

**MEETING OF THE NORTHUMBRIAN AND ESSEX & SUFFOLK WATER FORUMS
WEDNESDAY 16 MAY 2018**

THE GREAT NORTHERN HOTEL, PETERBOROUGH

AGENDA

Meeting starts at 10:00 without Company members, Company members join at 10:30 and lunch is at 13:30

As members requested, this first hour will be mostly devoted to consideration of the matters for discussion with the Company.

10:00	1.	Welcome, apologies, aims of the meeting disclosure of interests	Chair/all	5mins
	2.	Notes & actions of last meeting held 19 March 2018 - for review and agreement of the meeting record (paper enclosed)	Chair/all	10mins
10:15	3.	Pre-meeting – deliberation on papers provided by the Company Aim - Forum members to deliberate and prepare for discussion with the Company	Chair/all	15mins
10:30	4.	Company members join the meeting - welcome and introductions		15mins
10:45	5.	Water Quality update (paper enclosed) Aim - For members to challenge and advise the Company on its plans and progress	Alan Brown	30mins
11:15	6.	PR19 updates: Business Plan presentation Aim – For members to gain an understanding of the Company’s Business Plan objectives, see some early drafts of sections of the Plan, gain updates on the Forum working group sessions and understand the Company’s approach to acceptability research.	Heidi Mottram Claire Sharp Louise Hunter Jim Strange	135mins
	6.1	Business Plan Narrative - Executive Summary (paper enclosed)		
	6.2	Business Plan Goals (paper enclosed)		
	6.3	Business Plan Narrative - “Our customers and how they have shaped the plan” (paper enclosed)		
	6.4	Update on Water Forum working sessions on Enhancements, Performance Commitments and Outcome Delivery Incentives (paper enclosed)		
	6.5	Acceptability research and engagement update (paper enclosed)		

13:30		Lunch (Company members leave the meeting)		30mins
14:00	7.	Forums Report to Ofwat (draft report sent by Author) Aim - For members to work with their Author, developing some content and agreeing some key positions.	Sarah Young	45mins
14:45	8.	Business Plan update - Assurance Dashboard (paper enclosed) Aim - For members to consider where they would like to take further deep dives into the evidence	Chair/all	15mins
15:00	9.	Meeting review (all Company people to leave the room) Members are also requested to complete their survey.	Author, Chair and independent members	30mins
15:30		MEETING CLOSE		

The following background information papers have been placed at the rear of the meeting folder:

- A. CEO update - update on what has been happening in the Company and the water industry
- B. Regulatory update - recent Ofwat, Environment Agency and Drinking Water Inspectorate activity
- C. Customer Engagement update