



South East Water Annual Vulnerability Stakeholder Conference - Collaborating to Improve Customer Experience for those Most in Need

5th February 2025

The Ballroom, Crowne Plaza, Felbridge – Gatwick, London Road, East Grinstead, West Sussex, RH19 2BH.

Agenda

- 09.30** Arrival - Tea & Coffee for Delegates
- 10.00** **Welcome Address:** Rowena Hammond, Head of Customer Experience & Insight, South East Water
Mark Bailey, Director & Co-Founder, Collaboration Network
- 10.10** **Case Study:** East Grinstead Town Council
Sam Heynes FSLCC FdA, Town Clerk & Stephen Ody, Town Mayor
- 10.40** **Case Study:** Supporting Those Most in Need Through Debt Advice & Partnerships
Helen Webb, Christians Against Poverty
- 11.10** Refreshment Break - Morning Tea/Coffee
- 11.30** **Presentation:** Vulnerability Strategy Overview
Rowena Hammond, Head of Customer Experience & Insight, South East Water, South East Water
- 11.50** **Panel Discussion:** Vulnerability – From Strategy to Action
- Lauren Peel, Senior Partner, Inclusive Outcomes - Chair
 - Jo Lomax, Consumer Vulnerability Manager, UK Power Networks
 - Temi Odesanya, Community Engagement Manager, Fair4All Finance
 - Tanya Sephton, Customer Services Director, SE Water
- 12.30** Lunch Break - Buffet Lunch
- 13.30** **Keynote Talk:** Invisible Barriers: How to Support Neurodivergent Customers - Even If You Don't Know Who They Are!
DeAnna Avis, Inclusion Ambassador
- 13.50** **Vulnerability Training Session:**
Chris Fitch, Vulnerability Lead, The Money Advice Trust
- 14.50** Refreshment Break - Afternoon Tea/Coffee
- 15.05** **Case Study:** Supporting our Tenants Through the Winter
Hana Westby & Michelle Lockwood, Sovereign Network Group
- 15.35** **Insight Session:** Improving Outcomes for Customers with Money and Mental Health Problems in 2025 and Beyond
Alexis Stevens, Money & Mental Health
- 16.05** Final Thoughts & Close of Meeting