

Consumer Affairs & Trading Standards Conference & Exhibition 2016

#CTSICONF

The leading consumer affairs & trading
standards event in Europe

The International Centre, Telford
Monday 20 June - Thursday 23 June 2016

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Monday 20 June

Time	Event	Location	
11:45	Jeanne Bisgood golf tournament	Horsehay Village Golf Club, Wellington Road, Horsehay, Telford, Shropshire TF4 3BT	
13:00	Registration and information desks open	Hall 3 Foyer	
13:00	Branch 5-a-side Football Match	AFC Telford United, Goalzone 5 a side Watling St, Wellington, Telford TF1 2TU	
13:30	36 Bedford Row Cricket Match	St George's Cricket Club, Church Street, St George's, Telford TF2 9LU	
15:00 - 17:30	Mini-theatre sessions	Coalport and Wenlock Suites	
18:30 - 20:00	Welcome Reception and official opening of Conference • Christine Heemskerk, CTSI Chair • Baroness Crawley, CTSI President	Hall 3	
20:00	Ashfords Regulatory Consultancy Reception Invitation only	Newport Suite	
20:00	Midlands Branch Welcome	Thomas Botfield, Telford	



Tuesday 21 June

Time	Event	Location	
08:00	Registration and information desks open	Hall 3 Foyer	
08:30 - 11:00	Lead Officer Breakfast Meeting Lead officers only	Beckbury 3	
09:00	Exhibition opens	Hall 3	
09:00 - 17:00	HR session with Park City By appointment only, look online for further details	Jackfield	
09:00 - 13:00	Local Alcohol Partnership Groups	Beckbury 4	
09:30 - 11:00	College of Fellows Committee Meeting	Newport Suite	
09:30 - 17:00	Mini-theatre sessions	Coalport and Wenlock Suites	
11:30 - 12:45	College of Fellows Annual General Meeting	Newport Suite	
11:45 - 13:10	Plenary Session Question Time	Ludlow Suite	
16:00	Playsafe Judging Roland Earl, Director General, British Toy and Hobby Association and a panel of judges will determine the winner from the displayed entries	Playsafe stand, K3	
16:00 - 17:30	The Institute celebrates success • Honorary Awards • College of Fellows Annual Lecture • Graduation Ceremony	Ludlow Suite	
17:30	Exhibition closes	Hall 3	
18:00	Registration desk closes	Hall 3 Foyer	
18:30	Trainee TSO dinner Hosted by the British Toy and Hobby Association	The Historic Madeley Court Hotel, Telford	
19:00	CTSI/Status International Awards Dinner drinks reception	The Gallery, The International Centre, Telford	
19:30	CTSI/Status International Awards Dinner • TSQF Awards - Legal Metrology, Fair Trading Criminal, Product Safety, Fair Trading Civil, Intellectual Property • Touchstone award • Status International Award • Dress code: Black Tie Preferred	Ludlow Suite	

Wednesday 22 June

Time	Event	Location	
08:00	Registration and information desks open	Hall 3 Foyer	
09:00	Exhibition opens	Hall 3	
09:30 - 17:20	Mini-theatre sessions	Coalport and Wenlock Suites	
09:00 - 17:00	HR session with Park City By appointment only, look online for further details	Jackfield	 Chartered Trading Standards Institute college of fellows
10:00 - 11:30	Vice Presidents meeting	Beckbury 3	
11:45 - 13:00	Plenary Session Raising standards with Matt Allwright	Ludlow Suite	
13:30 - 14:30	Apex Chambers Session Disclosure in Major Investigations	Ludlow Suite	
15:30 - 17:30	LTS and 5 Paper Buildings IP Prosecutions in the 21st Century	Ludlow Suite	
16:00 - 18:00	36 Bedford Row Consumer and trading standards law and practice book launch	Beckbury 3	
17:00 - 19:30	Bournemouth University and CTSI research update	Beckbury 4	
17:30	Exhibition closes	Hall 3	
18:00	Registration desk closes	Hall 3 Foyer	
18:00	BMG AGM Invitation only	The White Hart, Ironbridge	
18:30 - 19:30	ACTSO drinks Invitation only	Holiday Inn Conservatory	
21:00	CTSI Party Night "Come as you were"	Club Crush	

Thursday 23 June

Time	Event	Location	
08:00	Registration and information desks open	Hall 3 Foyer	
09:00	Exhibition opens	Hall 3	
10:30	Presentations • Best exhibitor awards • Playsafe Winners announced	Demo Area, Hall 3	
10:35 - 11:05	Mini-theatre sessions	Coalport and Wenlock Suites	
11:20 - 11:40	Branch farewell brunch First come, first served for 100 people	Consumer Area	 Chartered Trading Standards Institute midlands
11:45 - 13:00	Plenary Session Public health and sustainability	Ludlow Suite	
13:00	Exhibition and registration closes	Hall 3 and Foyer	
13:30 - 15:45	Consumer workshops • Natwest and NTS Scam Team Workshop • Financial Ombudsman	Wenlock Suite	

Reserved tickets may be collected as advised by the session holder. Unless informed otherwise, **all remaining tickets will be made available on the day of the session on a first come first served basis** from the information desk. You will appreciate that the sessions are very popular, so please ensure that you arrive promptly. We cannot guarantee your place if you arrive after the start time.

Monday 20 June				
#	Room	Time	Session Information	Ticket Information
1	2	15:00 - 15:30	Advertising Standards Authority ASA and Trading Standards: Working together to enhance consumer protection How ad regulation works; Key issues/cases; ASA and TS action—the system working; Looking ahead—opportunities for closer working	events@asa.org.uk
2	3	16:00 - 16:30	5 Paper Buildings Trading Standards Prosecutions in the New Era of Criminal Litigation Delegates will discuss how prosecutions by trading standards departments fit into developments to streamline the criminal litigation process. Presented by Andrew Johnson & Carolina Bracken.	Information desk - foyer
3	1	16:00 - 16:30	Alliance for Intellectual Property Protecting consumers from faux brands. The available remedies and how to use them Brands inform shoppers' choices, whether on the high street or online. This session will discuss how brands work before exploring, using current examples, how they are hijacked by products that, while not counterfeit, are not what they seem. Remedies will be presented on how to address 'faux' brands that mislead consumers and distort their choices.	eddy@allianceforip.co.uk
4	2	17:00 - 17:30	Bathroom Manufacturers' Association Non policing of regulation is costing UK business and a significant risk to consumer safety Understanding regulation, their applicable requirements for bathroom products sold in the UK that protects consumer safety. What are they, what do they mean, what is product.	ruth.lodge@bathroom-association.org.uk
5	3	17:00 - 17:30	British Standards Institution (BSI) Consumer standards-a benchmark for confidence and trust amidst European and global uncertainty In an uncertain and insecure world, consumer standards help to build trust and confidence. On 23 June, UK consumers will vote to stay in or leave Europe. EU legislation has provided safeguards for consumers for many years, but with a global economy, principle-based international standards are the key to building a safer and fairer world.	sue.metham@bsigroup.com
Tuesday 21 June				
#	Room	Time	Session Information	Ticket Information
6	1	09:30 - 10:00	National Trading Standards Estate Agency Team Trading Standards, Estate Agency, and the multi-billion pound housing market – an overlooked industry? Discover what the National Trading Standards Estate Agency Team has been doing, and how it can help Trading Standards to get results locally with minimum resources. Get up to date with latest developments and be the first to receive a copy of the free, easy to use, newly updated toolkit for Trading Standards Services.	Information desk - foyer
7	2	09:30 - 10:00	Ombudsman Services ADR - what are you waiting for? The current consumer landscape-where we are now. The value of ADR - the cost of doing nothing v the benefits of doing something. What does the future hold for ADR?	Information desk - foyer
8	3	09:30 - 10:15	Competition and Markets Authority Unfair Contract Terms - Overview and Update This session will provide a short introduction to the key legal concepts in unfair contract terms as well as recent key developments and upcoming legal, policy and other issues.	pauline.lloyd-roberts@cma.gsi.gov.uk
9	1	10:20 - 10:50	BIS Regulatory Delivery Primary Authority - Growing Together	lynne.howard@brdo.bis.gsi.gov.uk
10	2	10:20 - 10:50	CEnTSA From initiation to implementation and review, CEnTSA's journey through the IOM This session looks into how CEnTSA undertakes its regional tasking process and the governance arrangements it has in place in order to effectively task work out to either Operational Groups, Scambusters or refer nationally to NTG. The session will also cover particular case studies from tasked activities and lessons learned through the process.	Information desk - foyer
11	3	10:30 - 11:15	British Toy & Hobby Association Effective enforcement of toy safety - practical, cost-effective tips for the trading standards service The presentation would be based on how the BTHA would enforce the Toy Safety Directive. It will include what to look for on websites, which Economic Operator is responsible for what obligations, what to look for on products. It will cover Technical File contents and which products can be considered high risk toys.	matt@btha.co.uk
12	1	11:05 - 11:35	Marks and Clerk LLP Recent Developments on Non-traditional Trade Mark Protection An overview of recent development in the law relating to non-traditional trade marks, such as shapes, smells, moving images and sounds. Changes relating to the recent EU Reforms and recent court decisions will be covered along with an overview on how enforcement might be affected.	jflint@marks-clerk.com

Tuesday 21 June

#	Room	Time	Session Information	Ticket Information
13	2	11:05 - 11:35	Gough Square Chambers <i>Confiscation for Trading Standards: A workshop</i> Gough Square Chambers will deliver an interactive workshop on confiscation proceedings in the Trading Standards context. The session will provide an overview of the confiscation legal framework under the Proceeds of Crime Act 2002, explain how that framework operates in practice and address how to use confiscation proceedings efficiently and effectively	bob.weekes@goughsq.co.uk
14	2	14:00 - 14:30	5 Paper Buildings <i>Legal highs and lows; the past year in review</i> Charlene Sumnall and Anthony Hucklesby provide a whistlestop tour of recent judgements potentially impacting on the work of Trading Standards services	dale@5pb.co.uk
15	3	14:00 - 14:30	The Tackling Illicit Tobacco for Better Health Partnership <i>Illegal Tobacco; how to reduce demand AND disrupt supply</i> The Tackling Illicit Tobacco for Better Health Partnership will be presenting on their experiences in really effectively tackling illegal tobacco, by going beyond an enforcement only approach.	Information desk - foyer
16	1	14:00 - 14:30	187 Fleet Street Chambers <i>Current issues and tactics in TSS enforcement</i> An overview of some important current issues and suggestions for a tactical approach as an aid to aiding enforcement and avoiding some common pitfalls. Fraud, POCA, CPUTRs, Part 8 EA2002 and CRA 2015 will be the main focus. Some material will not be disclosed during the session but will be emailed to LATSS delegates only separately.	
17	1	14:40 - 15:10	Competition and Markets Authority and Payment Systems Regulator <i>"Can I pay by card?" The Enterprise Act and enforcing the EU Interchange Fee Regulations</i> The EU Interchange Fee Regulation (IFR) requires merchants accepting some but not all types of payment cards to make this clear to consumers. In this session, the PSR will explain the law and how it will work together with the Part 8 EA02 general enforcers to ensure compliance.	pauline.lloyd-roberts@cma.gsi.gov.uk
18	2	14:40 - 15:10	National Trading Standards Feed Delivery Programme <i>An update on the FSA/NTS Feed Delivery Programme. Lessons learnt and challenges ahead</i> What the key achievements have been; the challenges going forward and how LAs might need to be prepared to respond.	Information desk - foyer
19	3	14:40 - 15:25	National Trading Standards Scambuster Teams <i>Dealing with the Disclosure Challenge</i> 450 witnesses, 50,000 pages of exhibits, 3,000 complaints and £2.5m consumer detriment... and that was just the evidence. How we planned for, and tackled, the disclosure challenges from the mountain of unused material generated by the investigation.	Information desk - foyer
20	1	15:30 - 16:00	36 Bedford Row <i>Psychoactive Substances Act 2016: A legal high?</i> There has been a range of attempts, mainly by local authorities, to use current legislation to prevent the sale of so-called 'legal highs' with varying degrees of success. This session considers the Psychoactive Substances Act 2016, which creates a blanket ban on the production, distribution, sale and supply of psychoactive substances in the United Kingdom.	chris@36bedfordrow.co.uk
21	2	15:30 - 16:15	Checkatrade.com <i>Together We're Stronger - Local Authority Trading Standards & Checkatrade working in partnership</i> For the past 18 years Checkatrade have been working hard to combat rogues trades and services. Four years ago Suffolk CC TS joined us and today we stand in partnership with eight Local Authority Trading Standards. This session is about our journey, the partnership model and the awesome results we're achieving together for residents.	david.price-evans@checkatrade.com
22	3	15:45 - 16:30	Competition and Markets Authority <i>Online Reviews and Endorsements – working together to improve the standards of trusted trader sites</i> Fake reviews can lead to people making the wrong decisions and fair-playing businesses losing out. The CMA call for information into Online Reviews highlighted issues. The session will look at how we used that information and will detail the undertaking we received from several traders.	pauline.lloyd-roberts@cma.gsi.gov.uk
23	1	16:20 - 16:50	National Animal Health & Welfare Panel <i>What's Happening in Animal Health</i> An update on the current and recent work streams of the National Animal Health & Welfare Panel. To include details on the TB Regulators Guidance, Welfare Complaints Protocol, Illegal Landings/Puppies, and Horizon Scanning – invaluable information for field officers to Heads of Service.	mbeer@cornwall.gov.uk
24	2	16:30 - 17:00	National Trading Standards Ports & Borders Team <i>SOS - Secure Our Safety</i> NTS Ports & Borders and SPoC teams will discuss how to ensure high levels of consumer safety with limited resources. Using case studies from interventions undertaken in the past year, the Teams will provide delegates with practical examples of effective coordination and collaboration with inland authorities in the area of product safety.	Information desk - foyer
25	3	16:40 - 17:10	Drystone Chambers <i>Costs – how to improve your chances of getting them and not having them awarded against you</i> Government reform has made regulators more exposed to the risk of applications for costs from defendants who are unable to seek any or all of their costs from any other source.	david.green@drystone.com

Wednesday 22 June

#	Room	Time	Session Information	Ticket Information
26	1	09:30 - 10:00	National Trading Standards Scams Teams <i>Take a Stand Against Scams</i> This session will cover how the National Team tackles scams and stops scam mail from entering the country and the UK Mailing system; how the Team supports local communities to fight back and take a stand against scams; its Banning the Scam initiative; and how it raises the issues locally, regionally, nationally and internationally.	Information desk - foyer
27	2	09:30 - 10:00	36 Bedford Row <i>Enforcing your enforcement order: A guide to contempt of court proceedings</i> This session will provide an overview of the key aspects of the various stages involved in contempt of court proceedings, from the legal background to evidence preparation, procedure and court hearings.	chris@36bedfordrow.co.uk
28	3	09:30 - 10:15	Competition and Markets Authority <i>Working with small businesses - towards Fair Contract Terms</i> To help small businesses comply with The Consumer Rights Act 2015 the CMA has produced a series of individual at-a-glance guides that provide information on some of the common contract terms which may be unfair. The session will discuss the guides and the other work the CMA is doing to support businesses on unfair terms.	pauline.lloyd-roberts@cma.gsi.gov.uk
29	1	10:20 - 10:50	Transpact.com <i>Scams are now Eliminated Forever - No more Fraud, No more Cowboys - via Escrow</i> Secure escrow is the only method that guarantees a buyer receives the goods or services they were promised or their money back, whilst simultaneously guaranteeing a seller will receive 100% payment. By spending from 57p, FCA authorised escrow services now eliminate scams. Also, for the first time, it is possible to abolish Caveat Emptor ('buyer beware').	Information desk - foyer
30	2	10:20 - 10:50	National Markets Group, Real Deal and NTSeCT re OP JASPER NMG, <i>Real Deal and Operation Jasper: Tackling IP crime in physical and online marketplaces</i> Find out how the National Market Group's intelligence-led approach is complemented by the Real Deal's voluntary charter which, together, offer local authorities an effective, two-pronged approach of prevention and enforcement to reduce IP crime at markets and car boot fairs. Operation Jasper extends this approach by tackling counterfeit and pirated goods on social media platforms.	patricia.lennon@realdealmarkets.co.uk
31	3	10:30 - 11:15	National Trading Standards Scambuster Teams <i>Dealing with the Disclosure Challenge</i> 450 witnesses, 50,000 pages of exhibits, 3,000 complaints and £2.5m consumer detriment... and that was just the evidence. How we planned for, and tackled, the disclosure challenges from the mountain of unused material generated by the investigation.	Information desk - foyer
32	1	11:05 - 11:35	BIS Regulatory Delivery <i>Strategic Local Regulation - Lessons from Devolution Deals</i>	lynne.howard@brdo.bis.gsi.gov.uk
33	2	11:05 - 11:35	Gough Square Chambers <i>Flushed Away : A High Court Challenge for Primary Authorities</i> Jonathan Kirk QC and Anna Medvinskaia will discuss the implications of the High Court judgment in R (Kingston upon Hull City Council) v Secretary of State for Business, Innovation and Skills [2016] EWHC 1064 (Admin) on the Primary Authority Scheme. In particular, they will consider the kind of advice that may be provided by Primary Authorities following the judgment.	bob.weekes@goughsq.co.uk
34	3	14:40 - 15:10	GB Group PLC <i>Using Open Source Data in Investigation and Tracing - linking phones and emails to people</i> Demonstration of how ConnexusIQ can link one person to another person; to an address; to a business; to a communication device; and to their internet identity; or any of those characteristics to any other. Demonstration will include mapping Social Media activity to Geographical locations, reverse phone and e-mail searching & linking email to Social Media.	Information desk - foyer
35	2	14:40 - 15:10	National Trading Standards eCrime Team <i>Counterfeits to copycats – a year in e-crime!</i> Come and get an update on the work of the National Trading Standards eCrime Team and learn more about how the Team can help you in your own online investigations.	Information desk - foyer
36	1	14:40 - 15:25	British Toy & Hobby Association <i>Effective enforcement of toy safety - practical, cost-effective tips for the trading standards service</i> The presentation would be based on how the BTHA would enforce the Toy Safety Directive. It will include what to look for on websites, which Economic Operator is responsible for what obligations, what to look for on products. It will cover Technical File contents and which products can be considered high risk toys.	matt@btha.co.uk
37	3	15:30 - 16:15	TÜV SÜD Product Service <i>Hover Boards – The Risks and Hazards</i> This presentation provides an introduction to the main risks and hazards that TÜV SÜD Product Service encountered in the hoverboards they assessed over the last 12 months. The presentation will give you an insight into what the risks are and why they pose a potential risk.	info@tuv-sud.co.uk
38	2	15:30 - 16:00	National Trading Standards - Intelligence and Tasking <i>National Trading Standards Intelligence and National Tasking</i> See the benefits and outcomes from using the NTS Intelligence Operating Model and an intelligence-led approach to enforcement. Updates will be provided from the National Tasking Group (covering the Fulfilment House Project and other tasking) and work of the NTS.	Information desk - foyer

Wednesday 22 June

#	Room	Time	Session Information	Ticket Information
39	1	15:45 - 16:15	Henderson Chambers <i>Financial Services and the Older Consumer</i> The legal and regulatory protection that is particularly appropriate to an ageing population.	marketing @hendersonchambers.co.uk
40	2	17:05 - 17:35	Six Pump Court Chambers <i>When is a food not a food? When it's a medicine!</i> Many foods claim to be "good for you". They help maintain normal bones or contribute to the reduction of tiredness and fatigue. But statements can go too far and promise a food that will cure all ills. This session will discuss the borderline between foods and medicines and the implications for regulators, businesses and consumers.	Information desk - foyer
41	3	16:35 - 17:05	National Trading Standards Board <i>Illegal Money Lending Teams Bite Back Against the Sharks</i> A session looking at the work of the English and Welsh Illegal Money Lending Teams – come along to find out what the teams have been up to, what they have planned and what on earth a Loan Dolphin is...	Information desk - foyer
42	1	16:35 - 17:20	Competition and Markets Authority <i>Enforcement - using Part 8 of the Enterprise Act</i> The session will provide an overview of Part 8, of the Enterprise Act and will include some dos and don'ts, pitfalls and helpful hints; we will cover an introduction to the new enhanced consumer measures; and we will discuss some analytical tools to help you to prepare your case.	pauline.lloyd-roberts @cma.gsi.gov.uk

Thursday 23 June

#	Room	Time	Session Information	Ticket Information
43	1	10:35 - 11:20	Electrical Safety First <i>The true cost of counterfeit electrical products</i> This session aims to raise awareness of the issue and provides an opportunity present the key findings of our research into the very real threat that counterfeits pose to consumers.	neelam.sheemar @electricalsafetyfirst.org.uk
44	2	10:35 - 11:05	Kwikchex <i>Effective detection and action against online deception and fraud</i> Presented by Chris Emmins, Director and Co-Founder, KwikChex: How KwikChex detects and acts against online fraudsters and rogue businesses including: early stage detection using key indicators of illegal behaviour and online content.	info@kwikchex.com
45	3	10:35 - 11:05	Drystone Chambers <i>Discussing the End Game - Confiscation and Extradition in Trading Standards Prosecutions</i> Delegates will learn how money can be recovered in trading standard cases (both nationally and internationally) and how to deal with absconding defendants.	david.green@drystone.com

EXHIBITOR LIST

12 College Place
Advertising Standards Authority
Anti-Counterfeiting Group
Arcus Global
Ashfords LLP
Autodata Ltd
Bathroom Manufacturers Association
Beama Ltd
BIS Regulatory Delivery
Bond Solon Training Ltd
Brand Enforcement
British Phonographic Industry Limited
British Toy & Hobby Association
BSI
Buckinghamshire and Surrey
Trading Standards
Buy With Confidence Devon
& Somerset Joint Services
Carmarthenshire County Council
CEN TSA
Chartered Trading Standards Institute
Checkatrade
Citizens Advice
Civica

Consumer Code Approval
Scheme
Competition and Markets Authority
Copyright Licensing Agency Ltd
CPR Global Call Blocker
CTSI Midlands Branch
David Horn Communications Ltd
Drystone Chambers
Electrical Safety First
Estee Lauder Group
European Consumer Centre
for Services
Federation Against Copyright Theft
Financial Ombudsman Service
GB Group Plc
General Dental Council
General Optical Council
Gough Square Chambers
Henderson Chambers
Iken Business Ltd
Information Commissioner Office
Jaguar Landrover
Keltic Clothing Ltd
Kenyon Block Consultants Ltd

Kwikchex Ltd
LMB & Co/Sports Traider
Marks and Clerk
Motor Codes Ltd
National Caravan Council
Institute of food research Norfolk
County Council
Ombudsman Services
Playsafe
Procter & Gamble
Public Fundraising Regulatory
Association Ltd
React Service UK Ltd
RBS
Registry Trust Ltd
Siteon
Sonic Communications (Int.) Ltd
St Ives Chambers
Staffordshire County Council
Stonely Training
Tascomi Ltd
Tenancy Deposit Scheme
The British Board of Film Classification
The Furniture Ombudsman

The Insolvency Service
The Property Ombudsman
The Retail Ombudsman
Transpact.com
Truecall Ltd
Trusted Directory Services
Trustmark
National Trading Standards (NTS)
TUV Rheinland
TÜV SÜD Product Service Limited
UK European Consumer Centre
UK Intellectual Property Office
Under Age Sales Ltd
Unilever UK Limited
Wagtail UK Ltd
Which?
WPC Software
Wrapp Bros Limited

THE TRANSFORMATION OF TELFORD



With more than £250 million in recent investment Telford International Centre and the nearby Convention Quarter is box-fresh and ready for business. Chris Fay takes a look at some of the things the programme and venue have to offer.

Telford International Centre is a crisp glass-fronted modern building located in a destination made to meet, socialise, explore and stay. The campus-style site boasts all the restaurants, bars and shops a delegate needs as well as the 15,000 sq m purpose-built venue itself. Those that do venture off-site can find the Ironbridge Gorge UNESCO world heritage site on their doorstep without missing any of the packed schedule.

On Monday afternoon the first of the packed programme of mini-theatres start, all of which have been increased to cater for up to 70 people this year, but booking is essential. The official reception begins at 6:30pm and is followed by the CTSI Midlands branch welcome, with both events open to all.

The following morning the exhibition opens at 9am before the first of the conference's three plenaries. Question Time is hosted by CTSI chief executive, Leon Livermore, and features a panel of experts who will discuss the hot topics of the day, with questions from the floor. That evening main sponsors Status International will host the annual awards dinner in the Ludlow Suite where there will be live entertainment and dancing to finish the evening. The event has sold out for the last six years so booking is essential.

Wednesday's packed programme features the usual mix of mini-theatres and an update from Bournemouth University, which is conducting research on behalf of CTSI. The day's plenary is facilitated by consumer broadcast-journalist, Matt Allwright. The panel will investigate approaches to raising standards in products and consumer care and look at ways business can retain and grow consumer confidence under a government that says it wants to keep cutting red tape. That evening conference decamps to nearby Club Crush for the CTSI 'come as you were' party. Optional fancy dress should reflect your younger taste and style. Tickets are £8 plus VAT.

The conference closes, on Thursday, with the second annual Consumer Day. The event brings business, consumer organisations, the profession and the voluntary and community sector together to discuss consumer issues. In addition, there will be workshops on fraud and dispute resolution and what promises to be a lively discussion on public health and wellbeing chaired by Channel 4 News health and social affairs correspondent, Victoria Macdonald.

This will be the first time the Consumer Affairs and Trading Standards Conference and Exhibition has visited Telford but delegates can be sure of the usual warm welcome from the CTSI team.

Pictures courtesy of Telford International Centre and Telford and Wrekin Council.

