

YourVoice Meeting

22 April 2021

Agenda

item	Agenda	Lead
1	<i>Introductions & apologies</i>	Bernice Law 10:15 – 10:20 am
2	<i>Actions from previous meeting</i> <ol style="list-style-type: none"> 1. Ofwat consultation: Writing group to be convened - complete 2. Performance review: Simon Chadwick to ensure pollution category 1 incidents are identified separately in future QPRs - complete 3. EA EPA: Jo Harrison to give presentation to Environmental & Social Capital subgroup about the EAs environmental performance assessment dashboard - complete 4. Green recovery: customer engagement subgroup to be invited to presentation of customer research results on 20 January – complete 	Bernice Law 10:20 – 10:30 am
3	<i>Quarterly performance review</i> <ul style="list-style-type: none"> • By division 	Louise Beardmore & Simon Chadwick 10:30 – 11:10 am
4	<i>Subgroup reports</i> <ul style="list-style-type: none"> • E&SCSG • CESG 	Alistair Maltby & Tayo Adebawale 11:10 – 11:25 am
5	<i>Customer Research programme update</i> <ul style="list-style-type: none"> • Research planning process overview • Update on recent research projects and how the insight will be used 	Ben Nadel 11:25 – 11:55 am
6	<i>APR – update on development of the report</i> <ul style="list-style-type: none"> • Graphical format/style update • June Board requirement 	Emma Dennett 11:55 – 12:10 pm
7	<i>AOB</i>	Bernice Law 12:1- - 12:15 PM