



# The Society of Licensed Conveyancers

## **Response by The Society of Licensed Conveyancers to OLC Corporate Strategy 2020-23**

*The Society of Licensed Conveyancers ('the Society') is the professional body representing Licensed Conveyancers and Licensed Probate Practitioners, as regulated by the Council for Licensed Conveyancers.*

**Section Consultation questions Horizon scanning 1. Have we considered all of the external developments that may affect our operations over the lifetime of this strategy? If not, what else should we take account of?**

We feel that all of the external developments have been considered.

**Strategy and business plan 2. Have we identified the correct strategic areas to focus on in the next three years? If not, what should we be addressing?**

We agree that you have identified the correct strategic areas to focus on in the next 3 years.

**3. Are there any objectives that should take priority amongst these?**

Yes: Correct/appropriate levels of staffing and more interaction/feedback with the legal profession.

**4. Will our proposed actions for the next 12 months help us to achieve the strategic objectives we have set for 2020-23?**

Yes, we believe your proposed actions will for the next 12 months will help you to achieve the strategic objectives for 2020-23.

**Budget 5. Do you agree with our plans for an increased budget in order to bring about the proposed improvements in customer journey and in learning and feedback to the sector?**

Yes, we agree with your plans and feel that that this is proportionate and required.