

NCF Consumer Congress 2017

The best of Brexit for consumers



6th April 2017



Programme

Moderator: **Jackie Minor**, former UK Head of Representation, European Commission

- 09.30** Registration
- 10.30** Welcome **Arnold Pindar**
Chair, NCF
- 10.40** Opening address **Lord Bridges of Headley MBE**
Parliamentary Under Secretary of State, DExEU
- 10.55** Setting the scene **Malcolm Harbour CBE**
ex-MEP, ex-Chair EU Parliament Internal Market and Consumer Protection (IMCO)
- 11.10** Standards, Brexit, trade and consumers **David Bell**
Director of Standards Policy, British Standards Institution (BSI)

Session One: Brexit and consumer protection

Perceived opportunities and challenges for those working in consumer protection

- 11.25** Panel session: Protecting consumers through legislation, regulation & enforcement
- Regulatory perspective **Tom Kiedrowski**
Managing Director, Cedar Tree Advisory Service (CTAS)
 - Product safety **Martyn Allen**
Head of Electrotechnical Division, Electrical Safety First
 - Services and consumer confidence **Simon Ayers**
Chief Executive, TrustMark
 - Ombudsman services **Lewis Shand Smith**
Chief Ombudsman, Chief Executive, Ombudsman Services
 - Enforcement and market surveillance **Ben Richards**
Campaigns and Policy Executive, Chartered Trading Standards Institute (CTSI)
- Q & A session** Put your questions to the panel

12.30 Lunch

Session Two: Impact of Brexit on consumers

Perceived benefits and risks from the consumer perspective

- | | | |
|--------------|--|---|
| 13.30 | International consumer perspective | Anna Glayzer
<i>Advocacy Manager, Consumers International</i> |
| 13.40 | UK and regional views from key consumer organisations | |
| | - UK perspective | Sue Davies MBE
<i>Chief Policy Adviser, Which?</i> |
| | - Scottish perspective | Frank Johnstone
<i>Partner, Maclay Murray & Spens LLP</i> |
| | - Welsh perspective | Fran Targett OBE
<i>Director, Citizens Advice, Cymru</i> |
| | - Northern Irish perspective | Mick McAteer
<i>Deputy Chair, Consumer Council for Northern Ireland</i> |
| | - Consumer and public interest in standards | Richard Collin
<i>Head of European and National Policy, BSI</i> |

Session Three: Getting the best out of Brexit for consumers

Proposed solutions for moving forward

- | | | |
|--------------|---|---|
| 14.30 | Breakout sessions | |
| | Parallel group discussions to address the following: | |
| | a) How can we maintain and enhance consumer protection post-Brexit? | |
| | b) What are the key consumer messages to communicate to Government? | |
| 15.15 | Coffee break | |
| 15.30 | Feedback from breakout sessions | |
| 16.00 | Conference summary and conclusions | Malcolm Harbour CBE and Jackie Minor |
| 16.30 | Close | |

About the NCF

The National Consumer Federation (NCF) represents the voice of UK consumers. We are an independent, not-for-profit charity, with 50 years' experience of tackling issues that affect large numbers of consumers, and campaigning for positive change. Our aim is to influence Government, regulators and businesses to ensure the consumer voice is at the heart of decision-making.



We provide a platform for everyone interested in consumer protection – from individuals, to local groups and national consumer organisations - bringing them together to share their knowledge, skills and experience.

Our expertise adds value to the collective consumer voice, making it a more powerful force for change. To find out more please visit www.consumer.network, follow us on Twitter [@NCFvoice](https://twitter.com/NCFvoice), or like us on Facebook [National Consumer Federation \(NCF\)](https://www.facebook.com/NationalConsumerFederation).

Venue

Broadway House, Tothill Street, London, SW1H 9NQ.
Nearest underground station: St. James's Park (District & Circle lines)

Registration

To register for NCF Consumer Congress 2017 please visit:
www.consumer.network/form/brexit-congress-registration
This event is free to attend, but places are limited. Book now to reserve your place and to make sure that your voice is heard.

Event sponsors

We would like to thank our event sponsors for their generosity, help and support. A few words from our lead sponsor:

“The British Standards Institution is proud to support the NCF Consumer Congress 2017. Strong consumer participation in the development of standards is vital and BSI welcomes the opportunity to help build the UK consumer voice on the importance of standards post-Brexit.”



Dr Scott Steedman CBE, Director of Standards, British Standards Institution (BSI)

Sponsors:

