

# CITL Annual Conference 2026

*Where people and purpose are the heart of technology*

Wednesday 7 and Thursday 8 October 2026

Crowne Plaza, Gerrards Cross



# CITL Annual Conference 2026

*Where people and purpose are the heart of technology*

*Agenda - Wednesday 7 October 2026*

| 09:00 - 09:45 - Registration and Coffee<br><b>Foyer - All</b>                                                             |                                                                                                                                     |                                                                                                                                              |                                                                      |                                                |
|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|------------------------------------------------|
| 09:45 - 10:00 - Welcome - Tree Hall and Su Crighton<br><b>Gerrards Suite - ALL</b>                                        |                                                                                                                                     |                                                                                                                                              |                                                                      |                                                |
| 10:00 - 10:30 - We have an announcement... - Tree Hall, Su Crighton, Noel Anderson<br><b>Gerrards Suite - ALL</b>         |                                                                                                                                     |                                                                                                                                              |                                                                      |                                                |
| 10:30 - 11:15 - Meet the Suppliers - Tree Hall<br><b>Gerrards Suite - All</b>                                             |                                                                                                                                     |                                                                                                                                              |                                                                      |                                                |
| 11:15 - 11:45 - Coffee & Networking<br><b>Garden Suite - All</b>                                                          |                                                                                                                                     |                                                                                                                                              |                                                                      |                                                |
| 11:45 - 12:30 - Opening Keynote - Avril Chester<br><b>Gerrards Suite - All</b>                                            |                                                                                                                                     |                                                                                                                                              |                                                                      |                                                |
| <b>Gerrards Suite</b>                                                                                                     | <b>Jewel Suite</b>                                                                                                                  | <b>Creative Attic</b>                                                                                                                        | <b>The Boardroom</b>                                                 | <b>Sponsor Demo Lounge</b>                     |
| 12:35 - 13:05 - From Authority to Influence(r): Leading when no one has to listen - Stuart McSkimming                     | 12:35 - 13:05 - From Ideas to Impact: Why Innovation Fails in Charities - Nicole Hill & Adam Wall                                   | 12:35 - 13:05 - When did IT become a delivery service? Turning IT's biggest headache into a strategic advantage - Megan Gibson & Phil George | 12.35 - 13.05 - Business Analysis SIG - Laura Moore & Richard Archer |                                                |
| 13:05 - 14:05 - Lunch & Networking<br><b>Garden Suite - All</b>                                                           |                                                                                                                                     |                                                                                                                                              |                                                                      |                                                |
| 14:05 - 15:05 - What wellbeing actually is: and 5 ways to get there - Glen Ridgeway                                       | 14:05 - 14:35 - RNIB - The Past, The Present The Future - Tory Cassie<br>14:40 - 15:10 - Making sense of Microsoft - Andy Higginson | 14:05 - 15:05 - KPIs and other measures - big pitfalls and best practice - Marian Kendix                                                     | 14.05 - 14:35 - AI Special Interest Group - Stuart Mcskimming        | 14.05 - 14.35 Wanstor<br>14:40 - 15:10 Phoenix |
| 15:10 - 15:40 - Coffee & Networking<br><b>Garden Suite - All</b>                                                          |                                                                                                                                     |                                                                                                                                              |                                                                      |                                                |
| 15:45 - 16:15 - Operating as one civil society: How are we going to come together to build the best future? - Ryan Preece | 15:45 - 16:15 - Redefining Your Career Success When Life Changes the Plan - Sabah Merad                                             | 15:45 - 16:15 - The Importance of Case Management - Vikki Snowball                                                                           | SIG Meeting - TBC                                                    | 15.45 - 16.15 Mhance                           |
| 16:20 - 16:30 - Closing Remarks - Day 1 - Su Crighton<br><b>Gerrards Suite - All</b>                                      |                                                                                                                                     |                                                                                                                                              |                                                                      |                                                |
| 16:30 - 17:00 - Group Check-in - Tree and the Team<br><b>Gerrards Suite - All</b>                                         |                                                                                                                                     |                                                                                                                                              |                                                                      |                                                |

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08:00 - 09:00 - Check-out  
Reception - All

09:05 - 09:05 - Day 2 Housekeeping - Sue Crighton  
Gerrards Suite - All

09:05 - 09:35 - Chair's Address - Sue Crighton  
Gerrards Suite - All

Gerrards Suite

Jewel Suite

Creative Attic

The Boardroom

Sponsor Demo Lounge

09:40 - 10:25 - Security  
Operations Management -  
Robert Morgan

09:40 - 10:25 - ILM and the  
Crimestoppers Contact  
Centre - Karen Ogborn

09:40 - 10:25 -  
Acceptance; building  
your organisation's  
capacity for change-  
Lauren Galvani

SIG Meeting - TBC

09:40 - 10:25 -  
Kerv

10:25 - 10:55 - Coffee & Networking  
Garden Suite - All

11:00 - 11:30 - When Green  
Doesn't Mean Good - Gill  
Chapple

11:00 - 11:30 -Infrastructure  
Modernisation: Beyond the  
Cloud - Matt Secker & Ben  
McCarthy

11:00 - 11:30 - Meeting  
effectiveness formulas -  
Graham Oddey

11:00 - 12:00 - Cybersecurity  
Special Interest Group -  
Neil Edmonds & Philip  
Edwards

TBC

11:35 - 12:05 - Finance for non-  
finance people - AKA,  
speaking the CFO's language -  
Su Crighton

11:35 - 12:05 - Becoming a  
Frontier Society:  
Accelerating Help for Today  
& Hope for Tomorrow - Josh  
Hutchison & Aidan Forman

11:35 - 12:05 - Experiment  
X: Hiring a charity AI  
Lead - Jeremy Worrell

SIG Meeting - TBC

Smartdesc

12:05 - 13:05 - Lunch & Networking  
Garden Suite - All

13:10 - 13:40 - Creating Time  
and Finding Treasure: How  
Barnardo's is building a  
responsible, AI-enabled  
charity - Lee Springett

13:10 - 13:40 - Fix One Thing:  
How Small Operational Fixes  
Remove Big Pressure in  
Charity IT - Clare Mayell

13:10 - 13:40 - Finance for  
non-finance people -  
David Hughes

SIG Meeting - TBC

TBC

13:45 - 14:15 - Your last 90  
days – making the most of  
your departure. - Laura  
Dawson

13:45 - 14:15 - CIOs to  
enterprise leaders - how to  
lead beyond the IT function -  
Michelle Van Wijk & Anna  
Maria Nenna

13:45 - 14:15 - Being  
Human Again - Jim  
Snape

SIG Meeting - TBC

TBC

14:15 - 14:45 - Coffee & Networking  
Garden Suite - All

14:50 - 15:20 - From trusted  
data to trusted AI - Kerv and  
charity partner

14:50 - 15:20 - From Cyber  
Crisis to Resilient Leadership:  
Lessons from the 2021  
Incident - Neil Edmonds &  
Kuheli Roy Sarkar

TBC

SIG Meeting - TBC

TBC

15:25 - 15:55 - What does an  
effective CFO / CTO  
relationship look like in 2030,  
and why does it matter now?  
- Kevin Antao

15:25 - 15:55 - What could  
possibly go wrong – good  
(and bad) finance system  
implementation in the cloud  
- Mark Salway & Guy Burton

TBC

16:00 - 16:30 Open Forum Panel Session - Chaired by Su Crighton, with panellists including Tree Hall, Avril Chester, Matthew Green and Noel Anderson  
Gerrards Suite - All

16:30 - 16:45 - Closing remarks and Prize Draws - Tree Hall and Su Crighton  
Gerrards Suite - All



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## ***Social Schedule***

### **Wednesday 7 October**

19:00 - 20:00 - Drinks Reception - Sponsored by esynergy

20:00 - 22:00 - Gala Dinner

22:00 - late - Networking in the bar, with chips at 23:30

### **Thursday 8 October**

19:00 - 20:30 - Networking Reception and Buffet

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## Drinks Reception Sponsor



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