



Housing & Utilities Congress

6th March 2025 | BSI, Davy Avenue Knowlhill, Milton Keynes MK5 8PP

In Partnership with



Agenda

- 09.30 Registration & Welcome** Tea / Coffee / Pastries for Delegates
- 10.15 Welcome Address**
Will Archer & Mark Bailey, Directors & Co-Founders, Collaboration Network
- 10.30 Case Study: Understanding Vulnerable Customer Demographics**
Naomi Sweeting, Director of Customer Research & Insight, Places for People
- 11.00 Case Study: Working in Partnership to Reach Marginalised Communities**
Danni Barnes, Director of Development and Partnerships at National Energy Action
- 11.30 Refreshment Break** - Morning Tea/Coffee
- 11.45 Keynote Talk: Success = Intention into Action**
Duncan McCombie, CEO, YES Energy
- 12.05 Interactive Workshop: Table Based Collaboration on Impactful Areas Identified by Audience**
Led by data sharing - led by Derek Owen, Managing Director, Healthy Homes
- 13.05 Case Study: OVO in the Community**
Steve Donovan, Vulnerability Strategy & Oversight Manager, OVO Energy
Lynsey Kincaid, Vulnerability Insights Manager, OVO Energy
- 13.35 Lunch Break** -
- 14.25. Case Study: BSI & Southwark Council: Achieving Higher Standards in Support**
Rob Hines, Head of Trade & Partnerships, BSI
- 14.55 Panel Discussion: Creating Award Winning Partnerships that Supports Customers**
Featuring Anglian Water, Kidney Care, Cadent Foundation, & Citizens Advice
- 15.25 Refreshment Break**
- 15.45 Case Study: Supporting Vulnerable Customers Across Communities**
Shelley Hathaway-Batt, Head of Strategic Partnerships, Clarion Housing
- 16.15 Case Study: How Data Sharing can Positively Impact your Customers**
Featuring South East Water & Golding Homes
- 16.45 Final Thoughts & Close of Congress**

Collaboration Network Annual Partners