



# Collaboration Network

Supporting Cross-Sector Collaboration

[www.collaborationnetwork.co.uk](http://www.collaborationnetwork.co.uk) | [www.cn-x.co.uk](http://www.cn-x.co.uk)



Take the Step to Become  
Part of the Collaboration

**Membership Brochure Guide 2026**



# Collaboration Network

Supporting Cross-Sector Collaboration

## Membership Brochure Guide

2026

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Collaboration Network is a place of shared purpose. Everyone is focused on improving customer outcomes, and the spirit of collaboration is key to that success. Hearing how other organisations have tackled challenges and overcome them is incredibly valuable, and it's a brilliant opportunity to benchmark and exchange best practice. It's a genuinely supportive community of like-minded professionals, and I'm proud to be part of it.

Emma Kaye  
IWR Customer Vulnerability Lead  
Aviva

# Join the Collaboration Network: Elevating Your Professional Growth



Are you ready to be part of the UK's fastest-growing professional network focused on collaboration and continuous improvement? The Collaboration Network is here to help you take that important first step.

Founded with the mission to support organisations in enhancing customer and staff engagement while navigating regulatory compliance, the Collaboration Network brings together professionals from diverse sectors to learn, share, and grow together. We are committed to helping our Members raise standards and tackle the challenges of customer service, vulnerability, complaints handling, communication, compliance, and much more.

## Why Join Us?

- **Cross-sector Collaboration:** Access insights and perspectives across industries to better understand and solve common challenges.
- **Thought Leadership & Learning:** Exclusive content, e-learning resources, training, webinars, and conferences to help you stay ahead.
- **Peer-to-peer Engagement:** Connect with like-minded professionals to exchange best practices, solutions, and experiences.
- **Focus on People & Wellbeing:** Join initiatives focused on mental wellbeing, inclusion, and fostering positive organisational cultures.

## Member Benefits Include:

- **Professional Growth:** Strengthen your career through new opportunities, increased confidence, and strategic insights.
- **Exposure & Networking:** Gain valuable connections, including opportunities to engage with regulators, ombudsman, and thought leaders.
- **Impactful Change:** Contribute to shaping industry standards and improving the framework of support for both customers and employees.

Our Members increasingly attribute their success to their involvement in the Collaboration Network. Whether it's through public speaking opportunities, self-confidence, strategic operational improvements, or a deeper understanding of compliance, the Network provides the tools to thrive.

Ready to elevate your professional journey? Apply for Membership today and join a dedicated community focused on creating meaningful change and growth. Together, we can go further.



## Topics Covered for Members



### Vulnerability

We place a strong emphasis on addressing vulnerability in our programme of activities. We recognise that issues such as bereavement, affordability, accessibility, disclosure, economic abuse, dementia, and other sensitive areas require thoughtful and strategic approaches to support those who need it most. Our initiatives provide valuable opportunities for Members to:

- **Improve their understanding** of the complexities surrounding vulnerability and the specific challenges customers face.
- **Develop strategic approaches** for providing specialised care and tailored support to vulnerable individuals.
- **Engage in focused discussions** and access resources that guide best practices in ensuring that customers receive the appropriate level of care and consideration.

Through these efforts, we empower organisations to enhance their support systems, ensuring that they can meet the diverse needs of their customers and create inclusive, empathetic experiences for all.



### Complaints Handling

Helping Member organisations to support customers through the complaints journey and ensuring fair outcomes is a core focus. We understand that effective complaints handling is critical in building trust and maintaining positive customer relationships. Our Members collaborate to share best practices and strategies for managing complaints, covering key areas such as:

- **Use of language and communication approach**
- **Remediation and redress processes**
- **Root Cause Analysis (RCA)**
- **Timeframes and efficient handling**
- **Transparent and fair complaint processes**

A crucial part of this collaboration is the active involvement of the **Ombudsman**, who works closely with our Members to foster better relationships and ensure that complaints are handled fairly and transparently within their respective sector.

Additionally, technology in complaints handling plays a pivotal role in enhancing efficiency and improving customer experiences. The Network partners with leading suppliers of technological solutions to explore innovative ways to streamline the complaints process, making it more responsive and customer-centric.



## Customer Experience

At the Collaboration Network, we understand that how a company makes its customers feel and how easy and enjoyable the user journey is are crucial elements of customer satisfaction. Customer Experience (CX) is not just a standalone topic; it intersects with almost every aspect of our learning and development programme.

We collaborate with industry-leading organisations, award-winning CX leaders, and renowned thought leaders to share best practices and provide thought-provoking personal development. **Our goal is to help individuals and their organisations enhance their CX strategy.** Whether it's improving the customer journey, refining tone of voice, ensuring accessibility, or optimising online tools, we know that the impact of good CX leads directly to:

- **Higher customer satisfaction**
- **Increased loyalty**
- **Stronger customer relationships**

Through our ongoing collaborations and learning opportunities, we equip our Members with the knowledge and tools needed to elevate their CX approach, resulting in happier customers and long-term business success.



## Regulatory Compliance

As a cross-sector Membership organisation, we are dedicated to helping Members operating in regulated markets gain the knowledge and tools necessary to not only meet compliance requirements but to pave the way to best-in-class performance. Since our launch in 2020, we have forged strong, lasting relationships with key regulators, who have formally joined the Network as Members. These include prominent organisations such as the **Financial Conduct Authority (FCA)**, **The Lending Standards Board (LSB)**, **Ofgem**, **Ofwat**, and the **Utility Regulator**. Our programme is designed to enhance Members' ability to go beyond compliance within the regulatory framework. We achieve this through:

- **Collaborating with expert consultants** to provide tailored training and guidance.
- **Partnering with leading industry businesses** to share best practices and innovative solutions.
- **Working directly with regulators** to provide clear, transparent, and actionable advice.

Through these collaborative efforts, we help our Members navigate regulatory challenges, enhance their operational strategies, and adopt practices that set them apart as leaders in their fields.



## Topics Covered for Members



### Culture & Climate

The most successful businesses are those that create a corporate climate where employees feel motivated, empowered, and aligned towards a collective mission. At the Collaboration Network, we understand that fostering this kind of environment is key to achieving long-term success.

Our programme provides Members with **valuable insights** and **practical examples** of how to build the right company climate, embed effective practices, and encourage the behaviors that fuel a positive and thriving company culture. Whether it's:

- **Diversity, Equity, and Inclusion (DEI)**
- **Mental wellbeing and resilience**
- **Leadership development**
- **Motivational tactics**
- **A deeper understanding of neurodiversity**

We help Members accelerate their learning and get to the solutions they need faster, empowering them to create a more inclusive, supportive, and high-performing workplace.



### Communication & Engagement

The foundation of any healthy relationship is **effective communication**, and this is especially true for businesses and their customers. When it comes to engaging with customers, there are several important factors to consider, including:

- **Demographics** and customer profiles
- **Average literacy levels** in written communications (in the UK, the average literacy age is 9 years old)
- **Tone of voice** and its appropriateness
- **Channel of communication** (e.g., email, phone, in-person)
- **The nature of the subject**—for example, a letter about a discount will be perceived differently than one regarding a debt.

We help Members better understand the challenges of customer communication and engagement. Whether it's related to **collections and recoveries**, **disclosure of vulnerabilities**, or providing detailed information about **new products** or services.

We collaborate with leading specialists to offer training, workshops, and discussion groups that focus on refining and improving communication strategies. By enhancing these skills, Members can ensure their messages resonate with customers and foster stronger, more transparent relationships.

# Topics Covered for Members



## Collections & Recoveries

Collections & Recoveries is an increasingly important area of learning and development within the Collaboration Network. Our Members come together to share best practices on how to effectively engage with hard-to-reach customers and address the sensitive issues of **affordability** and **repayment**.

We operate an exclusive **Special Interest Group** (SIG), partnering with trusted organisations to run **workshops, training sessions, and peer-to-peer learning** opportunities. These initiatives help Members gain a deeper understanding of the complexities involved in collections and recoveries, enabling them to achieve positive outcomes for both customers and businesses.

By participating in these collaborative efforts, Members are equipped with the tools and knowledge to handle delicate conversations with empathy, ensuring fair and effective solutions are reached for all involved.



## Fraud & Scams

In today's increasingly digital age, fraud and scams have become critical areas of development for Members of the Collaboration Network. It is essential for businesses to stay ahead of evolving threats to protect and support their customers effectively.

Whether it's gaining insights into the latest **fraud trends**, understanding the risks of **online fraud** and **phishing scams**, ensuring **data sensitivity**, or exploring the application of **AI** and **prevention technologies**, we provide our Members with the tools and knowledge to stay informed and prepared.

Through our collaborative initiatives, Members are empowered to keep up to date on key developments in fraud protection, ensuring they are best placed to advise and **safeguard** their customers against emerging threats.



## Topics Covered for Members



### Mental Health & Wellness

Within Collaboration Network, we recognise the importance of supporting the **mental health and wellbeing of colleagues**. We deliver a dedicated stream of activity and targeted sessions that focus on the role of positive mental health practices in the workplace, and on how leaders can monitor, support, and **positively influence** the wellbeing of their people.

Our programme draws on insight, guidance, and practical advice from experts in mental health training and wellbeing. Whether supporting colleagues experiencing mental resilience fatigue, navigating personal challenges, or seeking practical tips on areas such as social media use, sleep patterns, or communicating their feelings more effectively, the programme shines a light on how organisations can offer **meaningful and sustained support**.



### Suicide Prevention

Suicide prevention awareness and education is a **core learning and development** priority for Members of Collaboration Network in 2026. This focus supports capability-building across organisations, equipping colleagues to respond appropriately in the workplace and when engaging with customers who may be at risk of **suicide or self-harm**, or who have been **bereaved** or affected by suicide.

Our programme has been developed in partnership with organisations including Samaritans, Baton of Hope, PAPYRUS, the Ministry of Defence, Pure Pulse, BSI, and others. It delivers a structured learning pathway comprising an online webinar series, targeted training sessions, and a full-day in-person conference.

The programme is designed to provide Members with access to leading support organisations, academics, and specialist trainers, ensuring learning is **evidence-based, practical, and relevant**. Through this approach, Members develop the knowledge, confidence, and skills required to recognise risk, respond effectively, and embed best practice within their organisations — strengthening professional capability and supporting safer outcomes.



“

The Network brings together professionals from a wide range of sectors, which introduces fresh perspectives and genuinely challenges my thinking. What I value most is how interactive it is; you can contribute as much as you like and really get out what you put in. The topics are highly relevant and spark meaningful debate, alongside the sharing of best practice across organisations.

Sue Buckle  
Head of Customer Complaints  
& Operational Integrity  
Esure

## Resolved

### *Complaints Case Study Series*

ONLINE

**Resolved** is a case study series dedicated to showcasing best practice in complaints handling and dispute resolution. Each 45-minute session is built around an in-depth case study presented by a guest organisation, highlighting real-world challenges, decision-making, and outcomes.

Sessions conclude with an interactive Q&A and discussion, giving participants the opportunity to explore practical lessons, share perspectives, and apply learning within their own organisations.

## Showcase CX

### *Customer Experience Case Study Series*

ONLINE

**Showcase CX** is a case study series dedicated to highlighting best practice in customer experience. Each 45-minute session features an in-depth case study from a guest organisation, showcasing how customer insight, design, and delivery come together to improve outcomes.

Sessions include time for audience Q&A and discussion, creating space to explore practical lessons, share experiences, and consider how successful approaches can be applied within participants' own organisations.



## 2026: Series Outline

### Safeguard CX

*Expert-Led Workshop Series*

ONLINE

**Safeguard CX** is an expert-led workshop series designed to help attendees stay aligned with the latest trends and innovations in customer experience, while also strengthening the established core areas of customer engagement, customer journeys, and service accessibility.

### Collaboration Hour

*Cross-Sector Sharing of Best Practice*

ONLINE

**The Collaboration Hour** is a 60-minute peer-to-peer discussion series where Members explore shared topics, exchange best practice, and gain qualitative insight from fellow professionals on strategic issues such as vulnerability, operational readiness, complaints handling, customer experience, and mental wellbeing.

### Mind Matters

*Expert-Led Mental Health Series*

ONLINE

**Mind Matters** is a new series dedicated to supporting colleague wellbeing and mental health in the workplace. Each 45-minute session offers a detailed, expert-led approach, providing practical guidance, actionable tips, and professional resources to help attendees enhance their own mental wellbeing and support that of their colleagues.

### Culture & Climate

*Expert-Led Series on Company Culture*

ONLINE

**The Culture & Climate Series** - led by a diverse range of industry leaders - helps Members deepen their understanding of the key factors that shape company culture and climate, and how these factors influence customer service, colleague wellbeing, and employee retention. Covering topics such as DEI, psychological safety, and strategic leadership, this series is ideal for those eager to develop the skills and insights needed to positively influence their organization's culture.



## 2026: Series Outline

### Vulnerability Week

*A Week of Sessions Dedicated to Vulnerability*

ONLINE & IN-PERSON

**Vulnerability Week** is an annual initiative helping businesses build empathetic connections with customers who have additional needs. Through webinars, case studies, training, keynotes, and an in-person charity event, it guides organisations to foster trust, empathy, and understanding at every touchpoint.

### Vulnerability: Revisited

*A Day Dedicated to Vulnerability Best Practice*

ONLINE

**Vulnerability: Revisited** builds on our annual Vulnerability Week, offering a quarterly series of single-day events designed to enhance learning and develop the skills needed to support customers in vulnerable circumstances. Sessions are led by subject matter experts from across sectors, revealing the full requirements and needs of vulnerable customers - and how you can help improve your approach.

### The Regulator's Room

*Regulator & Ombudsman Series*

ONLINE

**The Regulator's Room** offers Practitioner Members the opportunity to engage directly with a Guest Chair from a regulator or ombudsman. Through each session, Members can voice their concerns and ask questions, while gaining insights into the work being done on the issues that matter most. These sessions are held in partnership with **UKRN**.

### Research & Insights Webinar

*Special Series Dedicated to Customer Insights*

ONLINE

Across our webinar series, we offer a dedicated program revealing **unique customer insights** through **research** conducted by firms and specialist organisations. These sessions uncover detailed findings that typically require bespoke resources, helping businesses understand customer challenges and informing strategic and operational decision-making.



## 2026: Series Outline

### Strategy On Suicide Webinar

*Series Dedicated to Suicide Prevention*

ONLINE

Our **Strategy on Suicider webinar** series takes a holistic approach to suicide and self-harm prevention and education. Each session focuses on a key topic, from strategic implementation and listening skills, to toolkits and bereavement support, and is led by a different subject matter expert or organisation. The series also highlights practical support strategies for those impacted by suicide in the workplace.

### Financial Services Webinar

*Series Focused on Financial Services*

ONLINE

Developed in consultation with the Financial Conduct Authority and our partners at Fairer Finance, the **Financial Services Webinar** series serves as a sector-wide focus group to foster collaboration and share best practices. Each year, an overarching theme guides discussions, areas of collaboration, and regulatory guidance. For 2026, the theme is "Growth, Innovation, and Consumer Protection."

### Housing & Utilities Webinar

*Series Focused on Communities & Collaboration*

ONLINE

Our **Housing & Utilities Webinar** programme leverage collaboration across communities, connecting housing associations, local authorities, energy and water companies, and the third sector. Sessions focus on supporting vulnerable customers and explore how stronger partnerships, shared knowledge, and improved communication strategies can drive greater collaboration and better outcomes across the country.

### The Insight Exchange

*Panel-Led Series on Special Topics*

ONLINE

The **Insight Exchange** provides a platform for sharing views, innovative ideas, and best practices to help reshape approaches to a wide range of challenges—whether sector-specific, such as fuel poverty in energy, or broader issues affecting consumers across society. Each session features a panel of experts followed by audience participation, culminating in a "next step" approach that transforms insights into tangible action.



## Ask The Expert

### *Expert-Led Open Audience Participation Series*

ONLINE

**Ask the Expert** is an online series that gives audiences direct access to specialist experts across topics such as complaints handling, customer experience, vulnerability, culture, communication, and compliance. Each unscripted session allows participants to pose questions to the expert panel, resulting in organic, conversation-rich discussions filled with practical examples and experience-based insights.

## Special Interest Group: Collections & Recoveries

ONLINE

Operated in partnership with **Coeo UK**, this series provides a collaborative platform for organisations to share effective strategies for engaging with customers in debt, including important vulnerability considerations.

Through case studies, expert guidance from collections professionals, and input from the third sector, the programme supports those working in this space to develop approaches that are both effective and empathetic.

## The Travel Club

### *Special Series Focused on Travel Sector*

ONLINE

**The Travel Club**, operated in partnership with **The Ombuds Group**, brings organisations together from across the travel sector (and beyond) to share insights, collaborate, and raise standards in customer care and regulatory compliance. Covering topics from supporting disabled customers and managing vexatious complaints to addressing suicide and self-harm, the series explores key challenges facing the travel industry, with insights that are equally valuable to other sectors focused on improving customer outcomes.

## Special Interest Group: Fraud & Scams

ONLINE

As fraudsters and scammers become increasingly sophisticated in targeting consumers, organisations must deploy equal — if not greater — levels of innovation to stay ahead and protect their customers.

This **Special Interest Group** explores emerging trends and technologies alongside proven approaches, equipping organisations with the tools and insight needed to better safeguard customers from fraud and scams.



## 2026: Series Outline

### Complaints: Revisited

*A Day Dedicated to Complaints Handling Best Practice*  
**ONLINE**

**Complaints: Revisited** is a full-day online event dedicated to sharing best practices in complaints handling and dispute resolution. Spanning multiple sectors, each session explores a different aspect of the complaints journey — including redress, root cause analysis (RCA), governance, escalation, and the balance between first point of contact and specialist teams. Through industry case studies, keynote talks, shared insights, contributions from the ombudsman, and showcases of enabling technology, the programme equips organisations with practical approaches to achieving better complaints outcomes.

### Vulnerability Training Series

*Special Series Dedicated to Vulnerability Training*  
**ONLINE**

Our **Vulnerability Training** series explores a range of issues organisations need to better understand and respond to — including domestic abuse, financial resilience, supporting deaf or blind customers, homelessness risk, and specific medical conditions. Led by specialist experts, the series equips participants with the knowledge and practical awareness needed to make a meaningful impact within their business and better support customers in vulnerable circumstances.

“Attending Collaboration Network events has been great as it has enabled me to meet other organisations, and to also hear how different teams are facing the same challenges that we are. It’s provided me the chance to learn new ways to tackle challenges we all face across sectors.

Jo Lomax  
Consumer Vulnerability Manager  
UK Power Networks



## Special Webinar Series

*A Series that Covers a Range of Topics*

ONLINE

The Special Webinar Series is a flexible, broad-ranging programme designed to explore diverse and timely topics. From advanced applications of AI and sector-specific challenges to building relationships with the third sector and guidance on effective signposting, each session offers unique insights and practical value for participants.

## Partner Webinar Series

*Technology, Insights & Resources*

ONLINE

Collaboration Network has partnered with a range of innovative organisations that have developed transformative products and systems designed to help Members enhance their support for customers. This series explores key themes including complaints management, root cause analysis (RCA), AI, vulnerability, customer disclosure, communication, and the identification of vulnerable customers — providing practical insight into solutions that can drive meaningful improvement.

## Customer Communication Series

*Expert-Led Series on Communication*

ONLINE

How you communicate with customers is critical to building strong, lasting relationships — particularly during challenging periods or when addressing sensitive matters such as price increases, unpaid bills, or complaints. Led by specialist training partners, this series provides a deep understanding of how language shapes customer engagement, helping organisations use the right words to build trust, encourage positive behaviours, and strengthen long-term relationships.

## Voice of the Customer

*A Platform for Consumers to Share their Views*

ONLINE

Voice of the Customer is an online series that puts customers at the center, allowing them to share their views, feedback, and opinions on how services affect them. The series highlights what reasonable adjustments can be made, what matters for fair treatment, and what fosters customer loyalty. Whether it's a disabled customer sharing their experiences or someone facing challenges due to service disruptions, this series gives Members the opportunity to gain first-hand insights and feedback directly from the people who experience the services.



## 2026: Series Outline

### Get Compliant

*Series Focused on Regulation & Compliance*  
**ONLINE**

The majority of our Members operate within highly regulated industries, where accurate interpretation of policy is critical. This series is designed to help Members go beyond simply meeting compliance requirements and instead aim for excellence. Led by highly experienced consultants, it explores the many facets and nuances of regulatory understanding, providing practical guidance to help you truly **“get compliant.”**

### Special Training: Dementia Friends

*Special Training with Alzheimer’s Society*  
**ONLINE**

Alzheimer’s Society launched **Dementia Friends** in 2013 to challenge the stigma and lack of understanding that can lead to social exclusion for people living with dementia. Nearly 4 million people in the UK have now become Dementia Friends, helping to change perceptions and support their communities.

A **Dementia Friends session** is an interactive hour-long experience designed to dispel myths about dementia and help participants understand what it is, what it isn’t, and the small ways they can make a real difference. The session includes a Q&A, and while cameras and microphones can be off, participants are encouraged to engage via chat and have a pen and paper ready for activities.

# Exclusive Groups: Invitation Only

## Vulnerability Champions Group

*Exclusive Group*

**ONLINE & IN-PERSON**

The **Vulnerability Champions Group** (VCG) is an exclusive working group within the Collaboration Network that is heavily outcome orientated. Members meet quarterly to share strategic insights and help shape how organisations across sectors respond to and support vulnerable customers. Each session includes new learning opportunities, featuring a guest speaker and a case study that explores the nuances of a specific area of vulnerability. Meetings are led by a rotating Chair and take place twice a year online and twice a year in person at rotating locations. In-person sessions include a group dinner, providing valuable professional networking opportunities and helping to foster stronger relationships and a shared sense of purpose.

## Senior Executive Complaints Exchange

*Exclusive Group*

**ONLINE & IN-PERSON**

The **Senior Executive Complaints Exchange** is a working group that brings together senior leaders in the complaints handling space to collaborate on achieving stronger outcomes and driving meaningful innovation in complaints resolution. Sponsored by **My Complaints AI**, the Exchange runs quarterly, with two sessions held online and two in person each year. The group operates with a rotating Chair, and every session provides opportunities for new learning through guest speakers and case studies.



“

The Collaboration Network is fantastic for bringing people together to share best practice and build meaningful connections. There's a huge range of ways to get involved and so many relevant topics to explore. It's a well-established, well-run network, supported by brilliant people who genuinely want to make a difference.

Kate Robbins  
Head of Customer Policy  
Wessex Water



## 2026: In-Person Events

### Strategy on Suicide (S.O.S), 24th March 2026

De Vere Grand Connaught Rooms London

In 2023, 7,055 people in the UK lost their lives to suicide – that's 19 people every single day. This full day conference include keynotes, case studies, panel discussions, workshops, and exhibitors to help equip attendees with the tools to support and prevent people at risk of suicide.

Delivered in partnership with **Baton of Hope** and **Samaritans**.

[View Online](#)



### Financial Services Seminar - 7th May 2026

*Through Consultation with the FCA & FOS*

Leonardo Royal London City, London

The Financial Services Seminar is a full day in-person event dedicated to Financial Services and the theme of growth, innovation, and consumer protection. This event is delivered through consultation with the FCA to build greater collaboration with the regulator and the ombudsman.

This event is proudly sponsored by **Plain Numbers**.

[View Online](#)





### South East Water Annual Stakeholder Conference In Partnership with Collaboration Network

Ashford International Hotel, Ashford, Kent

A full day in-person conference focused upon building greater collaboration between housing associations, local authorities, energy, water, distribution networks, and the third sector to help achieve better outcomes for customers across communities.

[View Online](#)



### Housing & Utilities Congress, October 2026

BSI Groups Offices, Milton Keynes



A full day in-person conference focused upon building greater collaboration between housing associations, local authorities, energy, water, distribution networks, and the third sector to help achieve better outcomes for customers across communities.





## 2026: In-Person Events

### The Complaints Forum

Early November 2026 - London



The Complaints Forum is a full-day, in-person event dedicated to complaints handling, customer service, and dispute resolution. The Complaints Forum is designed to share best practice, explore real-world case studies, and provide practical insights to help organisations strengthen their approach to complaints.



### Annual Conference & Awards Ceremony 2026

26th November 2026 - Birmingham

### Annual Conference & Awards Ceremony

Our Annual Conference & Awards Ceremony combines a full day conference, featuring learning and networking opportunities from a cross-sector audience, before the evening awards ceremony opens, to celebrate Member success. With over 35 awards presented, a keynote talk, stand-up comedy, and entertainment, this is a day and night not to be missed!



## 2026: In-Person Events

### Regional Gatherings 2026

Leeds | Chester | Stratford-Upon-Avon

## Regional Gatherings

Regional Gatherings are more intimate in-person sessions, typically between 45 - 70 people. Hosted by Member organisations, each Gathering will comprise of a full day of learning, networking and hospitality. And in 2026, these are set to take place in Leeds, Chester, and Stratford-Upon-Avon.



“

The Collaboration Network is built around their Members. Not just small, not-for-profits such as YES Energy Solutions, but also major international companies. They understand Members' needs and ensure the focus stays relevant and tailored to those needs. It's approach and engagement ethic are fantastic, helping businesses get better, especially through difficult times.

Duncan McCombie  
CEO  
YES Energy Solutions



# CN-X: Your Hub for Collaboration, Learning, and Growth

CN-X is the exclusive online platform for Members of the Collaboration Network, providing a seamless space to connect, learn, and manage your professional development. **Key Features of CN-X includes:**

## Manage Your Events Programme

Stay informed and on top of all upcoming Collaboration Network events:

- Search events by type, keywords, or interests
- Book your place at events with ease
- Manage your event participation and keep track of your registration status

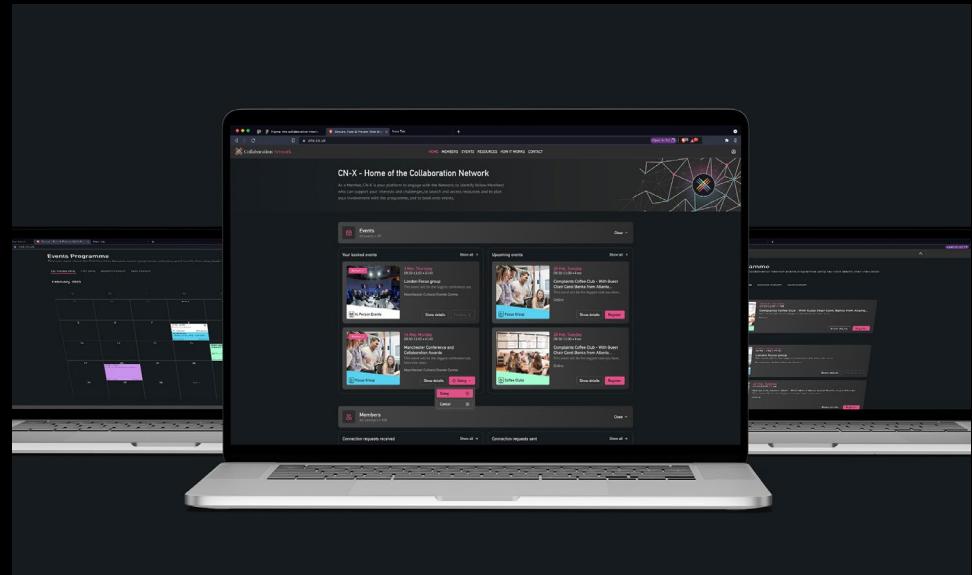
Whether it's webinars, workshops, special focus groups, or partner events, CN-X helps you organise your schedule and make the most of the events offered by the Collaboration Network.

## Access Resources

CN-X is home to a vast repository of Collaboration Network materials. Members can search and access:

- Journal articles and reports
- Focus Group write-ups and research papers
- Partner Collateral
- Masterclass videos
- Presentation slides and event materials

Each piece of content is tagged for easy, advanced search by subject, keyword, author, date, and market sector, ensuring you can quickly find the information most relevant to your professional development.



## Connect & Engage

CN-X offers a powerful Member's register that allows you to search for and connect with other Members based on shared expertise, interests, and goals. Each Member creates a fully searchable profile, enabling you to filter by:

- Name, company, job title, and market sector
- Areas of interest and areas of expertise
- Bio and relevant keywords
- 

## Ready to Get Started?

Becoming a Member will enable you to unlock all the tools, resources, and connections of **CN-X**, allowing you to accelerate your professional journey with a growing professional community.

“

Joining the Collaboration Network has been a really positive experience for us. The programme they deliver, both online and in-person, has been highly valuable for our team, providing opportunities to learn, share, and grow. It's also been fantastic to connect with new people, enabling us to gain fresh insights and perspectives.

Faye Byrne  
Head of WPB Vulnerability Oversight & Supported Banking  
HSBC

## A Growing Network of Diverse Members



With over **2,500 Members** representing businesses across a wide range of sectors, we can't possibly showcase every one of our Members on one page — especially with new Members joining every week. However, here's a brief glimpse at just a handful of the diverse organisations that make up the Collaboration Network:





## More Than Just Membership: A Journey of Growth, Collaboration, and Success

There's so much more to being a Member of the Collaboration Network than we can capture in this document. Whether it's:

- **Enhancing your knowledge** and expertise
- **Developing effective partnerships** and strategic relationships
- **Increasing support for customers** through innovative solutions
- **Building closer engagement** with regulators and the ombudsman
- Or even **making new connections** that evolve into lifelong friendships

The Collaboration Network is where all of this happens. It's a dynamic and supportive community where your **professional journey thrives**, and your **potential is limitless**.

So, are you ready to take the first step towards becoming part of the collaboration? **The journey begins here**

“

They offer Members so much, with topics that address common challenges many of us face. The beauty of the Network is that it genuinely is in the interest of sharing and learning - and it's refreshing to be part of. The fact that it's cross sector gives added appeal because we want to network and benchmark outside of our sector, because that's how our customers are comparing us all.

David Harrison  
Director of Customer Operations & Insights  
Markerstudy Distribution



# Membership Options

Ready to become part of the collaboration?

## Membership Options

Becoming a Member of Collaboration Network is easy, simply choose your Membership package, and choose your payment preference. Members can choose to pay annually or monthly, either via invoice or through card payment.

### Standard Single Member

This is for a single Member and 12 months of content, knowledge sharing, learning and collaborative initiatives.

### Exclusive Corporate Membership Multi-Member Option

This enables an organisation to nominate 5 named Members for 12 months of content, knowledge sharing, learning and collaborative initiatives. Additional Members can be added at any stage.

### Premium Premier Membership Unlimited-Member Option

This option, our most popular, enables every employee of the business the opportunity to create a CN-X profile and access the Network for 12 months of content, knowledge sharing, learning and collaborative initiatives.

*All annual fees are payable in advance*

*All monthly fees automatically debited from card payment*

*Costs exclude VAT*

*We reserve the right to update our programme over the course of the year*

*Terms & Conditions of Membership apply*

## Get in Touch

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

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# Collaboration Network

Supporting Cross-Sector Collaboration

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