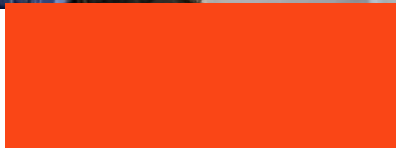




Safeguarding Customers

Working together to deliver equal outcomes



A photograph of a row of terraced houses, likely in the UK, showing their characteristic chimneys and bay windows. The houses are built of brick and have dark roofs. Several tall antennas are visible on the roofs. The sky is a pale, clear blue.

Behind every door..

Supporting our people to respond to what they find

SCWG - Our Approach



1. Our Customers

- Supportive
- Seamless
- Respectful

2. Our Partners

- Two Way
- Informed consent
- Safeguarding

3. Our People

- Training
- Enabled/engaged
- Doing the Right Thing

4. Our Processes

- On Purpose
- Easy/repeatable
- Flexible

1. Industry Needs Codes & outputs

2. Implement two-way data share

3. Informed consent

4. Referrals & signposting

5. PSR awareness & joint initiatives

A stitch in time – our journey

2017 – Licence condition go live, data flows (elect), Gas governance vote, NC Actions, Communications via ‘friends’, Referrals next steps, beyond informed consent, Ofwat/Water UK opportunities.

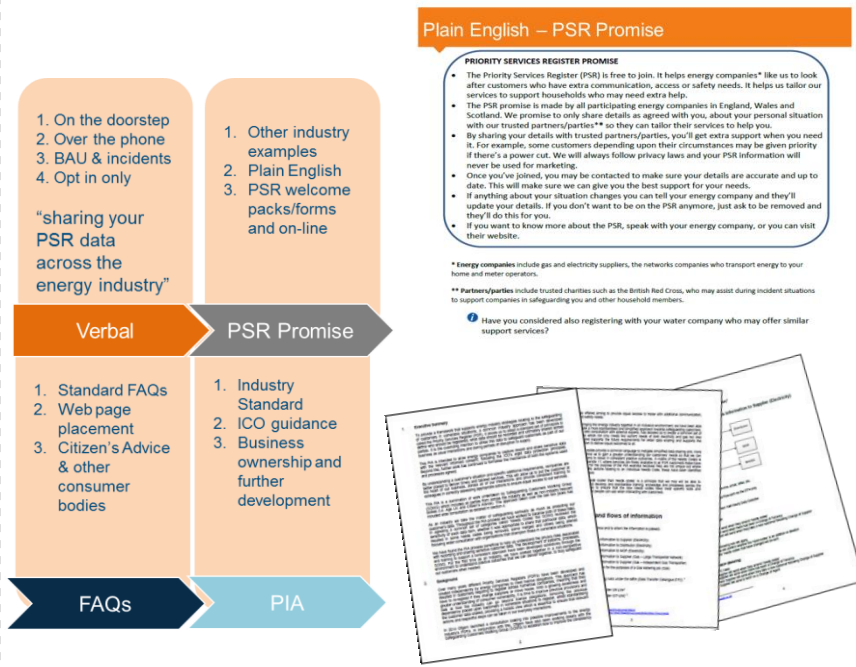
2016 – Privacy Impact Assmt completion and share with ICO, Ofgem final decisions, Verbal Principles, PSR Promise, Electricity governance vote, RAD films, NMCF.

2015 – Needs codes developed, SCWG friends build, best practice opportunities explored, Ofgem consultation, PSR pilots to understand options, data share strategy.

2014 – TOR, SCWG Ambition, Themes/priorities, membership build – including regulator.

Informed Consent/Privacy Protection:

Standard Informed Consent – 4 steps



Stage 1

Capacity

- Other industry examples
- POA Process
- Ease and consistency
- External signposting
- PSR opportunity
- Dementia Friendly Utilities
- NMCF Leadership Group

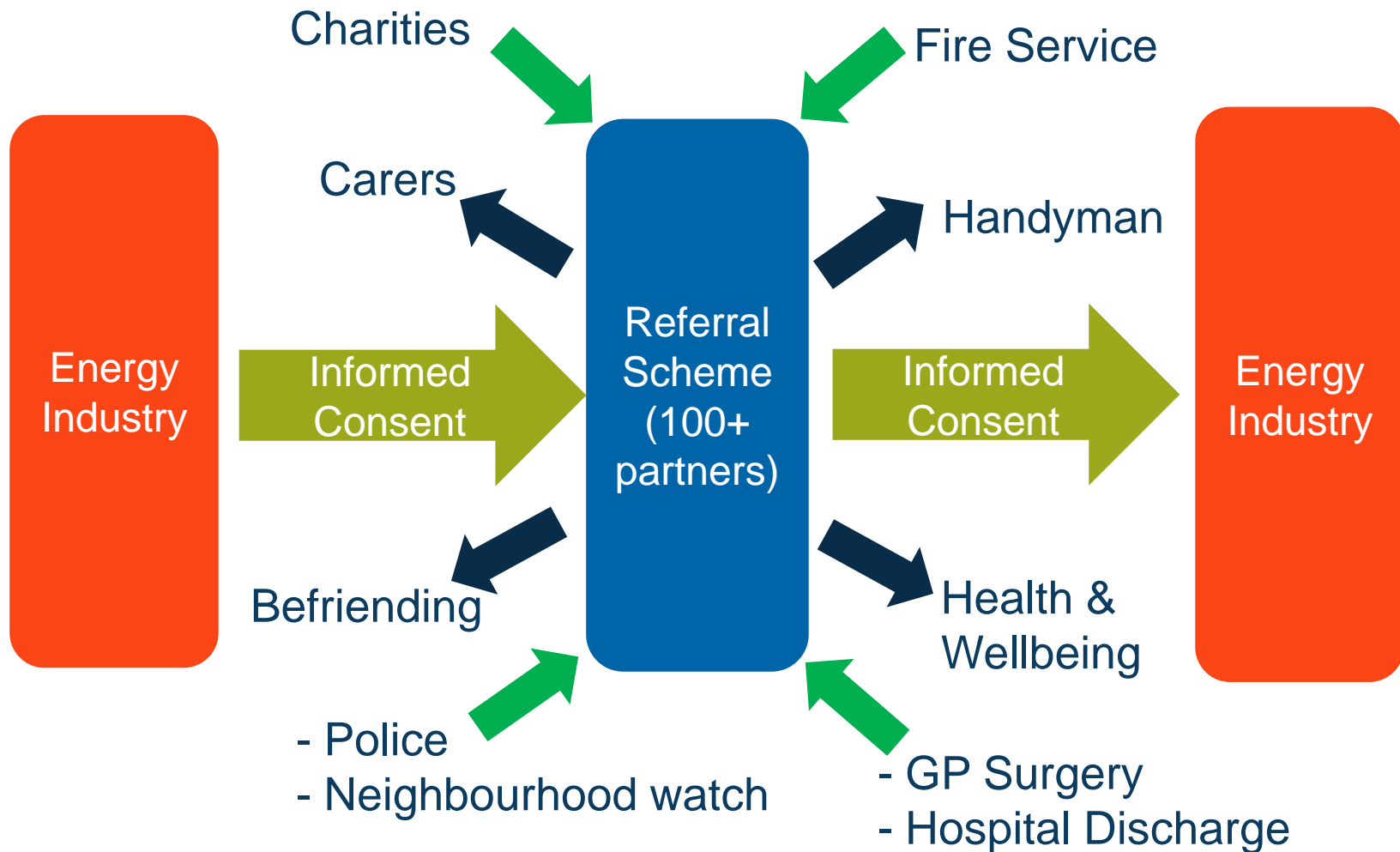


Office of the
Public Guardian

Alzheimer's
Society

Stage 2

Referrals Basic Principle – Two Way



Locking cooker valves Referral - new services

Working with partners to deliver services that help protect people who are a risk to themselves and others. Examples include dementia(s), mental health and developmental conditions such as ADHD.



A simple principle

We will not leave our customers vulnerable

