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6th January 2022

Dear Robin,

Empowering consumers – draft statement of policy

Thank you for your time this morning and for giving us an opportunity to respond to this consultation after the deadline has passed. It's appreciated.

We discussed the expectations set out in the draft statement which are expressed as general expectations, principles and specific expectations. As I explained overall The Faculty Office welcomes the statement and approach of setting out outcomes that regulators should pursue and the clarity that gives us all. Likewise it is helpful that you have articulated in the statement the principles to which the LSB will have regard.

However, there are a number of "specific expectations" which clearly come with cost /resource implications for the Faculty Office. We would encourage the LSB to consider carefully the likely cost of implementing the measures expected in this statement.

Furthermore Paragraph 23 of the draft Statement of Policy sets out a wide range of information that regulators are "expected to take steps to ensure is available in at least one single location online" which may include the regulator's register. As we discussed it would be helpful if the LSB could provide further clarity as to its expectations in this paragraph especially in lettered paragraphs a-f.

Yours sincerely

Howard Dellar
Registrar of the Faculty Office