

# PCW/Supplier Forum – Consumer Communication & Engagement Working Group – meeting 1

## Agenda - Thursday 6 May 2021 @ 2pm

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Item	Topic
1	<i>Introduction</i>
2	<i>Overview - Terms of Reference (relevant to this Working Group – ToR 4.4)</i>
3	<i>Topic – Typical Consumer Journey, Consumer Perceptions &amp; Expectations</i>
4	<i>Proposed Work Plan for this Working Group and dates of future meetings</i>
5	<i>Updates/additions to the Forum Risk Register</i>
6	<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 the **typical consumer journey, alongside consumer perceptions and expectations.**
- Consider the current, typical consumer journey and how this will be impacted by both a five working day and next working day switch.
- Understand the critical points of consumer engagement, how customer engagement currently happens and how will this need to change?
- Consideration of the journey from a consumer perspective, including what a customer may reasonably expect to experience.
- 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 AOB from Working Group members.