

# YourVoice Meeting Agenda

Wednesday 10 November, 2021

# Agenda – YourVoice panel meeting 10 November 2021

Item	Agenda	Lead
1	<b>Introductions, apologies &amp; actions from previous meeting</b> <ul style="list-style-type: none"> <li>• See slides 4 and 5</li> </ul>	<b>Bernice Law</b> 13:00 – 13:05 pm
2	<b>Annual performance report</b> <ul style="list-style-type: none"> <li>• Industry comparisons – common performance commitments</li> <li>• Presentational highlights</li> </ul>	<b>Emma Dennett</b> 13:05 – 13:35 pm
3	<b>Customer Research programme update</b> <ul style="list-style-type: none"> <li>• Update on DWMP/WRMP, CSOs, live and completed projects</li> </ul>	<b>Ben Nadel</b> 13:35 – 13:50 pm
4	<b>Quarterly performance review</b> <ul style="list-style-type: none"> <li>• By division, by exception, with trend data</li> </ul>	<b>Louise Beardmore &amp; Simon Chadwick</b> 13:50 – 14:10 pm
5	<b>Subgroup reports</b> <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> 14:10 – 14:20 pm
6	<b>Future of YourVoice</b> <ul style="list-style-type: none"> <li>• Update of Ofwat customer engagement policy for PR24</li> <li>• Draft proposals for stakeholder insight and engagement strategy</li> <li>• Private members discussion</li> </ul>	<b>James Bullock &amp; Gaynor Kenyon</b> 14:20 – 14:50 pm  <b>Bernice Law / All</b> 14:50 – 15:00