



# Collaboration Network

Supporting Cross-Sector Collaboration

## An Introduction to the Collaboration Network

Activities & Benefits of Membership

Together, we can go further



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



# Introduction

The Collaboration Network was founded on the principle of helping organisations to improve the support and engagement offered to their customers and staff, whilst additionally helping to meet the involving challenges of regulatory compliance.

As an organisation, we are unique in our cross-sector and multi-discipline approach. Through peer-to-peer sharing of best practice, exclusive thought-leadership content, e-learning materials, webinars, conferences, networking app and special focus groups, we help our members to raise standards through continuous learning and professional development as part of a dedicated community.

By becoming members of the Collaboration Network you will be able to gain insights and alternative perspectives from across sectors to help better understand and tackle the nuances that impact customers in key areas such as vulnerability, complaints handling, customer service, customer experience, communication, compliance and more.

This level of collaboration will also include drives to improve the framework of support for employees around mental wellbeing, inclusion and people culture within the workplace.

## Benefits of Membership

The Collaboration Network offers a range of membership benefits designed to help individuals within organisations better understand the landscape of challenges posed to customers as well as the best routes to resolution - especially in the area of consumer vulnerability. In a fast changing environment, we help our members get to the answers faster!



### Collaboration Conference (Digital)

Collaboration Conferences are digital events held **twice a year**. Each conference will include an expert line-up of content from keynote speakers from organisations such as the FCA and Money Advice Trust. *Given the changeable circumstances we find ourselves in, the Collaboration conferences will run via live digital conferencing.*

### Collaboration Journals

Collaboration Journals are published **quarterly (4 editions a year)** and are exclusively for members of the Collaboration Network. They include case studies, thought-leadership, policy interpretation, examples of best-practice, market insights, interviews, panel discussions and expert guidance from leading figures from across sectors.

[Read here](#)





## Collaboration Labs - the Science of Success

Collaboration Labs are cross-sector workshops designed to uncover the chemistry for success. Predominantly exclusive to members, they take place **each month with no less than 12 sessions during a calendar year**. Each Collaboration Lab is structured like a mini event, and features a guest speaker providing first-hand insight into how they support their customers and employees. There are also panel discussions, consultative guidance from subject experts, interactive polls and breakout room discussions that delve into a range of subjects and explore alternative views from fellow members.

## Special Focus Groups & Champions Groups

The Collaboration Network works with organisations and regulators within specific industries to create focus groups to identify common challenges within their respective sector and to work collaboratively to help achieve improved outcomes for the betterment of all. This includes sector focus groups for **Energy, Water, Financial Services (Banking, Insurance, Mortgages, Savings, Credit), Utilities, Telco** and **Housing**. Champions Groups unite selective members to champion specific areas, such as vulnerability strategy.

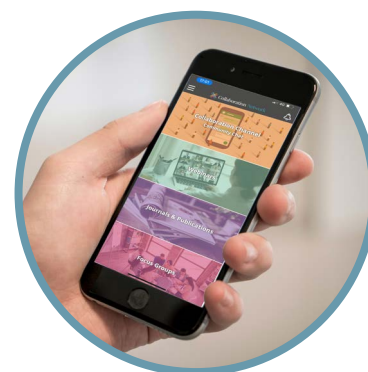


## Master Class Videos - e-learning

Collaboration Network members are able to download/stream Master Class Videos featuring industry leaders, subject matter experts, trainers and academics on a range of issues that keep pace with changes to society and challenges within sectors. Master Class videos are published twice a month ranging between 15 - 30 minutes in length and offer easy-to-consume guidance and e-learning.

## Members' Community App

The Collaboration Network community app enables members to network, share ideas, lead initiatives and discuss issues of importance in relation to the support of customers and employees. The app is also the hub for each of the **Special Focus Groups**, becoming a central depository of information and findings from participants.



## Complaints Coffee Club

The Complaints Coffee Club is a monthly round table for **complaints** and **resolution** focused discussions. Members of the Collaboration Network can join to share ideas and identify best practice when it comes to improving trust and loyalty with their customers. Operating with a rotating Chair, these sessions will help to foster stronger ties with fellow members and increase strategic thinking around complaints handling and customer service.





## The CX Lounge

The CX Lounge is a monthly round table for customer experience focused discussions. Members of the Collaboration Network can join to share ideas and identify best practice when it comes to improving **customer experience**, increasing satisfaction and growing advocacy and loyalty. Operating with a rotating Chair, these sessions will help generate fresh thinking around the holistic customer experience.

## The Extra Support Club

The Extra Support Club is a monthly **vulnerability** focused group for Collaboration Network members. These sessions operate with a rotating Chair and enable participants to share best practice and seek guidance/feedback on the best routes to support the additional needs for vulnerable customers and collectively work towards overcoming common challenges for customers with vulnerabilities across sectors.



## Special Interest Groups

The Collaboration Network operates **Special Interest Groups** that cover specific areas and enable members to engage on more focused topics. This can either be industry or discipline focused. These sessions are initiated by members and are housed within the community app.

## Training & Workshops

Collaboration Network members are able to benefit from **free and discounted training and workshops** operated by our partners and associates. This can include a range of topics and on-trend issues, such as diversity and inclusion, mental health, consumer rights, vulnerability, complaints handling, brand reputation and customer experience.



## Regional Collaboration Hubs

The Collaboration Network has members across the UK as well as internationally. In the UK we will be running in-person regional Collaboration Hubs throughout the year for members to participate in keynote talks, industry case studies, expert panel discussions and networking. These hubs will be in the **South-East, South-West, the Midlands, Wales, the North-East, the North-West and Scotland**. We are also planning additional hubs in **Northern Ireland** and the **Channel Islands**.

# What our Members Say



- “ I have been a member of the Collaboration Network since it was founded in 2020 and was one of the first speakers at their first event. The Network brings together a variety of sectors not just Financial Services, so it really brings in views from a range of different firms and individuals which challenges and helps promote my thinking immensely. The beauty of the Network is that it is really interactive, so you can input and get as much out of it as you want. The range of topics is all really relevant which allows great debate and sharing of best practice with each other.”  
- Sue Buckle, Resolution Delivery Manager, Yorkshire Building Society
- “ The Collaboration Network is a really good value option to get that valuable cross-sector insight & exchange of experience. Representation from across both the regulators and leading organisations, as well as dedicated focus groups, decision ready insight, and the chance to network with like minded passionate members. This sort of network would usually require a number of different events & membership. All the insight is accessible through the handy app, with events/publications happening frequently throughout the year.”  
- Alex Russell-Rutherford, Customer Experience Manager, Northumbrian Water Group
- “ Joining Collaboration Network seemed in many ways like it could just be another panel of sector stakeholders looking to chat. I was wrong in many ways! Collaboration Network has a broad scope of industries focussed on customer centricity at its heart. Bringing together experts in their field, openly bringing to light ways of working and changing landscapes that impact many of our customers in all sectors. I have really benefited from opinions, insight and ideas of other major organisations in energy and other key sectors sharing best practice. Essentially, It also allows me to align best practice in our operations, customer focus with those of other organisations, whilst bringing innovative, forward thinking change to best deliver for our customers, with the added bonus of networking.”  
- Matt Chapleo, External Stakeholder & Vulnerability Ops Manager, Shell Energy

## Member Profiles & Services

The Collaboration Network attracts members from across sectors who typically fall into one of three categories: those who join us to **learn**, those who join us to **measure** and **manage** change within their organisation and those who **excel** in their field and lead the way in best practice to share with others.

Services	Excel	Measure	Learn
Conferences	✓	✓	✓
Collaboration Labs		✓	✓
Champions Group	✓		
Complaints Coffee Club   CX Lounge   Extra Support		✓	
Special Interest Groups		✓	✓
Focus Groups	✓	✓	
Annual Focus Group Series Report	✓	✓	✓
Journal	✓	✓	✓
Master Classes		✓	✓
Partner Webinars		✓	✓
Partner Workshops / Training		✓	✓
App Community	✓	✓	✓
Regional Collaboration Hubs (2022)	✓	✓	✓

- Excel**  
 Members who are excelling in their field of speciality and are championing progress within their organisation and beyond.
- Measure & Manage**  
 Members who are responsible for measuring performances to identify gaps and manage continuous improvement delivery.
- Learn**  
 Members who are relatively new to their roles or sector who are keen to learn and develop their knowledge.



## Joining the Network

By joining the Collaboration Network, you and colleagues will be able to participate in a collaborative approach toward interpretation of policy and best practice with industry peers, and gain insights and alternative perspectives from across sectors to improve your knowledge, strategic awareness and professional development, especially within the area of customer vulnerability and its associated challenges. This level of engagement supports greater understanding of the nuances that impact customers, not just through the additional support needs presented by a vulnerability, but also in other key areas such as complaints handling, customer experience, communication strategies and regulatory compliance.

“*Being a member of the Collaboration Network has been invaluable to us. Having access to the wealth of knowledge and expertise provided by the Network has been crucial in enhancing our approach to supporting vulnerable customers, resolving complaints, and ensuring regulatory compliance.*”

- **Chloe Dale, Senior Business Operations, Transmit Startups.**

## Continuous Improvement

The Collaboration Network is a true disrupter and sets a fast pace, shaped by our own members and their desire for collaboration on specific issues/topics. These have included changes in regulation, areas of customer support (complaints handling, vulnerability, customer experience, etc.), employee wellbeing, culture & leadership, behavioural risk, innovation and strategic delivery. We aim to help our members benefit from peer-to-peer engagement and focused drives to help raise performance levels through continuous improvement across these areas. By understanding what others across markets are doing, and what best in class looks like, you can benchmark yourself and identify gaps in your own provision and make the necessary recommendations for change.

“*Always well organised, continuously great sessions, fantastic insight and lots of opportunities to learn!*”

- **Paula Cornwall, Customer Relations Manager, Ageas Insurance**

## Special Focus Groups

In addition to driving collaboration initiatives via Labs, Publications, Conferences and digital networking, the Collaboration Network works with our members on special focus groups, workshops and round tables. The aim being to drive greater collaboration with organisations in order to identify common issues particularly with vulnerable customers, communication, regulatory compliance, complaints handling and mental wellbeing that leads to a best-in-class approach.

Special Focus Groups can be formed to answer sector-specific questions or can be applied more broadly to help tackle cross-sector challenges. We currently have Special Focus Groups operating across Energy, Water, Utilities (combined) and Financial Services Sectors all of which include the participation from firms, regulators, ombudsman, plus more.

“*I think we all agreed that we could have talked for hours, a fantastic and insightful discussion into all of our individual complaint practices, thank you, Collaboration Network! I love that as a group, we will continue to meet on a regular basis and explore our ways of working further!*”

- **Sarah McAndrews, Written Complaints Manager, South West Water**

## Special Interest Groups

Gold Members of the Collaboration Network are able to initiate virtual Special Interest Groups via the official Collaboration Network App and through direct request. These member-led Special Interest Groups can hone in on specific issues, as well as wider cross-sector challenges, for greater collaboration.

# What's Included?



Membership of the Collaboration Network benefits individuals from multiple areas of organisations including those whose focus is in **Vulnerability, Complaints Handling, Customer Service, Customer Experience, Compliance, Bereavement, Risk, Policy, Marketing & Communications, People & Wellbeing.**

As such we offer a variety of sessions that will appeal to different areas, enabling collaboration across the business. We offer a corporate membership package for organisations that enables multiple individuals to join and can be managed under one invoicing structure. An annual Gold Membership package includes access to the following:

- 2 x Digital Collaboration Conference Tickets
- 12+ x Collaboration Labs
- 12+ x Collaboration Master Classes
- 4 x Collaboration Journals
- Access to Special Focus Groups
- Monthly Clubs & Groups
- Special Interest Groups: Member-led
- Special Focus Group Reports
- Annual Master Paper
- Partner Webinars & Workshops
- Free & Discounted Training

“ *If you've yet to join the Collaboration Network - get involved!* ”  
- Richard Smith, Head of Customer Advocacy, Saga

## How to Join

If you would like to find out more about joining the Collaboration Network email us direct at [info@collaborationnetwork.co.uk](mailto:info@collaborationnetwork.co.uk). You can also visit us online at [www.collaborationnetwork.co.uk](http://www.collaborationnetwork.co.uk). We can arrange an introduction call to provide additional insights into the Network and the membership packages available, including our popular Corporate Package.

Together, we can go further!







Collaboration Network

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