Westminster Business Forum policy conference
Consumer protection in the UK - Smart Data, modernising consumer markets and the changing roles of regulators
Timing: Morning, Monday, 9th December 2019
Venue: Central London

Draft agenda subject to change

8.30 - 9.00 Registration and coffee

9.00 - 9.05 Chair’s opening remarks
John Howell MP, Chair, All-Party Parliamentary Group on Alternative Dispute Resolution

9.05 - 9.30 The role of regulators in digital markets - scope of powers, speed and agility, and addressing emerging issues
Jason Freeman, Director, Consumer Law, Competition and Markets Authority
Questions and comments from the floor

9.30 - 10.25 Key developments in consumer protection policy - collaboration, cross-border enforcement and the Consumer White Paper
Ian Thompson, Senior Consultant, Economic Insight
Sue Davies, Strategic Policy Adviser, Which?
Regulator
Senior representative, utilities provider
Senior representative, local trading standards office
Questions and comments from the floor

10.25 - 10.30 Chair’s closing remarks
John Howell MP, Chair, All-Party Parliamentary Group on Alternative Dispute Resolution

10.30 - 10.55 Coffee

10.55 - 11.00 Chair’s opening remarks
Yvonne Fovargue MP, Chair, All-Party Parliamentary Group on Consumer Protection

11.00 - 11.25 Effective dispute resolution the digital age - data and consumer markets, the regulatory framework, and how essential services need to innovate
Matthew Vickers, Chief Executive Officer and Chief Ombudsman, Ombudsman Services
Questions and comments from the floor

11.25 - 11.35 Protecting consumers of critical services - options for further regulation
Charles Nancarrow, Director, Trade and Regulation, NAO

11.35 - 12.30 Issues for data and technology in consumer markets - portability, loyalty penalties and supporting vulnerable consumers
Ali Law, Head of Policy, UK and Ireland, Sky
Jane Rumble, Director of Consumer Policy, Ofcom
Senior representative, consumer group
Senior representative, data analytics
Academic
Questions and comments from the floor with Charles Nancarrow, Director, Trade and Regulation, NAO

12.30 - 12.55 Modernising consumer markets: the future scope of consumer protection in the UK
Senior speaker to be confirmed
Questions and comments from the floor

12.55 - 13.00 Chair’s and Westminster Business Forum closing remarks
Yvonne Fovargue MP, Chair, All-Party Parliamentary Group on Consumer Protection
Peter van Gelder, Director, Westminster Business Forum