

# YourVoice Meeting Agenda

Wednesday 2 March, 2022

# Agenda – YourVoice panel meeting 2 March 2022

Item	Agenda	Lead
1	<i>Introductions, apologies &amp; actions from previous meeting</i>	<b>Bernice Law</b> 10:00 – 10:10 am
2	<i>Subgroup reports</i> <ul style="list-style-type: none"> <li>• E&amp;SVSG</li> <li>• CESH</li> <li>• A&amp;V</li> </ul>	<b>Alistair Maltby, Tayo Adebawale &amp; Dave Thompson</b> 10:10 – 10:30 am
3	<i>Performance deep dive:</i> <ul style="list-style-type: none"> <li>• Water Quality</li> </ul>	<b>Charmian Abbott</b> 10.30 – 10.50 am
4	<i>Customer Research programme update</i> <ul style="list-style-type: none"> <li>• Update on latest research findings</li> </ul>	<b>Ben Nadel</b> 10:50 – 11:10 am
5	<i>PR24 Update</i> <ul style="list-style-type: none"> <li>• Overview of programme and key milestones</li> </ul>	<b>James Bullock</b> 11.10 – 11.20 am
6	<i>Quarterly performance review</i> <ul style="list-style-type: none"> <li>• By division, by exception, with trend data</li> </ul>	<b>Louise Beardmore &amp; Simon Chadwick</b> 11:20 – 11:34 am
7	<i>Future of YourVoice</i> <ul style="list-style-type: none"> <li>• Update of Ofwat customer engagement policy for PR24 and proposals for regional engagement group</li> </ul>	<b>James Bullock &amp; Gaynor Kenyon</b> 11:40 – 12.00 pm