



## Meeting Agenda

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

**Date:** Friday, 10 November 2023

**Time:** 10:00-14:00

**Location:** [MS Teams](#)

Papers to be shared in SharePoint folder [here](#) and via email/WeTransfer

	Topic	Lead	Pre-reading	Timings
1.	<b>Welcome from Independent Challenge Group (ICG) Chair</b> <ul style="list-style-type: none"> <li>- ICG report</li> <li>- COG updates</li> <li>- Approve 15 September minutes</li> </ul>	Craig Bennett		10:00-10:15
2.	<b>Overview of Anglian Water Business Plan</b> <ul style="list-style-type: none"> <li>- Update on the final shape of the <a href="#">Business Plan</a>, including cross sector context               <ul style="list-style-type: none"> <li>➤ What's changed as a result of customer engagement?</li> <li>➤ Have there been any business decisions taken that weren't necessarily supported by customer engagement?</li> </ul> </li> <li>- Next steps</li> </ul>	Peter Simpson		10:15-10:45
3.	<b>Overview of <a href="#">Long-Term Delivery Strategy</a></b> <ul style="list-style-type: none"> <li>- What are the key things the ICG should be aware of?</li> <li>- What's changed as a result of customer engagement?</li> </ul>	Allan Simpson/ Alice Piure		10:45-11:15
<b>Break</b>				
4.	<b>Review of customer engagement (final stages of business planning)</b> <ul style="list-style-type: none"> <li>- What's changed as a result of customer engagement?</li> <li>- Focus on any new customer engagement that informed September <a href="#">Synthesis Report</a>/final Business Plan/LTDS</li> <li>- <i>Your Water Your Say</i> follow up (28 November session)</li> </ul>	Abi Morgan		11:30-12:00
5.	<b>Company performance</b> <ul style="list-style-type: none"> <li>- Including discussion of external purpose performance dashboard</li> <li>- Performance update</li> <li>- Service Commitment Plan</li> </ul>	Brian Ebdon/Susan Fennah		12:00-12:30

<b>6.</b>	<b>General discussion</b> <ul style="list-style-type: none"><li>- Next steps</li><li>- Forward meeting dates and topics</li></ul>	All		12:30- 12:45
<b>7.</b>	<b>ICG only session</b>	ICG members		1:00- 2:00