



## Meeting Agenda

**Meeting:** Anglian Water Independent Challenge Group (ICG)

**Date:** Friday, 17 March 2023

**Time:** 13:30-17:30

**Location:** Virtual via Teams [here](#)

Papers to be shared in SharePoint folder [here](#)

	Topic	Lead	Pre-reading	Timings
1.	<b>Welcome from Independent Challenge Group (ICG) Chair</b> <ul style="list-style-type: none"> <li>- Approve January minutes</li> <li>- Central Oversight Group (COG) update – including independent report overview</li> <li>- CCW Triangulation meeting 26 April (10-12)</li> </ul>	Craig Bennett		13:30-13.40
2.	<b>Long Term Delivery Strategy (LTDS)</b> <ul style="list-style-type: none"> <li>- Focus on company investments and golden thread to customer views</li> </ul>	Allan Simpson		13:40-14:20
3.	<b>Performance commitments</b> <ul style="list-style-type: none"> <li>- Overview and how customer views have informed bespoke performance commitments</li> </ul>	Arun Pontin (AW) & Amanda Markwardt (ICS)		14:20-15:00
<b>Break</b>				<b>15:00-15:10</b>
4.	<b>PR24 Customer engagement deep dive</b> <ul style="list-style-type: none"> <li>- Update on customer engagement plan</li> <li>- Update from Engagement Task and Finish Group</li> <li>- Your Water Your Say session planning (30 March)</li> </ul>	Rachel Walters & Task and Finish Group members		15:10-16:00
5.	<b>Verbal update on pollution plan</b>	Emily Timmins		16:00-16:15
6.	<b>Company and performance update</b> <ul style="list-style-type: none"> <li>- How is the company preparing for potential drought?</li> </ul>	Darren Rice		16:15-16:30
7.	<b>General discussion</b>	All		16:30–16:40
8.	<b>ICG only session</b> <ul style="list-style-type: none"> <li>- Review of challenge log</li> <li>- Discussion of assurance</li> <li>- Discussion of report on ICGs</li> </ul>	ICG members		16:40–17:00