

BSB: OLC strategy consultation response

The BSB welcomes the opportunity to comment on the draft OLC Corporate Strategy 2020-23. We welcome the performance improvement programme that the OLC has undertaken and look forward to seeing the further benefits. We particularly welcome the proposals under Strategic Objective 2 to work better with stakeholders to communicate lessons learned, make better use of existing processes to support action by the regulators, and sharing data to help people to have a better understanding of what reasonable service looks like (we have responded to your recent consultation with our views on publication of data.) We look forward to working together to improve the support that we can give each other in our respective roles. We support the proposition that the organisation should be appropriately resourced to deliver the correct level of service.

If it would be helpful to discuss any of the above further, please don't hesitate to get in touch.