closer cooperation and collaboration between themselves and Member organisations from across sectors. This platform has proven to be a popular way to get answers faster from regulatory parties and seek guidance.

## The EDI Club

The EDI Club is our dedicated discussion club series on the topic of equality, diversity, and inclusion, as well as all things that impact culture. Whether this is related to inclusive service design, applying strategic change to serve a diverse range of customers, or ensuring your work culture supports a safe space for colleagues to thrive, this series provides a platform for professionals across sectors to share ideas, and collaborate on how to achieve better outcomes.



# Special Interest Groups



## Collections & Recoveries

In Association with COEO UK

This Special Interest Group will bring together Members with an interest or role within Collections, Recoveries and Debt Management to share best practice and insight via member-led forum discussions, case studies, panel discussions, and Q&A. Sessions may also include guest speakers, such as those from the debt advice sector to share insight and trends.

## Fraud & Scams

This Special Interest Group will bring together Members with an interest or role within financial fraud and scams to share best practice and insight via member-led forum discussions, case studies, panel discussions, and Q&A. Sessions may also include guest speakers, from Regulators and Government Departments.





# Special Focus Groups

Our Special Focus Groups will continue in 2024 in partnership and with the input from Regulators across markets. The four different areas that will be covered across these sessions are the Consumer Duty, the Cost of Living Crisis, Collaboration within the Water sector, and collaboration between Communities & Utilities.

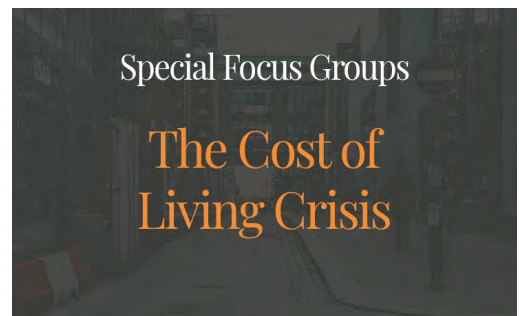


## Financial Services: The Consumer Duty

In 2024 we will continue to run a dedicated Special Focus Group series in Financial Services, where we will have a particular focus upon the Consumer Duty. For this series, we will continue to work closely with key stakeholders to the sector and through continued consultation with the FCA, the Lending Standards Board, and the Financial Ombudsman Service. This will include case studies and open/panel discussions

## The Cost of Living Crisis

Through the Cost of Living Crisis Special Focus Group Series, we will delve into the means to support vulnerable customers and those in financial difficulty, as well as associated risks, including mental health, fuel poverty, and data sharing. For this series we shall once again work closely with a range of Regulators and the Third Sector. Sessions will include open discussions to share best practice, as well as case studies.



## Water Sector

In 2024 we will continue to work closely with Ofwat and UK based Water companies on this Special Focus Group Series. This series will continue to provide a platform for discussions and the sharing of best practice with an exclusive focus upon the UK Water market.

## Communities & Utilities

The Communities & Utilities Special Focus Group places community engagement at the heart of the topic, and how housing associations, local authorities and support services can collaborate with utility providers to help ensure customers most at risk can be supported. This will draw on areas such as challenges in data sharing, sign-posting, community out-reach, and partnerships





# Training Series

In 2024, the Collaboration Network will operate three streams of training that will be specific to its subject. These will take place over the course of the year, and will operate in Complaints, Vulnerability, and Culture & Inclusion. Consultation on the Training Series has been undertaken with Regulators, Ombudsman, and a range of experts to ensure each session will be focused on area identified as in need of strategic improvement.



## Complaints Training Series

### In Association with Equiniti

The Complaints Training Series is delivered to Members of the Collaboration Network in partnership with Equiniti. For this series, we have consulted with the FCA, the Financial Ombudsman Service, Ofgem, Ofwat, and others to identify key areas within the complaints handling function across sectors in need of improvement. Training will be delivered through expert guidance, exercises, case studies, and peer to peer guidance.

## Vulnerability Training Series

The Vulnerability Training Series will be constructed to help Members identify gaps in service provision towards vulnerable customers, and through hands-on training, case studies, workshops and discussions by the end of this course you will have all the insight needed to understand how to design and deliver fair, flexible and inclusive services in line with ISO 22458.



## Culture & Equality Training Series

### In Association with Elev-8 Performance

The Culture & Equality Training Series will be a dedicated training platform to develop your knowledge, skills and awareness within areas such as equality, inclusion, diversity, communication, and to create a workplace that encourages people to thrive in a psychologically safe and empowered environment. This series is delivered through our partners at Elev-8 Performance.

# Vulnerability Champions Group



## Vulnerability Champions Group

### In Association with Life Ledger

The Collaboration Network's Vulnerability Champions Group is an exclusive group, founded in May 2021 by highly passionate and dedicated vulnerability experts from among our membership network, representing organisations across sectors.

This group's working purpose is:

*"To deliver excellent experiences & fair outcomes for all people who need additional support, now and in the future. We will do this by connecting leaders who champion the creation of organisations people can trust."*

This group meets every six weeks, with sessions held via Zoom, and two in-person sessions per year which feature case studies, keynote talks, round table discussions, and a group dinner. This series is operated in partnership with our partners at Life Ledger.

## Full Day Events



### The Vulnerability Summit

The Vulnerability Summit will return in 2024 for a full day in-person event. Held in London, this event is dedicated to the topic of consumer vulnerability, with input from across sectors, including industry case studies, keynote talks, a workshop, and a presentation from the Vulnerability Champions Group.

### The Complaints Forum

#### In Association with Aptean

The Complaints Forum, operated in partnership with Aptean, will return in 2024. A full day in-person event dedicated to complaints handling, customer service, and dispute resolution, with input from across sectors will be held in London in late autumn 2024, with a counter-part virtual session taking place in spring 2024.

The Complaints Forum is delivered in partnership with Aptean.







# Regional Gatherings

The Collaboration Network will continue to run regional in-person gatherings for members in 2024. These events, hosted by Members, will take place in Bristol, Belfast, Manchester, and Edinburgh. Each of these events will include presentations, round table discussions, networking opportunities, and hospitality for a capped number of attendees. Registration can be made within CN-X



## Bristol

14th March 2024

Hosted by Computershare

## Belfast

30th May 2024

Hosted by the Utility Regulator for Northern Ireland



## Manchester

10th July 2024

Hosted by Atlanta Group



## Edinburgh

12th September 2024

Hosted by TBC



# Conferences



## London Collaboration Conference 2024

24th April 2024  
Congress Hall,  
The Congress Centre, 28 Great Russell Street, London  
WC1B 3LS

The London Collaboration Conference returns on 24th April 2024, taking place at the Congress Centre in central London, where we will have a full day of learning and sharing across a range of topics that impact organisations across sectors. Themes set to be covered at this conference includes Vulnerability, Complaints Handling, Customer Experience, Regulation & Compliance and Inclusion, Equality & Diversity - plus more.



## Birmingham Conference & Awards

16th October 2024  
Venue TBC

The Collaboration Network will host its Birmingham Collaboration Conference & Awards Ceremony on 16th October 2024, where we will have a full day of learning and sharing across a range of topics that impact organisations across sectors. Themes set to be covered at this conference includes Vulnerability, Complaints Handling, Customer Experience, Regulation & Compliance and Inclusion, Equality & Diversity - plus more. We will also be celebrating Member success with the Collaboration Network Awards ceremony.





# Annual Awards

The Collaboration Network has brought people together from different sectors to deal with the challenges facing customers, colleagues and in dealing with changing regulatory requirements. In very trying times for all of us, we remain amazed by the commitment, quality and great examples of successful initiatives that are shared by the Members of the Network. It is on this basis that we launched the Collaboration Network Awards in 2022, and it will continue to grow into 2024, providing an opportunity to share and celebrate the achievements and successes of our Members in key areas in supporting customers and colleagues and how they are approaching regulatory compliance.

These awards are exclusive to Members and there is no cost for entry or for the trophies. The awards ceremony will be held at the Birmingham Collaboration Conference on 16th October 2024. Entry information will be available on the website.





# Collaboration Journal



## Thought Leadership Content

The Collaboration Journal is our quarterly publication for Members featuring thought-leadership and expert views from across sectors. Within each edition, readers can access up to 16 unique and original articles produced by Members and leading experts across sectors, touching upon the key issues around customer support, regulation, culture, mental health in the workplace, technology, and innovation.

### Details

Published in February, May, August, and November and available within CN-X.

## Master Classes



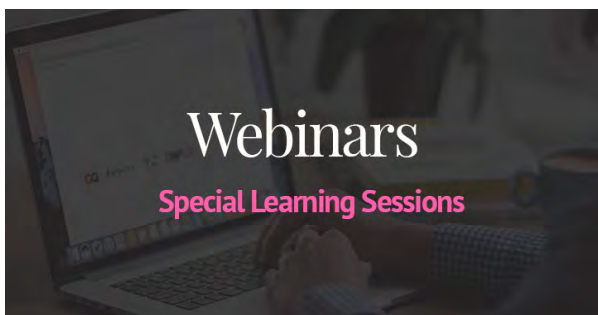
### e-learning

In 2024 we will continue to publish new Master Class videos for members, enabling you to watch presentations, keynote talks, and industry case studies in your own time as part of an e-learning tool kit. As with previously published videos, you can expect a variety of topics to be covered, including areas such as consumer vulnerability strategies, complaints handling, and ED&I.

### Details

Videos will be published within CN-X.

## Webinars



### Special Learning Sessions

In 2024 we will host a number of special webinars in partnership with several organisations, enabling an opportunity to learn through case studies or to delve into specific topics impacting organisations across sectors. Each session will include a presentation followed by break-out discussion groups.

### Details

Dates TBC.



## Reports



### Capturing the Insights

Throughout 2024, we will be capturing the key learnings and findings from across our programme of events, with regular reports circulated to Members and housed within CN-X.

#### Details

Published regularly and available within CN-X.

## Charity Fundraising Walks



### Supporting Demelza Hospice for Children

The Collaboration Network has appointed Demelza Hospice Care for Children as its official charity partner, and in 2024, we will be running several initiatives to fund raise for their cause. This will include a challenging sponsored walk open to Members for their participation.

## Member Programme Guide 2024

Reproduction, copying, extraction, or redistribution by any means of the whole or part of this publication must not be undertaken without the written permission of the Collaboration Network.

This Guide outlines the programme of initiatives and events by the Collaboration Network in 2024, which is subject to changes and amends.

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# Collaboration Network

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