



# South East Water Annual Stakeholder Conference: Supporting those in need of extra help, now and in the future

Wednesday 31 January 2024

Village Hotel Maidstone, Castle View, Forstal Road, Kent, ME14 3AQ

## 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

**10.15 Case Study: Presented by AXA Health**

Samantha Beddoes, Customer Experience Manager, AXA Health

**10.45 Case Study: Presented by The First Word**

Neil Martin, Creative Director, The First Word

**11.15 Refreshment Break** - Morning Tea/Coffee

**11.35 Expert Panel Discussion: Understanding the Challenges Faced by Vulnerable Customers and Access to Support**

Featuring: South East Water, Money & Pensions Service, and Citizens Advice

**12.35 Lunch Break** - Buffet Lunch held in Restaurant.

**13.35 South East Water, Vulnerability Strategy Workshop**

Led by South East Water & Skewb

**14.35 Case Study: Presented by Three Hands**

Jan Levy, Managing Director at Three Hands

**15.05 Refreshment Break** - Afternoon Tea/Coffee

**15.25 Keynote Talk: Presented by The Big Window**

Lisa Edgar, Chief Executive Officer of the Big Window

**16.15 Final Thoughts**

**16.30 Close of Meeting**