



Collaboration Network

www.collaborationnetwork.co.uk



London Conference

26th April 2023

The Congress Centre, 28 Great Russell Street, London WC1B 3LS

Agenda

- 08.45 Registration & Welcome** Tea / Coffee / Pastries for Delegates
- 09.30 Welcome Address**
Mark Bailey, Director & Co-Founder, Collaboration Network
- 09.45 Keynote Talk:** Workplace Wellbeing: Creating an Environment for your People to Thrive
Anastasia Vinnikova, Head of Workplace Wellbeing, City Mental Health Alliance
- 10.30 Case Study:** Award-Winning Approach to Complaints Handling & Our Customer Support Model
Jenny Briars, Head of Customer Governance & Jenna Birchall, Customer Service Manager, LV=
- 11.15 Refreshment Break** - Morning Tea/Coffee
- 11.30 Keynote Talk:** Understanding Vulnerable Consumers in the Current Climate
Dr Elizabeth Blakelock, Principal Policy Manager, Citizens Advice
- 12.15 Regulators Panel Discussion:** Discussing the Challenges with the Cost of Living Crisis & Financial Resilience
- Natasha Still, Head of Service Performance Quality & Standards, Money and Pensions Service - **Chair**
 - Kevin Shiels, Acting CEO, Utility Regulator
 - Dylan Spedding, Senior Customer Policy Lead, Ofwat
 - Martin Campbell, Head of Consumer Vulnerability & Debt, Ofgem
 - Anna Roughley, Head of Insight, Lending Standards Board
 - Lauren Long, Ombudsman Leader, Financial Ombudsman Service
- 13.15 Lunch Break** - Held in the Congress Suite & Foyer
- 14.10 Table Based Workshop:** How Can We Get Better at Engaging with Customers?
Led by Professor Moira Clark, Henley Business School
- 15.00 Case Study:** Celebrating Life: As a Newly Regulated Business
Zaheera Mukadam, Head of Culture, Engagement & Inclusion, Dignity Funeralcare
- 15.45 Refreshment Break** - Afternoon Tea/Coffee
- 16.00 Case Study:** CX Strategy: 2023 - The Customer Journey
Rebecca Brooks-Daw, Senior Customer Experience Strategy Manager AXA Health
- 16.45 Case Study:** Supporting our Vulnerable Customers & Those Most in Need
Andrew Clowes, Head of Customer Experience & Strategy, South East Water
- 17.30 Final Thoughts** - Close of Conference Day Programme
- 17.40 Networking Drinks Reception** - Held in the Congress Suite & Foyer
- 19.30 Close of Conference**

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