

# Insight & Support

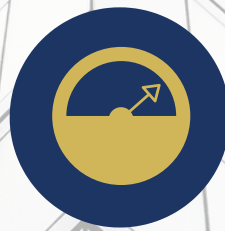
## *Adding value*



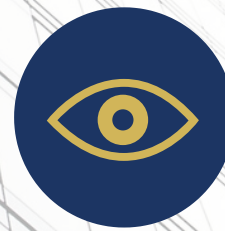
**Practitioner  
support**



**Workshops**



**Benchmarking**



**Business  
reviews**



**Research and  
insights**

You can find out more about upcoming events and training packages on our website [www.lendingstandardsboard.org.uk/insight-support/](http://www.lendingstandardsboard.org.uk/insight-support/)

# What services are available?

## Practitioner support

Whether you require training or an independent view on projects or new initiatives, we work with you to understand your business, your teams and your customers to provide flexible, formal and informal feedback and training to suit your needs.

## Workshops

We host a range of workshops aimed at bringing firms and the wider industry together to discuss emerging risks and share best practice.

## Benchmarking

Providing best practice guidance, challenge and thought leadership in the development of your policies, processes and procedures to support the continuous improvement cycle.

## Business reviews

We offer independent oversight of your business (full or partial) and customer interactions together with call calibration sessions.

## Research and insights

Working with our Registered Firms and other partners to discover emerging risks and hot topics, the customer impact, and what can be done to achieve best practice. We produce original, impactful and usable research that adds value for firms and supports fair outcomes for personal and business customers.

If you are interested in working in partnership, or want to know more about what the LSB can offer, please get in touch with us at [insight@lstdb.org.uk](mailto:insight@lstdb.org.uk) or contact:

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