



April 2018

## Press Release

### Consumer vulnerability and SMEs top the LSB agenda

The Lending Standards Board (LSB), which independently oversees the Standards of Lending Practice for personal and small business borrowers, has strengthened its Board and executive team. The appointments clearly signal that the LSB intends to help restore trust in the sector, with a clear focus on vulnerable consumers and small businesses.

Dave Pickering, now permanently appointed as CEO, is joined by Martin Coppack in the role of Deputy CEO – Martin was Head of Partnerships at the Financial Conduct Authority where he created its consumer vulnerability and financial inclusion programmes, as well as its model for engaging with consumer and civil society organisations.

Dave says: “The appointment of Martin will cement the LSB’s position as a leading voice in the vulnerability debate and will give us the opportunity to make a real difference to the many consumers in vulnerable circumstances and facing financial exclusion. It will also enable us to focus on extending our reach into SME lending, where we are leading the way in setting and overseeing high standards for the industry.”

The LSB has also appointed two new independent non-executive directors to the Board. Liz Barclay, broadcaster and consumer champion and Elaine Kempson, emeritus professor at Bristol University, bring a wealth of experience in consumer and small business affairs and are looking forward to helping develop the LSB’s consumer agenda.

Chris Pond, the LSB’s Chairman says: “When I took on the role as Chair, I wanted to expand the reach of the LSB to improve consumer protection for the UK’s borrowers. The appointments we have made are a statement of our resolve to do that and to be at the forefront of the debate on areas such as vulnerability and SME lending. The new team will also focus on developing the LSB’s external influence working collaboratively with the Financial Conduct Authority (FCA) and UK Finance to increase consumer protection.”

## Notes to Editors:

The Lending Standards Board works to promote fair lending with the aim of helping the industry to rebuild trust. Our vision is to ensure that all personal and small business borrowers receive a fair deal from their lender as set out in the Standards of Lending Practice.

We follow an outcome-focused approach to overseeing the Standards and take action where our registered firms fail to meet them. A combination of market intelligence, industry experience and collaborative partnerships with trade bodies, regulators and other industry stakeholders allows us to meet five main strategic aims:

- To promote and help deliver fair outcomes and greater consistency for personal and small business borrowers;
- To achieve high level of market coverage of personal and business lenders;
- To demonstrate how self-regulation can deliver good customer outcomes and can complement the work of the FCA;
- To be recognised as a leading, influential voice for personal and business lending; and
- To add value for registered firms.

We work to ensure the ongoing development of the Standards so that they keep pace with industry developments and address gaps in consumer protection.

For more information about the LSB, please visit: [www.lendingstandardsboard.org.uk](http://www.lendingstandardsboard.org.uk)

## Biographies:

**Dave Pickering:** Dave joined the Lending Standards Board (LSB) in July 2013 as Compliance Director and is now Chief Executive. Dave's main responsibility is to set the compliance risk oversight strategy and ensure that this is delivered through an effective programme of assurance, insight, support and research work. Dave was instrumental in the initiative to enable debt collection agents and debt purchase firms to become registered firms and in the development of the Standards of Lending Practice for personal and business customers, where one of his key challenges was to re-design the oversight model to support this new piece of self-regulation. Prior to joining the LSB Dave spent 24 years working for Nationwide Building Society, where he held a number of senior positions in internal audit before becoming the Society's Head of Compliance Review in 2010, responsible for all elements of reviewing conduct risk.

**Martin Coppack:** Martin leads stakeholder engagement for the Banking Standards Board. Previously Martin was Head of Partnerships at the Financial Conduct Authority where he created its consumer vulnerability and financial inclusion programmes, as well as its model for engaging with consumer and civil society organisations. He has held a number of other policy, development and external affairs roles, often centred around representing and engaging with consumers. Whilst at the Big Lottery Fund he led the creation of its £32 million financial capability and inclusion programme, Increasing Financial Confidence. He started his career teaching consumer and life skills to adults with learning difficulties and disabilities. Martin is currently an independent commissioner for the Financial Inclusion Commission, a trustee of the Nationwide Foundation, and an adviser to the Money and Mental Health Policy Institute and Young Scot. Previously he has been a Board member of the Association of Charitable Foundations and a member of the National Executive of the Institute of Consumer Affairs, as well as a Commissioner for Scope's Commission on Extra Costs for Disabled People.

Elaine Kempson: Elaine is Emeritus Professor of Personal Finance and Social Policy Research at the University of Bristol and Associate Professor at Oslo Metropolitan University. Elaine has 35 years' experience of conducting research and contributing to policy development on all aspects of personal financial services both in the UK and internationally. She has held a number of senior advisory positions including trustee and non-executive director of the Standard Life Foundation, member of the Money Advice Service Financial Capability Strategy Board, adviser to the Central Bank of Ireland on consumer protection, non-executive director role at the UK Financial Ombudsman Service, member of the HM Treasury Financial Inclusion Task Force, and member of the Department for Work and Pensions' Social Security Advisory Committee. In 2007 Elaine was awarded a CBE for services to the financial services industry.

Liz Barclay: Liz is a Radio and TV Broadcaster and Producer; writer and author. She is a consumer champion who is Chair of the Money Advice Liaison Group, non-executive Director of the Lending Standards Board, a member of the Fundraising Regulator Standards Board, The Equity Release Council Standards Board and the Ofgem Consumer Progress Panel. She is an Ambassador for the Money Advice Trust and IPSE the organisation for freelancers and the self-employed. Liz also works with CCA Global on customer service standards and is passionate about improving trust, service and engagement – raising the bar across the charity, public and private sectors. She coaches in communication and presentation skills working with small business, charities and on a one-to-one basis with CEO and senior managers across sectors. She chairs national and international conferences and produces comms, customer service and finance webinars. She was until recently Deputy Chair of the Financial Services Compensation Scheme, Chair of Citizens Advice Camden and the Credit Union Foundation and a member of the Financial Services Consumer Panel.

To arrange interviews contact:

Dave Pickering on 0207 012 0087 | 07789 785 982 | [davidpickering@lstadb.org.uk](mailto:davidpickering@lstadb.org.uk)