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PROFESSION
**FOR A CHANGING
WORLD**

CTSI CONFERENCE

The Chartered Trading Standards
Institute's Annual Professional
Development Event

15 - 17 June 2022
The Mercure Grand, Bristol



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#CTSIConference



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CTSI CONFERENCE 2022

Welcome to Bristol, the gateway to the South West!

It is over 130 years since our Conference was last held in Bristol (in 1890, when we were the British Association of Inspectors of Weights and Measures) and the South West Branch are very pleased that you are able to join us here at The Grand Hotel for what promises to be an enlightening few days. Bristol is a vibrant and historic city and we hope that, in joining us, you get to experience some of what Bristol has to offer whilst updating both your knowledge and contact list.

The official Branch Welcome will be held on Wednesday evening at the historic Harbour House on The Grove, just a 10-minute walk from your conference venue. Dating back to 1843, Harbour House was once used as the private boathouse of Isambard Kingdom Brunel, the Victorian engineer who was building the city's famous Clifton Suspension

Bridge at the time. Please join us, soak up some history, meet friends old and new and take in some fantastic river views from 20:00. All are welcome, delegates, exhibitors and their guests.

If you want to know a little more about living and working in the South West, please grab one of our local officers. Andrew Wilson (Bristol TS and Branch Representative to Council) will be receiving his Fellowship and Sue Powell FCTSI (Cornwall) will be delivering the Annual Lecture during the Institute Celebrates Success session on Wednesday, so I'm sure that you'll find plenty local members there supporting them.

So finally, enjoy conference, enjoy Bristol, explore the South West. I look forward to catching up with many of you along the way.

Jane Tomlinson
CTSI South West Branch Chair

BROCHURE CONTENTS

4	Chair's Welcome	6	Wednesday 15 June
5	President's Welcome	8	Thursday 16 June
5	CEO's Welcome	10	Friday 17 June
		12	Save the Date
		14	Exhibition Map and Exhibitor Listing

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CHAIR'S WELCOME

The CTSI Conference is always a highlight of my year, and what makes it even more exciting for me is that this year I get to welcome you all as Chair of your Institute.

Yes, we've called it Conference again after a few years as Symposium, but don't be alarmed. Despite the name change, you can expect all the regular opportunities to catch up with old friends and network for new connections that you expect from the UK's largest gathering of Trading Standards professionals. The only difference is that it promises to be better than ever, and we can reflect on the past nine months since we last met in Birmingham in September.

Conference also promotes exploring best practice experiences, discusses current and future challenges for the profession, and many other invaluable learning opportunities. We've packed this year's programme with fascinating seminars, our popular daily plenary sessions with insightful speakers and masterclasses that you won't be able to resist, and how could I not mention our exhibition hall full of interesting exhibitors? We will discuss how Trading Standards supports the UK's economic recovery through innovative practices, collaboration and a virtual session on consumer protection from an international perspective.

This year, like the last, is a hybrid event, so several sessions, such as our morning plenaries, are being broadcast online.

Those of you who know me will be aware that I am passionate about protecting vulnerable consumers, and the scale of consumer vulnerability has never been more extensive. I, like you, understand the profound challenges we face as a profession and hope that this year's Conference energises you. It is always our aim for you to leave Conference more knowledgeable, more connected and more refreshed so you can tackle another twelve months on the frontline of our crucial profession.

Our venue this year, the Mercure Grand, first opened its doors in 1869 and has welcomed countless celebrities through those doors, including the Beatles and the Rolling Stones. In fact, in 1964, the Rolling Stones were refused entry to the hotel bar because they weren't wearing jackets, but don't worry, we're not enforcing that dress code! It received a £5 million refurbishment a few years ago and has a foot in the past, with the other firmly planted in the future — like Bristol itself.

I hope you enjoy your time with us.

Louise Baxter-Scott
CTSI Chair



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PRESIDENT'S WELCOME

I am pleased to welcome you to the Mercure Grand Hotel, Bristol, for CTSI Conference 2022.

This is the first CTSI Conference I am attending in person, and I am excited to meet you all, whether for the first time or if we have met before at other CTSI events such as last year's excellent Hero Awards. The deep commitment of Trading Standards professionals to your craft and your passion for protecting consumers always comes through in every discussion I have with you, and I am reminded what a privilege it is to be your CTSI President.

The work and responsibilities of the profession continue to mount, with the cost-of-living crisis growing and compounded by international events and the long-term impacts of the COVID-19 pandemic. Consumers are more vulnerable than they have been for generations, and our response to these pressing issues will be top of the agenda for discussions at this year's Conference.

The sterling work of the Trading Standards profession in controlling Avian Flu outbreaks across the country is commendable. It demonstrates the fundamental requirement for the profession's 'boots on the ground' - without you, the response would frankly be impossible. We must use the opportunity of the CTSI Conference to communicate to the UK Government this fundamental dependency on Trading Standards to deliver crisis support and achieve the proportionate investment the profession needs and deserves.

I hope you enjoy your time at CTSI Conference and that we all come out of it more united and determined as we continue to make the case for consumer protection.

Jamie Lindsay
Earl of Lindsay – CTSI President



CEO'S WELCOME

A very warm welcome to this year's CTSI Conference in Bristol.

Last year, my first CTSI Symposium, I saw the value of the profession coming together to share ideas, discuss important topics and to network. I was inspired by the conversations I had and the work of the members and supporters, as well as the passion everyone had for our social purpose to protect the public. I'm therefore very pleased to see us building on the success of last year with this year's event, and to be once again calling it the CTSI Conference, where we can continue to bring together all the different stakeholders who share our mission to protect consumers and help ensure a level playing field for business.

I'm looking forward to some very important discussions on the role Trading Standards plays at a time of significant economic and social challenges and a landscape in which consumers, especially the most vulnerable, need greater

levels of protection. It is a time when Trading Standards is needed more than ever and when local Trading Standards services are under more pressure than ever. We also know that to do our work as an Institute we will have to think differently. Thankfully, there are numerous opportunities to think and do things differently, and the conversations that have helped create the new CTSI Vision have shaped these, as well as this Conference. The name, 'A changing profession for a changing world', therefore feels very appropriate.

Thank you to all our speakers, sponsors and supporters who's contribution helps to make Conference such a success. I look forward to meeting everyone over the three days and talking about how we build the profession to be even stronger and more influential in a landscape in which our expertise is badly needed.

John Herriman
CTSI Chief Executive Officer

PROGRAMME **WEDNESDAY 15 JUNE**

TIME	EVENT	LOCATION	
09:00	Registration opens	Reception	
09:30 – 10:10	Exhibition viewing	Wessex Suite	
10:10 – 11:50	Plenary One Supporting business innovation that protects consumers	Ballroom	
11:50 – 12:10	Exhibition viewing and comfort break	Wessex Suite	
12:10 – 12:55	Seminar sessions	Duchess 1, 2 and 4 and Devon	
12:55 – 13:55	New to the profession reception and lunch	Marlborough Room	
12:55 – 14:10	Lunch, exhibition viewing and networking	Wessex Suite	
14:00 – 16:00	Regulatory Excellence Awards and OPSS Update	Ballroom	
14:10 – 14:55	Seminar sessions	Duchess 1, 2 and 4 and Devon	
15:05 – 15:50	Seminar sessions	Duchess 1, 2 and 4 and Devon	
15:50 – 16:10	Exhibition viewing and comfort break	Wessex Suite	
16:10 – 16:40	Seminar sessions	Duchess 1, 2 and 4 and Devon	
16:30 – 17:15	Civil Service Forum	Duchess 3	
16:45 – 17:45	Masterclass with 5 Paper Buildings	Ballroom	
17:45 – 18:45	Welcome reception hosted by Civica	Wessex Suite	
18:30 – 20:00	BTHA Dinner	Harbour House	
20:00 – Late	Branch welcome	Harbour House	

PLENARY ONE

SUPPORTING BUSINESS INNOVATION THAT PROTECTS CONSUMERS

10.10 - 11.50

This Plenary will explore how Trading Standards can continue to protect consumers and adapt to a rapidly changing/evolving business environment, highlighting the importance of boots on the ground to prevent consumer and business detriment. It will look at how Trading Standards can support business amidst a period of regulatory reform and key Government agendas of Levelling Up and reaching Net Zero carbon emissions.

Welcome

Louise Baxter MBE; Chair of the Institute

Keynote Address

John Herriman; Chief Executive Officer, CTSI

Learning outcomes

Delegates will gain an understanding of the current political agendas and regulatory themes in the UK as they relate to Trading Standards. Within these key areas, insights will be gained on how Trading Standards can support businesses that will continue to protect consumers as the UK economy recovers post-pandemic and to realise opportunities brought by global trade.

Panel

Professor Chris Hodges OBE; Emeritus Professor of Justice Systems at the Centre for Socio-Legal Studies, and Supernumerary Fellow of Wolfson College, Oxford, UK. Co-Founder of the International Network for Delivery of Regulation

Phil Mason; Head of Regulatory Engagement, TrustMark

Clare Forbes; Director and Principal Consultant, C2 Compliance

Professor Justice (retd) Courtney Ashton Abel; Lecturer at the Department of Law, University of Guyana, and retired Judge to the Supreme Court of Belize

MASTERCLASS 16.45 - 17.45 YOU HAVE THE POWER! (OR DO YOU?)



Hear from leading Barristers on topics concerning consumer protection and prosecutions, this session will focus upon a review of your powers under schedule 5 of the Consumer Rights Act 2015.

SEMINAR SESSIONS **WEDNESDAY 15 JUNE**

ROOM	TIME	SESSION	
Duchess 1	12.10 - 12.55	36 Group Making Sure Crime Doesn't Pay	An update on the new Code of Practice for AFIs and discussion of recent POCA cases.
Duchess 2	12.10 - 12.55	ACTSO Apprenticeship Session Apprenticeships - The future of Trading Standards?	This session gives the latest information on the proposed Level 6 Trading Standards apprenticeship and showcases how apprentices contribute to a healthy profession. It will explore ways of attracting apprentices, funding them, and supporting them and will be of particular interest to managers and trainers as well as apprentices and others new to the profession.
Duchess 4	12.10 - 12.55	Competition and Markets Authority CMA and Global Consumer Protection	Learn about the CMA's participation in international consumer networks and navigate the global alphabet soup of OECD, UNCTAD, ICPEN and others. Gain valuable insights into the broader conversation around key topics like dark patterns, green claims, platform responsibility and cross-border co-operation.
Devon	12.10 - 12.55	Gough Square Chambers Strengthening consumer rights	When consumer rights are strengthened, what happens in practice to those enforcing the rights, where does that leave business and what is the overall impact on consumers.
Devon	14.10 - 14.55	12 College Place What the **** did you say?	Tips and techniques for conducting a PACE interview (AKA how can you make Counsel's life easier).
Duchess 4	14.10 - 14.55	Food Standards Agency - National Food Crime Unit An update from the FSA's National Food Crime Unit and Food Standards Pilot	Delegates will have the opportunity to engage with members of the National Food Crime Unit and the Regulatory Compliance Division of the Food Standards Agency. They will take you through relevant updates regarding work from the two teams.
Duchess 1	14.10 - 14.55	CTSI Race and Equalities Working Group Listen Without Prejudice	Promoting, Supporting, Influencing to ensure we have an inclusive culture and a diverse workforce.
Devon	15.05 - 15.50	Office for Product Safety and Standards - Construction Products Regulatory update	The session will provide an opportunity to hear an update on construction products; regulatory work and to participate in a Q&A session.
Duchess 4	15.05 - 16.25	British Toy and Hobby Association including Q and A UK Regulations Guidance	An overview of the BTHA Toys Safety Regulations guide and contents. Latest proposed amendments to the TSR. An overview of other BTHA guides available.
Duchess 1	15.05 - 15.50	UKAS UKAS CertCheck – A Database of Accredited Certification	Find out more about UKAS CertCheck a new, free to use, online database which allows for the verification of claims of accredited certification to a large variety of standards including, amongst many others, ISO 9001 (Quality Management), ISO 14001 (Environmental management) and ISO 45001 (Health and Safety Management).
Duchess 2	15.05 - 15.50	British Standards Institution A new international Consumer Vulnerability standard	Find out how the new international standard on Consumer Vulnerability (BS ISO 22458) can help organizations to design and deliver truly inclusive services. It provides a valuable framework and practical guidance for service providers and those responsible for regulation and enforcement, detailing good practice in how to identify consumers in vulnerable situations and deliver meaningful support.
Devon	16.10 - 16.40	Office for Product Safety and Standards - Metrology Construction Products - regulatory update	The session will provide an opportunity to hear an update on construction products' regulatory work and to participate in a Q&A session.
Duchess 4	16.10 - 16.40	Gwent Food Allergens 'Allergens - Lives, Laws and Learning'	Find out more about a recently launched multi-lingual allergen resource. Hosted on CTSI website, suitable for food businesses, food law enforcement officers, and educational establishments.
Duchess 1	16.10 - 16.40	Grundfos Non-compliant and trademark infringing pumps	We experience that competing UK circulator pumps (made in China) do not comply with UK regulations on Ecodesign for Energy-Related Products and CE-standards, and infringe our UK red colour trademark for circulator pumps.

PROGRAMME THURSDAY 16 JUNE

TIME	EVENT	LOCATION
09:00	Registration opens	Reception
09:30 – 11:00	Plenary Two Regulatory innovation – building consumer confidence	Ballroom
10:30 – 11:30	College of Fellows AGM	Meeting Room 1
11:00 – 11:15	Exhibition viewing and comfort break	Wessex Suite
11:15 – 11:45	Seminar sessions	Duchess 1, 2 and 4 and Devon
11:50 – 13:30	Institute Celebrates Success	Ballroom
11:50 – 13:30	Lunch, exhibition viewing and networking	Wessex Suite
13:30 – 14:30	College of Fellows lunch	Keepers Bar and Restaurant
14:00 – 14:50	Head of Service Roundtable	Duchess 3
14:00 – 14:45	Seminar sessions	Duchess 1, 2 and 4 and Devon
14:55 – 15:40	Seminar sessions	Duchess 1, 2 and 4 and Devon
15:40 – 16:05	Exhibition viewing and comfort break	Wessex Suite
16:05 – 16:35	Seminar sessions	Duchess 1, 2 and 4 and Devon
16:45 – 17:45	Masterclass with Office for Product Safety and Standards	Ballroom
17:45 – 18:45	Anti Counterfeiting Group Awards	Marlborough Room
19:15 – 19:40	Drinks reception	Duchess 3 and 4
19:35 – 22:00	CTSI and Status International Awards Dinner	Ballroom
22:00 – 01:00	After party	Duchess 3 and 4



PLENARY TWO

REGULATORY INNOVATION – BUILDING CONSUMER CONFIDENCE

09.30 - 11.00

The last decade has brought immense change to the Trading Standards profession. We have seen the erosion of Trading Standards resources, but also an increase in agility and a dynamic use of the resources available. Diversity issues have also been brought into sharp focus.

As we look to the future and building a strong and diverse Trading Standards profession, equipped to deal with consumer and business issues in the diverse UK landscape, this is a crucial time for effective leadership and earning. This panel discussion will provide an opportunity to absorb ideas and initiatives for increased collaboration and effective use of resources and to envisage how the profession

will evolve over the next decade. Focussing on the changes and challenges that leading the profession over the next decade will bring.

Welcome

Lord Lindsay; President of the Institute; Chair of The Consumer Codes Approval Scheme

Keynote address

Paul Scully; Parliamentary Under Secretary of State in the Department for Business, Energy and Industrial Strategy

Learning outcomes

Delegates will gain an understanding of emerging trends in consumer protection together with an awareness of modern regulatory tools to tackle rogues and ensure a fair marketplace for UK consumers and business.

Chair

Steve Ruddy; Chair of CTSI Board, Chair of ACTSO, Head of Service Buckinghamshire and Surrey Trading Standards

Panel speakers

Philip Thomas; Head of Quality Assurance Which? Trusted Traders

David Mendes da Costa; Head of Consumer Policy Citizens Advice

Jessica Tye; Investigations Manager Advertising Standards Authority

Tim Isaac; National Project Manager Buy With Confidence Trusted Trader Scheme

MASTERCLASS 16.45 - 17.45 PAS 7050 - A TOOL FOR THE FUTURE



Office for Product
Safety & Standards

Published in March 2022, the 'PAS 7050 - Bringing Safe Products to the Market', focusses on actions businesses can take to ensure the goods that they make available are safe, whilst also providing advice to regulators on how best to support businesses who are implementing the PAS. This Masterclass

covers a review of implementation so far, including feedback from training sessions run with members of the profession, as well as insights into OPSS developing thinking on risk assessment, and plans for utilising the PAS to improve business support and compliance throughout the supply chain.

SEMINAR SESSIONS **THURSDAY 16 JUNE**

ROOM	TIME	SESSION	
Duchess 4	11.15 - 12.00	Intellectual Property Office Implementing the IP-Counter- Infringement Strategy:	Join the IPO team to learn about how we are working with our partners in government, industry, and law enforcement to develop an intelligence-led, harm focussed, continuously improved approach to tackling IP crime and infringement.
Duchess 2	11.15 - 12.00	Civica The future of Trading Standards: What's your perspective?	An interactive session, designed to bring Trading Standards professionals together to inspire and support each other. Reflect on the challenges faced in a changing world, and discuss the future of regulatory services as a result of growing community expectations, new challenges and opportunities, and emerging technologies.
Duchess 1	11.15 - 12.00	Competition and Markets Authority Consumer Reform Update	The Queen's speech in May announced, 'draft legislation to - strengthen consumer rights and protect households and businesses'. The plans include creating a direct consumer enforcement model for the CMA and necessary upgrades to consumer rights.
Devon	11.15 - 12.00	Gough Square Chambers Greenwashing.	This session will consider the impacts of Greenwashing on the consumer, why the claims are made, what constitutes greenwashing and what can be done about it.
Devon	14.00 - 14.45	5 Paper Buildings Powers for the People and Knowing your Limits	An exploration of the powers of Local Authorities including when they can and cannot prosecute, together with some practical tips and an update on recent authority.
Duchess 4	14.00 - 14.45	Hampshire and Kent Scientific Services Science - Reliable support in a changing world	Hear from Hampshire Scientific Services on how they can help support your work.
Duchess 1	14.00 - 14.45	TrustMark Home and Energy Improvements - the challenge	The Challenge... to build a multifaceted sustainable quality supply chain that supports government initiatives, regulation and the growth of the able to pay privately funded sector.
Duchess 2	14.00 - 14.45	Competition and Markets Authority Overview of CMA's non-covid cases	The CMA will provide an overview of some of its non covid related consumer protection cases over the last 12 months.
Devon	14.55 - 15.40	Office for Product Safety and Standards Update on policy proposals	OPSS Team members will outline the key proposals that the Product Safety Review covers, talking members through the four key themes the Review is looking at.
Duchess 4	14.55 - 15.40	British Toy and Hobby Association Chemicals requirements for toys	<ul style="list-style-type: none"> - Requirements of the Toys (Safety) Regulations including: Appendix A, B and C - REACH Regulations - Other including: Batteries, ROHS, Packaging Etc.
Duchess 2	14.55 - 15.40	British Board of Film Classification Suitable for children?	DVDs and Blu-rays often contain several pieces of content. But does every piece of content need a BBFC age rating? This informative session covers why some content can be exempt from BBFC classification.
Duchess 1	14.55 - 15.40	Real Deal and the National Markets Group The NMG's Real Deal	Information on the National Markets Group for IP Protection and its Real Deal programmes which provide practical support to trading standards officers.
Devon	16.05 - 16.35	Age Check Certification Services Update to Age Restricted Sales Law and Practice	Toolbox style Q&A session to discuss changes to Age Restricted sales including an overview of the new Offensive Weapons Act, Botox and corrosive substances.
Duchess 4	16.05 - 16.35	Natural Diamond Council Diamonds and Consumer Protection	Learn about how we use approved terminology and product verification technology to manage potential pitfalls in the consumer journey.
Duchess 2	16.05 - 16.35	OPSS Pre-launch preview of Prism	An overview of the new product safety risk assessment methodology for UK MSAs. How Prism will differ from the Rapex methodology, and improve risk assessment outcomes.
Duchess 1	16.05 - 16.35	Northern Ireland Trading Standards Service	How the Service has changed with a recent increase in resources and the unique issues Northern Ireland Trading Standards are seeing for both consumers and business.

PROGRAMME **FRIDAY 17 JUNE**

TIME	EVENT	LOCATION
09:00	Registration opens	Reception
09:30 - 10:30	Masterclass with Intellectual Property Office	Ballroom
09:30 - 10:30	Programme focus session - Housing	Duchess 1
10:00 - 10:50	Programme focus session - Animal Health	Duchess 2
10:30 - 11:00	Exhibition viewing and comfort break	Wessex Suite
11:00 - 12:00	Programme focus session - Housing	Ballroom
11:00 - 11:50	Programme focus session - Animal Health	Duchess 1
12:05 - 13:10	Lunch, exhibition viewing and networking	Wessex Suite
13:00 - 14:10	Programme focus session - Housing	Ballroom
13:00 - 14:30	Plenary Three Virtual Protecting UK consumers in a global marketplace	Devon
14:30 - 15:30	Programme focus session - Housing	Ballroom
14:00	Exhibition close	Wessex Suite



PLENARY THREE

PROTECTING UK CONSUMERS IN A GLOBAL MARKETPLACE

13.00 - 14.30

This plenary looks further afield at how international regulators and consumer organisations are putting innovation and collaboration into practice with a view to informing Trading Standards operations as the UK seeks to realise opportunities for global trade. It also looks across the UK at the effective networks and skills which have been developed in the last year to support local and national Trading Standards agendas.

Learning outcomes

Delegates will learn about recent innovations in consumer protection globally and wider UK innovations in Trading Standards over the last year. Delegates will be able to take away new operational insights to build networks and effectively regulate in global marketplace.

Facilitator

David Mackenzie; CTSI Lead Officer for e-Commerce. Trading Standards Manager for Highland Council

Panel speakers

Sonia Payne; Contact Centre Development Executive - UK International Consumer Centre (UKICC)

Richard Collin; External Affairs Director - UKAS

Thyme Burdon; Policy Analyst - OECD

Richard Burge; Chief Executive - London Chamber of Commerce

Andrew Hadley; Assistant Director, Policy and International - CMA

MASTERCLASS 09.30 - 10.30

IP Crime Investigators Competency 2025 & Beyond!



This Masterclass signals the beginning of a new and innovative training partnership between CTSI and the IPO for 2022 and into the future. This partnership will build on the proven success of the recent IPO supported 'IP in Practice courses'.

The session will explain the exciting new developments in IPR Enforcement Competency resulting from CTSI's Qualification review and discuss current issues in IPR Enforcement.

FOCUS SESSIONS **FRIDAY 17 JUNE**

ROOM	TIME	SESSION	
Duchess 1	9.30 - 10.30	Programme focus session - Housing	Trading Standards made easy for housing colleagues. NTS Estate and Letting Agency Team with guest speakers from TS EH and Housing. For TS and EH enforcement officers.
Duchess 2	10.00 - 10.50	Programme focus session - Animal Health	For TS and EH enforcement officers. Transforming Farm Animal Health & Welfare. Update from Defra Enforcement including the Animals (Penalty Notices) Bill facilitated by Stephanie Young.
Wessex Suite	10.30 - 11.00	Exhibition viewing and comfort break	Time for a drink and some networking.
Ballroom	11.00 - 12.00	Programme focus session - Housing	Government update on upcoming legislation in the housing sector. Find out details on what is happening in the housing sector, an opportunity to ask those burning questions.
Duchess 1	11.00 - 11.50	Programme focus session - Animal Health	APHA Regulatory Affairs update. Including the success of the TB pilot, Avian Influenza, Imported Dogs Compliance and Enforcement pilot facilitated by Stephanie Young.
Wessex Suite	12.05 - 13.10	Lunch, exhibition viewing and networking	Last chance for lunch with colleagues and friends.
Ballroom	13.00 - 14.00	Programme focus session - Housing	Material Information update. What is now required in property listings.
Devon	13.00 - 14.30	Plenary three - Virtual Protecting UK consumers in a global marketplace	This Plenary will be delivered virtually with a room available within the Conference venue to view the stream. Delegates will learn about recent innovations in consumer protection globally and wider UK innovations in trading standards over the last year. Delegates will be able to take away new operational insights to build networks and effectively regulate in global marketplace.
Ballroom	14.30 - 15.30	Programme focus session - Housing	Redress scheme and Trade Association updates for agents. Find out the latest issues that the redress schemes and Propertymark are dealing with.
Duchess 2	14.30 - 15.30	Operation Mars - sharing intelligence	Making the most of the opportunity to improve intelligence sharing between Trading Standards, Environmental Health, and Housing departments, sharing best practice and utilising intelligence to help with priority setting and business planning in your authority.
Wessex Suite	14.00	Exhibition close	

BSI is the UK's National Standards Body. We bring together industry, government, consumers and other interested parties to create standards on the basis of consensus. We provide a one-stop shop for the development of national, European and international standards.

BSI exhibition stand:

- The Consumer and Public Interest Network (CPIN), supported by BSI, is an independent group of trained volunteers who represent consumers in the development of British Standards. Meet the Consumer team, find out more about CPIN's work and how to become a consumer representative.
- Talk to BSI staff about standards, how to access British Standards Online and representing trading standards in a BSI committee.

BSI seminar session

(Wednesday at 15.05): A new international Consumer Vulnerability standard to help organizations deliver fair, flexible and inclusive services.



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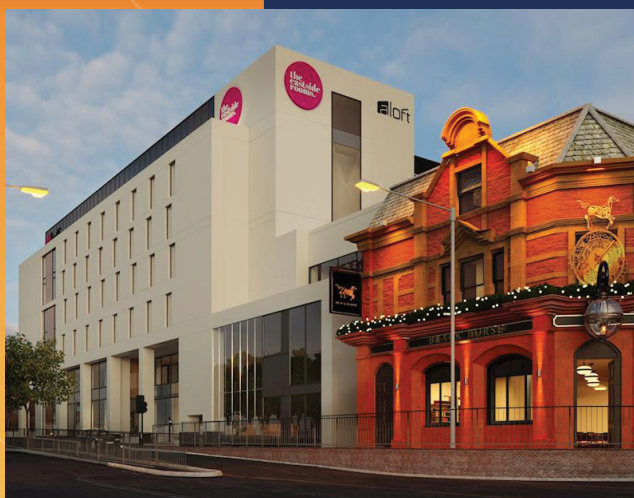
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CTSI CONFERENCE 2023 SAVE THE DATE



20 - 22 June 2023
The Eastside Rooms and
Aloft Hotel Birmingham



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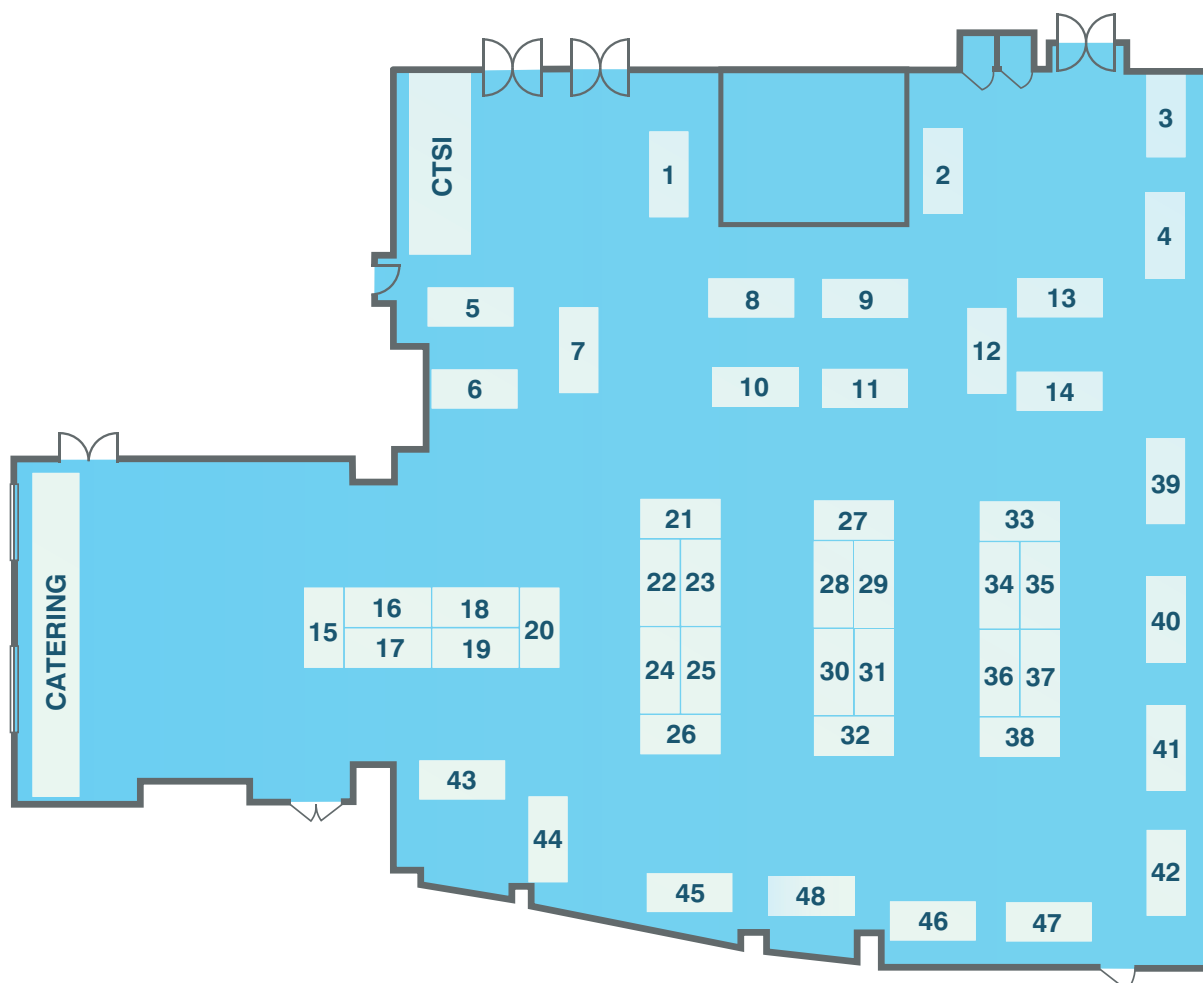
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EXHIBITION **MAP** AND **EXHIBITOR LISTING**



EXHIBITORS

7	12 CP Barristers	46	Consumer Codes Approval Scheme	16 & 18	Office for Product Safety & Standards
40	ACG Anti-Counterfeit Group	29	Credit Services Association	34	Procter & Gamble
27	Age Check Certification Scheme	19	FAAB Training	36	PUMA SE
47	Alternative Dispute Resolution	22	Food Standards Agency National Food Crime Unit	35	React UK
17	Arcus Global	1	Gough Square Chambers	13	SportsTraider/T&C/LMB
8	Bond Solon Training	31	Grundfos	9	The Greater Gwent Food Group
25	British Board of Film Classification	45	Intellectual Property Office	21	TrueCall Ltd
20	British Standards Institute	33	JML – John Mills Ltd	39	TrustMark
42	Business Companion	5	Kenyon Block Consultants Ltd	28	UKAS
6	Buy With Confidence	24	LoCTA Hub	48	UK International Consumer Centre
41	Calvin Klein	44	National Trading Standards	23	Wagtail UK Ltd
15	Civica	43	National Trading Standards Estate & Lettings Agency Team	38	WRi Group
11	Chorus Intelligence	30	Natural Diamond Council	32	WPC Software Ltd
26	Citizens Advice Consumer Service				
10	Competition and Markets Authority				

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