

UK Treasury Select Committee Meeting: SME Finance: December 2023. Case Study

Truth Unlocked - Linguistic Analysis & Training



THE CASE

In December 2023, Truth Unlocked were asked by a Client to analyse statements given at a UK Parliamentary Treasury Select Committee (TSC) meeting held on the 6th December, 2023 on Small to Medium Enterprise Finance; specifically analysing the time-period in the recording from 15:18pm to 15:21pm. No direction or remit was requested nor given by the Client. We were simply asked to report any findings.

[Click here for the link to the recording.](#)

Truth Unlocked Analysis:



TIME

Detailed Report in 1 Day

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CHALLENGES

We were asked to analyse the evidence provided by Andrew Harrison, Managing Director for Customer Proposition & Delivery at NatWest Bank to the TSC. The aim of their questioning was to ascertain the bank's views relating to the existence of Community Development Financial Institutions (CDFI's) & the progress of the Business Banking Resolution Service (BBRS). On the latter, concerns have been raised about the independence of the BBRS as the banks themselves fund and self-regulate their actions. The effectiveness of resolutions has come into question.

ANALYSIS

- Linguistic Sensitivity - Chairing Natwest's CDFI**
Linguistic sensitivity was detected from Harrison when he mentions he is 'actually separately the Chair' at NatWest Society Community Capital. The sensitivity was unexpected and personal and/or commercial conflict should be explored.
- Need for Persuasion - BBRS Independence**
The BBRS, especially the subject of its independence, held the greatest heightened sensitivity to Harrison and his language is that of a need to persuade regarding its independence.
- BBRS Reviews - Sentiment or Evidence-Based?**
Harrison says that 'both reviews have been very positive about that' (independence). Positive sentiment is not evidentiary proof to support this assertion. We have questioned if the reviews have weight of evidence or not.

CONCLUSIONS

Amongst many things, we look for evidence of linguistic commitment in answers to questions and within statements. Harrison's responses lack commitment, but also include unexpected sensitivity, lack of specificity, and not addressing certain questions directly. Our client overlaid our findings with findings from other sources and found a correlation. Our client went on to write an Open Letter to the TSC asking if Mr Harrison had submitted misleading information in his submissions to the TSC.



Linguistic Case
Analysis



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