Data Communications Company

Address Quality Plan 2025

DCC Operations Your Smart Partner

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Agenda

- 25/26 Address Quality Plan (AQP) Overview
- AQP Consultation Response Summary and Key Themes
- Next Steps

25-26 AQP Overview

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The 25-26 AQP is clearer and builds on the existing framework of working with Parties to Review, Collaborate & Correct. The continued **focus** of the plan is on **Unmatched Data** recognising that investigations, on the whole, will need to be supported by SDPs as the Data Master.

Targets

- The pot of unmatched addresses remains around 2.8 million
- Focus on Postcode, Plot, Flat and Landlord Supplies

Engagement

- Initial focus with Source Data Providers (SDPs)
- Extending engagement when appropriate to Registered Suppliers or other Parties when appropriate.

Data

- Baseline of reporting available to Parties and potential uses
- Where required, development of new or bespoke reporting throughout the year on the basis of audience and potential benefit.

Targets

- Continuation of the previous years Process Related targets
- Recognising DCC has no authority to impose industry targets or take enforcement action.

AQP Consultation Summary & Key Themes

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- **6 consultation responses (including 1 late response)** received covering **Registered Suppliers, DNO's, a Third -Party Intermediary (TPI) and RECCo**.
- 5 Respondents, overall, **agreed with the approach in the plan**.
- DCC's response on how we've considered the feedback will be available in the **Supplementary Report** which will be published on **28th of February**.

Data & Targets

Visibility of performance metrics and outcome-based targets

- 4 Respondents requested a variety of statistics to be included in the AQP ranging from comparative year-on-year performance & forecasting of potential investigations required.
- Another party suggested that parties should not have to provide details of proposed data investigation as unmatched records are time consuming and resources are flexed to meet business demand.

Engagement

Extending engagement beyond Source Data Providers

- Registered Suppliers showed a keen interest in having greater involvement with address management.
- The TPI service also expressed interest in playing a role in improving address quality.

Process

Clarification of industry processes to update address data

- DNO respondents suggested that the plan should reference the D0381 industry process for Registered Suppliers to update the MPL address.
- One respondent suggested that the ability to provide updates on records that had been reviewed would be beneficial. DCC will explore this suggestion during the operation of the 25-26 AQP.

AQP Consultation Summary & Key Themes

RECCo provided a detailed Consultation response on the 5th of February, suggesting that the plan required more detail, and targets

Data, Reporting & Targets

- Evidence outcomes from 24-25 AQP and how the continued approach would deliver benefits. (Normally included in the Annual Report)
- Suggesting all data types should be provided robustly on an agreed frequency to all parties
- Targets are Process based rather than outcome based and a perceived watering down of Success Measures.

Engagement

- Suggesting that engagement should be enhanced beyond Source Data Providers
- PAB suggested sharing data with Suppliers to help validate.

Plan

- Improved and detailed plan with clear milestones and % tracking of KPI improvements year on year.
- Revised approach which identifies issues with addresses that directly impact on the success of individual switches.
- Engagement plan which includes all parties to be involved in addition to SDP attendance

Next Steps

Date	Action
16 December 2024 ✓	2025 – 2026 AQP consultation period start
31 January 2025 ✓	2025 – 2026 AQP consultation period end
DCC is finalising the AQP and as appropriate, DCC will make the necessary updates to the plan. Where required, DCC will liaise with the relevant parties to discuss some of the feedback given	
28 February 2025	2025 – 2026 AQP and supplementary report provided to the REC Performance Assurance Board (PAB) and Code Manager
1 April 2025	2025 – 2026 AQP goes live
30 April 2025	2024 – 2025 AQP annual report sent to the PAB