

# PCW/Supplier Forum – Data Capture, Validation & Transfer Working Group – meeting 1

## Agenda - Thursday 29 April 2021 @ 2pm

Item	Topic
1	<i>Introduction</i>
2	<i>Overview - Terms of Reference (relevant to this Working Group – ToR 4.3)</i>
3	<i>Topic - Data Capture</i> <ul style="list-style-type: none"><li>- <i>Consider minimum data capture requirements by PCWs at point of initial customer contact</i></li><li>- <i>Identify any new data items required to facilitate faster switching &amp; improve the customer experience</i></li><li>- <i>Consideration of any differences between a five working day and next working day switch</i></li><li>- <i>Vulnerable customer / Priority Service Register information capture</i></li><li>- <i>Treatment of individual customisation alongside standard/minimum requirements</i></li></ul>
4	<i>Initial consideration of process map and timings (five and next WD scenarios)</i>
5	<i>Proposed Work Plan for this Working Group and dates of future meetings</i>
6	<i>Updates/additions to the Forum Risk Register</i>
7	<i>AOB</i>

# Meeting aims....

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- Provide an overview of pertinent elements of the Terms of Reference for Working Group consideration and approach to delivery.
- Focus discussion on the topic of **Data Capture**, specifically the capture of all required data items at the point of initial customer contact
- Against this, understand the current data capture arrangements and the future requirements and changes required to facilitate faster switching.
- Consider if there are differences in requirements depending upon the speed of switch.
- Identify and discuss any implications for vulnerable customers i.e. the potential for customer detriment or poor experience and any opportunities to improve the existing process/experience.
- Start to discuss and map out the high-level process map/timelines for Data Capture, Validation & Transfer and consider against faster switching timescales.
- Provide oversight of the proposed Working Group approach and confirmation of future meeting dates
- Review and update the Forum Risk Register as required.
- Finally, consider any items of AOB from Working Group members