

Independent Customer Challenge Group  
for South East Water

Consumer Vulnerability Sub Group  
Meeting #6

South East Water Head Office,  
Rocfort Road, Snodland, ME6 5AH

30 January 2018; 10:00am -12:30pm

## Agenda

### Apologies:

Item	Paper No.	Presenter	Time
1. Introductions	Verbal	Chair	10:00
2. Minutes, and actions and challenges	Paper 1	Chair	10:05
3. Vulnerability overview	Paper 2 + Handout	LR	10:10
4. Customer Insight update	Paper 3	SG/LR	10:15
5. Mapping Key customer journeys and vulnerability risk factors	Verbal + Handout	SM	10:30
6. Deep Dive – Identifying Vulnerability and training	Paper 4 + Handout	LR/SM	10:45
7. Co-Creation of Vulnerability Strategy update	Paper 5	JG	11:10
8. Horizon scanning update	Verbal	SB	11:20
9. Forward look <ul style="list-style-type: none"> <li>- Terms of reference</li> <li>- Sub-Group assessment framework and priorities</li> </ul>	Paper 6	ZM	11:30
<b>Break</b>			<b>11:50</b>
10. Private session			12:00
<b>Close (lunch will be provided)</b>			<b>12:30</b>