

# Supporter Experience Conference

May 21st 2026  
12 – 4pm BST

Online 



## ROOM 1:

WELCOME 12:00

12:10 **The Engagement Gap: An Opportunity For 2026**  
– Lou Barton, Manifesto

12:45 **How To Gather The Stories You Need For Impactful Stewardship**  
– Lisa Clavering, Fireside Fundraising

13:15 **BREAK**

13:30 **Data & IT Infrastructure To Support Supporter Experience**  
– Dan Ianson, Scope

14:05 **Measuring SX And Demonstrating Value**  
– Sequoia

14:35 **BREAK**

14:50 **Removing The Humans From SX – Pros And Cons Of AI**

15:25 **Essential Supporter Experience Skills For All Fundraisers**  
– Leigh Sandison

15:55 **CLOSING THOUGHTS**

**LIVE & ON DEMAND**

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## ROOM 2:

WELCOME 12:00

12:10 **Demonstrating Impact To Build Relationships With Your Supporters**

12:45 **Building The Case For SX – An Audience Research Strategy Linked To A 10 Year Org Strategy**

13:15 **BREAK**

13:30 **More Than A Thank You: Creating Thankathons That Spark Long-Term Loyalty** – Debra Chand, The Leprosy Mission and Kay Harrison, About Loyalty

14:05 **Improving Supporter Journeys**

14:35 **BREAK**

14:50 **To be announced**

15:25 **Improving SX For Trusts And Philanthropy**  
– Kevin Mount at Starlight (chair), Usman Mughal at Place 2 Be, Katie Daley at BRC

15:55 **CLOSING THOUGHTS**

**LIVE & ON DEMAND**