



Collaboration Network

Supporting Cross-Sector Collaboration

Member Programme Guide 2025

In Partnership with



www.collaborationnetwork.co.uk



Collaboration in 2025

In 2025 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.

Building on new initiatives introduced throughout 2024, we will continue to refine and improve our programme with several new streams of events, discussion platforms and in-person events. The programme for 2025 will aim to meet the needs of Members across sectors and to ensure topics continue to focus on key areas such as vulnerability, complaints handling, customer experience, culture & inclusion, regulatory engagement, customer communications, plus lots more. 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 and development that resonate at a strategic level, whilst also ensuring plenty of opportunities for peer-to-peer learning.

2025 will also see more face to face events for Members of the Collaboration Network, and for the first time, in-person events tailored to specific vertical challenges. We will be hosting regional gatherings in the South-East, Belfast, the Midlands, and in Manchester. We will host a full day in-person event focused on Financial Services and another focused upon collaboration between Housing & Utilities. Elsewhere, full day events will operate for the Vulnerability Summit, the Complaints Forum, and in Collections & Recoveries. Whilst our Annual Conference & Awards Ceremony is set to be bigger and better!

Our Awards programme will once again be free and exclusive to members, with new categories to be added for 2025 to recognise the outstanding achievements Members and their respective organisations are making.

And 2025 will also further enhancements and additions to our exclusive Member Portal, [CN-X](#).

Become part of the Collaboration in 2025!

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CN-X Member Portal

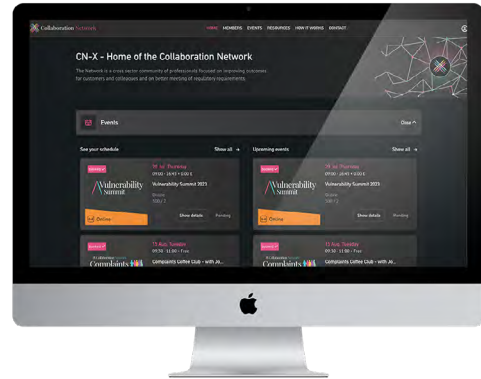
[CN-X](#) is the home for Members of the Collaboration Network, allowing you to connect with other Members, access relevant expert content and manage your event attendance.

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 can request a 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. New to our resources portal is the Podcast series which will be further developed throughout 2025. 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.

Discussion Forum

Share and Explore Best Practice

New for 2025 will be a discussion forum, which will enable Members to create discussion threads on specific topics and issues, providing a platform for collaboration to assist in the sharing of best practice.

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

The Complaints Coffee Club is our bi-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 Collaboration Hour

The Collaboration Hour is a 60 minute discussion club series, where participants can identify a topic/theme that resonates with others across the Network, and can enable the peer-to-peer sharing of best practice. This series enables Members to gain qualitative feedback and insights from fellow professionals on strategic approaches to a range of issues, whether that relates to vulnerability, operational readiness, CX, Mental wellbeing, etc.



The Regulator's Room

In Association with UKRN

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.



Special Interest Groups



Collections & Recoveries

This Special Interest Group brings 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 brings 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.



Expert-Led Sessions



Resolved: Case Study Series

Resolved is a new case study led series, in which guest presenters from organisations across sectors share case studies on complaints resolution to showcase how they have resolved issues for customers and mitigated complaints to achieve positive outcomes. These sessions run with a case study and Q&A, running approximately 45 minutes in run-time, neatly fitting into your diary.

Safeguard CX

With an ever-increasing focus on digitalising CX, and with the advent of AI, this series aims to explore how Member organisations can safeguard their CX for customers. Adopting new, innovative approaches, and learning where to pull the breaks if needed. How can we safeguard CX to meet the needs of all our customers, across society and different demographics? This series will help us answer these questions.





Get Compliant - Workshop Series

This workshop series will operate in partnership with expert consultants who can help Members approach specific areas of compliance within the regulatory framework. Sessions will be interactive and led by experts with cross-sector insight into compliance.

Culture & Climate - Expert-Led Series

The Culture & Climate Series, led by a range of industry leaders, will help Members gain a greater understanding of key areas that can impact company culture and climate, and how this can impact customer service, colleague wellbeing, and employee attrition.



Special Focus Groups

Our Special Focus Groups will continue in 2025 in partnership and with the input from Regulators across markets. The two central areas that will be covered across these sessions are the Consumer Duty and regulatory impact within Financial Services, and Collaboration between Housing & Utilities to support customers across communities.



Financial Services: The Consumer Duty

In 2025 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

Housing & Utilities

Through the Housing & Utilities Series, we will aim to foster greater degrees of collaboration and partnerships to improve support for 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.





Training Series

In 2025, 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 Customer Communication. 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.



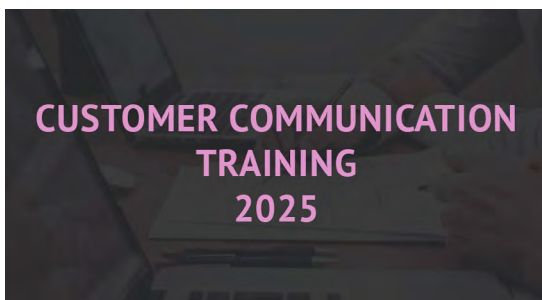
Complaints Training Series

In Association with Equiniti

The Complaints Training Series is delivered through consultation 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 once again be constructed to help Members identify gaps in service provision towards vulnerable customers, and through hands-on training, case studies, workshops and discussions. These sessions will be designed and delivered by expert leading vulnerability leaders with cross-sector knowledge and experience.



Customer Communication Training Series

The Customer Communication Training Series will be a dedicated training platform to develop your knowledge, skills and awareness when it comes to communication with your customers. This series will be led by experts in customer communication, providing guidance and expertise to help improve your approach to communicating with customers.

Full Day In-Person Events



Housing & Utilities Collaboration Congress 2025

Housing & Utilities Collaboration Congress BSI Office Milton Keynes | 6th March 2025

The Housing & Utilities Collaboration Congress takes place at BSI's Milton Keynes Office on 6th March 2025, and will be a full day in-person event. This event will build on the Focus Group series, in which we look to share awareness and foster greater collaboration and partnerships between housing associations, local authorities,

utility providers, third-sector organisations, and those who wish to do more to help support customers in need of support across our communities. This day will feature several cross sector case studies, keynote talks, a panel discussion, and an interactive workshop. It will also enable networking for the aforementioned key stakeholders to meet new connections and work towards building greater levels of collaboration.

The Financial Services Seminar 2025

London | April 2025

For the Financial Services Seminar 2025, we are working closely with the FCA and FOS to create a special event and agenda to work towards a specific goal: "We're all in this together". Rather than an 'us vs them' view, this full day event will aim to bring the sector together in closer collaboration. The day will feature a range of expert speakers, case studies and a panel discussion, with direct input and contribution from the regulator and the ombudsman.



Financial Services Seminar 2025



Full Day In-Person Events



The Vulnerability Summit

The Vulnerability Summit will return in 2025 for a full day in-person event. Held in Milton Keynes, 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. See more on [page 13](#).

The Complaints Forum

The Complaints Forum will return in 2025 for a full day in-person event dedicated to complaints handling, customer service, and dispute resolution, with input from across sectors, taking place in late autumn 2025,



Collections & Recoveries Live

Building on our popular Special Interest Group, this will be a full day in-person event focused on the topic of Collections & Recoveries. You can expect a range of expert speakers, case studies and opportunities to network with fellow professionals focused upon this topic.

Regional Gatherings



The Collaboration Network will continue to run regional in-person gatherings for members in 2025. These events, hosted by Members, will take place in the South-East, Belfast, the Midlands, and Manchester. 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.



**Regional South-East Event
with South East Water**
5th February 2025

**Belfast Regional Gathering
with Utility Regulator for Northern Ireland**
21st May 2025



**Midlands Regional Gathering
with Skewb**
July 2025

Manchester
September 2025





Annual Conference & Awards Ceremony

London 2025

We will once again host our Annual Collaboration Network Conference & Awards Ceremony, set to take place in London in Autumn 2025. This event will be split into two distinct parts; our Conference, which will play host to a variety of speakers covering topics pertinent to Members across sectors for new learning and development opportunities, and the Awards Ceremony, which will take place a few hours after the close of the day programme, featuring award presentations, an evening buffet, guest speakers, drinks reception, and plenty of networking opportunities in a fun, relaxed environment. Members will be able to book to attend both of these parts, or only one, with a split ticket option. More to follow!



Champions Groups



Vulnerability Champions Group

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.

Complaints Champions Group

The Collaboration Network's Complaints Champions Group is an exclusive group, led by highly passionate and dedicated complaints handling experts from organisations across sectors.



Vulnerability Week

23rd - 27th June 2025

The Collaboration Network will host their second annual Vulnerability Week UK 23rd - 27th June 2025. The Week is designed to help increase awareness within organisations of people in vulnerable situations and the way all aspects of an organisations products and services impact them. Vulnerability Week UK intends to do this by providing businesses and colleagues a platform to shine a spotlight on different vulnerable circumstances and how they may impact customers and colleagues. Throughout the week the Collaboration Network will be hosting several online and in-person events and encouraging organisations to get involved with various awareness raising initiatives.



Vulnerability Summit

BSI Office Milton Keynes | 25th June 2025

In Partnership with



The Collaboration Network will host our second annual Vulnerability Summit as a full day in-person in partnership with BSI at their Milton Keynes offices once again in 2025. This event is solely dedicated to the topic of supporting vulnerable customers with cross-sector input. This event will include keynote talks, industry case studies, interactive workshops and an expert panel discussion.

The Vulnerability Summit will also feature a host of Third-Sector and support services exhibitors to help cast a light on what support is available to vulnerable customers.





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 and available within CN-X

Master Classes



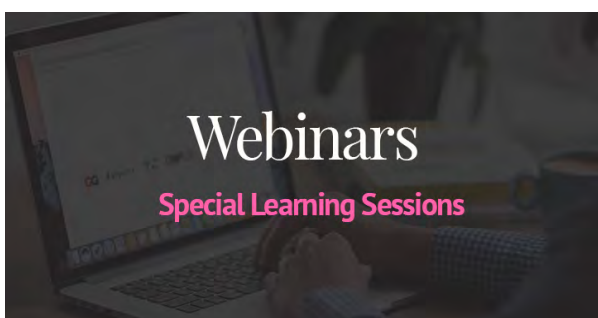
e-learning

In 2025 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 2025 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 2025 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

Podcasts



Listen & Learn

Throughout 2025, we will be posting new podcasts where we will shine the light on Members and hear from leading industry experts on a range of topical issues. Posted and housed within CN-X.

Details

Published regularly and available within CN-X

Member Programme Guide 2025

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 2025, which is subject to changes and amends.

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