



## 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
- 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  
South East 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:**  
The Money Advice Trust
- 14.50** Refreshment Break - Afternoon Tea/Coffee
- 15.05 Case Study:** The Impact of Winter on Vulnerable Customers  
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**
- 16.15 Close of Meeting**