



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