



South East Water Annual Vulnerability Stakeholder Conference

24th September 2026

Ashford International Hotel, Simone Weil Avenue, Ashford, Kent, TN24 8UX

Agenda

- 09.00** Arrival - Tea & Coffee for Delegates
- 09.40** **Welcome Address:** Kerri Ricketts, Customer Service Director, South East Water
& Mark Bailey, Director & Co-Founder, Collaboration Network
- 09.50** **Insights:** Incident Response / PSR
Siobhan Williams / Megan Willy, South East Water
- 10.30** **Case Study:** Insights into Services with Respect
Paul Kitson, Client Development Director, The Institute of Customer Service
- 11.00** **Insights:** Staff Wellbeing
Helen Brighouse & Katie Williamson, South East Water
- 11.30** Refreshment Break - Morning Tea/Coffee
- 11.50** **Keynote Talk:** Supporting Neurodivergent Colleagues: The Foundation of a Neuroinclusive Workplace
DeAnna Nava, Neurodiversity-Affirming Therapy & Coaching Specialist & Collaboration Network Inclusion Ambassador
- 12.05** **Workshop:** When Empathy isn't Enough: The Power of Compassionate Signposting
Helen Beaumont Manahan, Director, Client Success and CX, National Support Network
- 12.50** Lunch Break - Buffet Lunch & Networking
- 13.50** **Fireside Chat:** Workplace Wellbeing Vs Wellness, and what you can do
Ryan Horton, Wellbeing and Engagement Lead, PayPlan
- 14:15** **Panel Discussion:** Lived Experience Insights
Gordon McCullough, Research institute of Disabled Customers
- 14:45** **Insights:** Vulnerability Strategy
Sam Gawler, Vulnerability Strategy Manager, South East Water
- 15:20** Final Thoughts & Close of Meeting
Kerri Ricketts, Customer Service Director, South East Water

Collaboration Network Annual Partners