

# YourVoice meeting

Wednesday 6<sup>th</sup> December 2017

# YourVoice meeting agenda – 6<sup>th</sup> December

Governance		Lead	Duration	Timeslot
	Private Members session	Bernice Law	30 mins	9:30 – 10:00
1	Actions from previous meetings and plan on a page	Bernice Law	15 mins	10:00 – 10:15
Policy updates				
2	Quarterly performance review <ul style="list-style-type: none"> <li>Including update on Per household consumption &amp; Number of meters installed under the FMO scheme</li> </ul>	Louise Beardmore and Jo Harrison	20 mins	10:15 – 10:35
3	CEO Update	Steve Mogford	20 mins	10:35 – 10:55
4	Updates from YourVoice subgroups <ul style="list-style-type: none"> <li>Environmental subgroup</li> <li>Customer engagement subgroup</li> </ul>	Alistair Maltby Tayo Adebawale	30 mins	10:55 – 11:10 11:10 – 11:25
Break				
5	Sewer Flooding Strategy update	Jo Harrison	25 mins	11:35 – 12:00
6	Leakage Strategy update	Jo Harrison	30 mins	12:00 – 12:30
7	Rivers improvement strategy	Jo Harrison	20 mins	12:30 – 12:55
8	Customer research update <ul style="list-style-type: none"> <li>Review of customer research undertaken</li> <li>Approach to Triangulation and next steps</li> </ul>	Ken Dillon Frank Grimshaw	45 mins	12:55 – 13:40
Lunch				
9	Ofwat Aide Memoir for CCGs Update	Bernice Law	20 mins	13:40 – 13:50
10	AOB	Bernice Law	10 mins	13:50 – 14:00
<b>Papers for noting</b>		<b>Lead</b>		
Market testing for the business plan		Jo Harrison		