Agenda

Title of meeting: NRW Board Meeting Day 1 - Public Session	

Date of meeting: 20/01/2021	**Time of meeting: 9.30- 13.00**

Venue: Microsoft Teams meeting

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Observers:

Time	Item
9.30 **(5 mins)**	**1. Open Meeting** • Welcome • Declaration of Interests • Explain conduct of meeting Sponsor and Presenter: Sir David Henshaw (Chair)
9.35 **(5 mins)**	**2. Review Minutes and Action Log – to finalise – amendments sought in advance by correspondence** **2A. Review Minutes from Public 26th November meeting** **2B. Review Public Action Log** Sponsor and Presenter: Sir David Henshaw (Chair)
9.40 **(5 mins)**	**3. Chair's Business** Sponsor and Presenter: Sir David Henshaw Summary: The Chair to update the Board
9.45 **(30 mins)**	**4. Chief Executive's Report** Sponsor and Presenter: Clare Pillman, Chief Executive Summary: To update the Board on current key activities Presentation Only

10.15 **(10 mins)**	**5. Update Report of Committees** Sponsors and presenters: Committee Chairs • Audit and Risk Assurance Committee – No Update no meeting since last Board • Evidence Advisory Committee 1st December **Paper Ref: 21-01-B01** • Finance Planning and Performance Committee – No Meeting • Flood Review Management Committee 7th December and 7th January (Verbal) • People and Remuneration Committee – 11th December (not confirmed public) **Paper Ref: 21-01-B02** • Protected Areas Committee - No meeting Summary: To update the Board on recent committee activities
10.25 **(45 mins)**	**6. Customer Experience and Engagement Strategy** Sponsor: Sarah Jennings, Director of Communications, Customer and Commercial Presenters: Naomi Lawrence, Head of Customer Experience, Catrin Hornung, Head of Communications, Kate Evans, Public Affairs/Private Secretary to CEO Summary: For the Board to approve the approach of the Customer Experience and Engagement Strategy Paper Ref: 21-01-B03
11.10 **(20 mins)**	**Break**
11.30 **(60 mins)**	**7. Place Presentation: South East Wales** Sponsor: Gareth O'Shea, Head of Operations Presenter: Steve Morgan, Head of South East Wales Operations Summary: To provide an overview of key activities in the South West Wales region
	End of Board Meeting
12.30 **(30 mins)**	**8. Public Q&A Session**
13.00 **(60 mins)**	**Lunch Break**