

# YourVoice Meeting Agenda

Friday 10 June 2022

# Agenda – YourVoice panel meeting 10 June 2022

Item	Agenda	Lead
1	<b>Introductions, apologies &amp; actions from previous meeting including welcome to new members</b>	<b>Bernice Law</b> 10:00 – 10:10 am
2	<b>YourVoice update:</b> <ul style="list-style-type: none"> <li>Look ahead to new ways of working and new members</li> <li>Sub groups update – items by exception</li> </ul>	<b>Bernice Law</b> 10:10 – 10:25 am
3	<b>PR24 Update:</b> <ul style="list-style-type: none"> <li>Update on changes vs PR19, current timetable and assurance requirements for customer engagement</li> </ul>	<b>James Bullock</b> 10.25 – 10.40 am
4	<b>Customer Research programme update:</b> <ul style="list-style-type: none"> <li>Last 12 months, what’s planned and anything specifically to note</li> <li>YourVoice feedback to Ofwat on customer engagement programme</li> </ul>	<b>Ben Nadel</b> 10.40 – 11:00 am
6	<b>Environment Act requirements:</b> Overview of current environmental obligations including WINEP, DWMP and overflows	<b>Jo Harrison</b> 10.00 – 11.20 am
7	<b>Stakeholder engagement deep dive:</b> <ul style="list-style-type: none"> <li>Overview from local authority stakeholder engagement programme and key insights</li> </ul>	<b>Gaynor Murphy</b> 11.20 – 11.40 am
8	<b>End of year performance review:</b> <ul style="list-style-type: none"> <li>By division, by exception, with trend data</li> </ul>	<b>Sally Ainsworth / Jo Harrison</b> 11:40 – 12.00 pm