



South East Water Annual Vulnerability Stakeholder Conference - Elevating Support for Vulnerable Customers

11th February 2026

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

Agenda

- 09.00** Arrival - Tea & Coffee for Delegates
- 09.40** **Welcome Address:** Sam Gawler, Vulnerability Manager, South East Water
Mark Bailey, Director & Co-Founder, Collaboration Network
- 09.45** Update on Vulnerability Strategy
Sam Gawler, Vulnerability Manager, South East Water
- 10.15** **Case Study:** Insights into Services with Respect
Paul Kitson, Client Development Director, The Institute of Customer Service
- 10.35** Refreshment Break - Morning Tea/Coffee
- 10.55** **Presentation:** Lived Experience Insights
Research institute of Disabled Customers
- 11.30** Insights from Frontline Colleagues
South East Water
- 12.00** **Workshop:** When Empathy isn't Enough: The Power of Compassionate Signposting
National Support Network
- 12.50** Lunch Break - Buffet Lunch
- 13.50** **Case Study:** Embedding Wellbeing Managers into the Business
Elizabeth Connell, Wellbeing Manager, RAC
- 14.20** **Keynote Talk:** Supporting Neurodivergent Colleagues: The Foundation of a Neuroinclusive Workplace
DeAnna Avis, Co-Founder, Joyfully Different & Collaboration Network Inclusion Ambassador
- 14.40** **Workshop:**
Sam Gawler, Vulnerability Manager, South East Water
- 15.25** Final Thoughts & Close of Meeting

Collaboration Network Annual Partners