

Customer Engagement Group

Meeting 11 Agenda

10th April 2019

Location - Room 0.22, Ashbrook Court, Coventry

	Content	Timing	Speaker	Delivery Method
1	Welcome, declarations of interest and independence statement	09:00 to 09:10	Lead: Zoe McLeod	Verbal
2	Private session	09:10 to 09:30	Leads: Zoe McLeod Ian Rowson & Simon Griew	
	Introduction & welcome to Howard Forster and Howard Higgins	09:30 to 09:40	Lead: Zoe McLeod	Biographies
3	Historic performance/track record	09.30 to 11.00	Lead: Dave Moon & Adrian Swift	Pre read material
	Break	11:00 to 11:15		
4	Private session	11:15 to 11:45	Leads: Zoe McLeod & Victoria Pelka	
5	Vision and ambition	11:45 to 12:45	Leads: Mark Belmega Claire Widd	Pre read material
	Lunch	12.45 to 13.30		
6	Responsible business strategy	13:30 to 15:00	Lead: Mark Belmega	Pre read material
7	Private session	15:00 to 15:30	Lead: Zoe McLeod	
	Break	15:30 to 15:45		
8	Board Reflections on the session	15:45 to 16:05	Leads: Howard Forster & Howard Higgins	
9	Review of minutes, actions and Challenge Log (by exception)	16:05 to 16:25	Lead: Zoe McLeod	Live via Egress
10	Chair and member updates	16:25 to 16.40	Lead: Zoe McLeod/All	Verbal
11	Meeting review & next meeting	16:40 to 17:00	Lead: Zoe McLeod	Exercise