



# 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, City Mental Health 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:** Using the Problem to Create a Winning Mindset  
Scott Hardiman, Director, Further Coaching
- 11.50 **Case Study:** Supporting Customers through the Bereavement Journey  
Elle Burbery, Vulnerable Customer Team Lead, Monzo  
Larah Pearson, Vulnerable Customers Operations Manager, Monzo
- 12.20 **Panel Discussion:** Mental Capacity: Supporting Customers with Alzheimer's & Dementia
- Alzheimer's Society
  - Virgin Media O2
  - Northern Gas
  - Money & Pensions Service
  - 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 **Keynote Talk:** The Latest Cross Sector Insights into Economic Abuse  
Katy Brown, The Government Debt Management Function, HM Treasury
- 15.15 Refreshment Break - Afternoon Tea/Coffee
- 15.35 **Power Talk:** Embracing Neurodiversity to Amplify your Employee Experience  
DeAnna Avis, Brand Experience Consultant & Coach, DeAnna Avis Ltd
- 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

- 16.45 Opening of the Collaboration Network Awards - with Chair of Judges, Martin Hill-Wilson
- 16.55 Award Presentation: ***The Complaints Award***
- 17.00 Award Presentation: ***The Collaboration Award***
- 17.05 Award Presentation: ***The Customer Service Improvement Award***
- 17.10 Award Presentation: ***The Culture & Inclusion Award***
- 17.15 Award Presentation: ***The Communication & Engagement Award***
- 17.20 Award Presentation: ***The Re-Invention Award***
- 17.25 Award Presentation: ***The Special Project Award***
- 17.30 Award Presentation: ***The Use of Insight Award***
- 17.35 Award Presentation: ***The Best initiative in Colleague Wellbeing & Development Award***
- 17.40 Award Presentation: ***The Beyond Compliance Award***
- 17.45 Award Presentation: ***The Vulnerability Award***
- 17.50 Award Presentation: ***Special Recognition Awards 2024***
- 18.00 Award Presentation: ***Collaboration Network Member of the Year 2024 Award***
- 18.05 Final Thoughts | Close of Conference & Awards Programme
- 18.10 Networking Drinks Reception
- 19.40 Close of Day