



CTSI Head Office Update

Your monthly update from CTSI: news, policy developments, training opportunities and member benefits.

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Round-Up: September 2026

Reflecting on the last month and looking forward to the next, CTSI Chief Executive, [John Herriman](#), shares his personal thoughts and opinions.

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It feels like change is potentially in the air. I say this because I'm seeing the Government putting a more deliberate focus on the **cost-of-living crisis** as well as recognising that our **high streets are not as safe** as they used to be. Why is that important to us? Well, both are areas where Trading Standards plays a crucial role in protecting consumers and legitimate businesses. We're also seeing this reflected in a much more focused plan to protect consumers from the **Department for Business, Innovation, Science and Trade (BIST)**, which we are actively helping to shape, along with others in the landscape.

We're also working with the **Home Office** to launch a new national programme of **free training for**

regulatory professionals from October. From investigating counterfeit goods to recognising signs of organised crime, modern slavery and child sexual exploitation, the programme will help Trading Standards teams **build on their expertise** and **apply new knowledge** in their day-to-day work. There's more below, including how to register your interest.

Taken together, it's starting to feel a bit more joined up at last, but we cannot be complacent. To better protect consumers, we know the system needs to work much better, including proper funding for frontline Trading Standards services. It's great that we've seen new legislation with the **Product Regulation and Metrology Act and the Tobacco and Vapes Act**, but those are primary legislation, so it's what comes next that matters. We are seeing both the **tobacco industry** and **online marketplaces** pushing for changes to secondary legislation that we believe would weaken consumer protections. We are taking a clear stand that stronger protections are needed, particularly given that, to date, neither sector has shown it can effectively police itself.

We've also been proactively raising the risks consumers face from rogue traders and doorstep crime, so it was encouraging to see the **Prime Minister announce action on dodgy builders**. The announcement directly referenced **CTSI's Approved Code Scheme**, including the **Furniture and Home Improvement Ombudsman (FHIO)**, which is currently taking its Code through the approval process, as well as **Trusted Payments**, which CTSI works with through a commercial partnership. We see this as just the start and are also calling for a **licensing scheme** as an additional layer of protection for consumers and legitimate businesses, particularly as the Government promotes its **£15 billion Warm Homes Plan**.

Last week was our **CTSI Council meeting**, led by our Chair, **David MacKenzie**, on his home turf in beautiful Inverness. Representatives from our Branches and Sections came together to discuss some of the big issues facing the profession, including **Local Government Reorganisation** and **Devolution in England** and the review of **Trading Standards structures in Scotland**. Our key message is that local delivery and decision making need to be protected, but Trading Standards must also be recognised for the strategic impact it has always had. It feels like there's a once-in-a-generation opportunity to get this right.

Council also agreed to undertake an exciting piece of work looking at the **competencies and skills** a Trading Standards professional of the future will need across all sectors. Trading Standards has always been successful at adapting to change, and this work will help ensure that continues.

Future-proofing the profession is about people as well as skills. We want Trading Standards to be a profession where people from every background can see a place for themselves and have the opportunity to progress. That's why **Black History Month** matters to CTSI. Throughout October, we'll be hearing directly from Black Trading Standards professionals about their careers, where progress has been made and what still needs to change. We'll also be introducing CTSI's new **Race Equality Committee**, giving members a way to continue that conversation beyond October. There's more below, including how you can get involved.

Lastly, it was a real pleasure to see Council award **Jacqui Guerreiro**, Interim Corporate Services Director, a life membership. This was such a well-deserved award and very fitting recognition of Jacqui's immense contribution to the Institute over the past 25 years.

As always, if you have any comments on anything I've covered, please do get in touch at johnh@tsi.org.uk.



John Herriman, CEO CTSI.



Featured Spotlight

This month's spotlight feature, showcasing a key update, initiative or development of particular importance to Trading Standards professionals.

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New Home Office Training Programme Launches This October

NEW National Training Programme

STARTING OCTOBER 2026

FREE expert-led training for professionals working in regulation, enforcement and public protection

BUILD STRONGER CASES Strengthen intelligence gathering. Explore proceeds of crime recovery.	STRENGTHEN ENFORCEMENT DECISIONS Understand enforcement for counterfeiting, underage sales and organised crime.	UNCOVER HIDDEN HARMS Spot signs of modern slavery and child sexual exploitation.	STAY SAFE IN THE FIELD Manage conflict, recognise energy theft hazards and plan safer visits.
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Register your interest

www.tradingstandards.uk/practitioners/home-office-training/
 Delivered by CTSI in collaboration with the Home Office



Chartered Trading Standards Institute



Home Office

From October, CTSI and the **Home Office** are launching a programme of **free training** for Trading Standards and regulatory professionals.

Designed to help you build stronger cases, uncover wider criminality and stay safer in the field, the programme covers intelligence gathering, investigations, counterfeiting, organised crime, modern slavery, officer safety and more.

Register your interest



CTSI Membership

Key updates to keep you informed on the latest with CTSI Membership.

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Black History Month Starts Today!

Throughout October, we'll be sharing perspectives from Black professionals across Trading Standards, exploring representation, and discussing what racial equality means for our profession and the communities we serve. We'll also be introducing CTSI's new Race Equality Committee and sharing how you can take part.

There's still time to get involved. If you have a reflection on your career, an issue affecting Black consumers or businesses, or something you think CTSI should be talking about when it comes to racial equality, get in touch.



Explore our Black History Month hub: [Black History Month](#)

Email the Marketing team at marketing@tsi.org.uk to share your perspective.

New Vice Presidents of CTSI

We are pleased to confirm that **eight new Vice Presidents of CTSI** were presented to Council last week, and all eight were confirmed. This marks the conclusion of a lengthy recruitment process, and we are delighted with the calibre of the cohort joining us. Full names and further details of each new Vice President will be announced in October.

As part of the VP review, we have sought to diversify the **VP network**, bringing in experience from gaps identified in the current network, including business, journalism, greater parliamentary representation, and broader diverse representation more widely. This reflects a deliberate effort to **widen the range of expertise and perspectives** available to CTSI as we continue to grow our profile and influence across Westminster and beyond.

We will provide a fuller introduction to the **new Vice Presidents**, along with their backgrounds and areas of focus, in next month's update.

Prize Winners of our Conference 2026 Survey

Thank you to all who completed our **Conference 2026 survey**. Your insights and feedback are essential in helping us shape and improve future conferences, ensuring they continue to meet your needs and expectations.

We are delighted to announce the winners of our prize draw.

Caroline Dunn from Surrey County Council, Trading Standards is our delegate survey winner, and a £25 high street shopping voucher is on its way to you.

"As a first-time attendee, I found the CTSI Conference both informative and inspiring. It was a great opportunity to learn from colleagues and take away ideas that I can apply in my new role."

- Caroline Dunn, Illicit Tobacco & Underage Sales Officer - Bucks & Surrey Trading Standards

Bond Solon legal training providers win an advert in the Journal of Trading Standards as winners of the prize draw for completing the Exhibitor Survey.

"Although Bond Solon are regular exhibitors at the CTSI Conference, I had not personally attended for a number of years. It was great to be back at another well organised event, and to meet the delegates, both familiar and new! Exhibiting is always worthwhile for us; it's an opportunity for us to find out what is happening in the Regulatory Services community, and we always pick up new business"

- John Francis, Bond Solon



Press, Policy and Campaigns

We campaign on the issues you care about. Here are just a few of the key stories from the past month.

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CTSI in the Headlines :

- **The Guardian** – [‘We lost £14,000’: can a new clampdown stamp out cowboy builders?](#)
- **BBC News** – [Cuts hinder crackdown on vape sales to children](#)
- **AOL** – [Deal or no deal? The confusing rules around discounts in UK stores](#)

September saw Parliament return for a **brief two-week sitting**, from 1 to 15 September, before rising again for conference recess. **Party conference season** is now in full swing and will run through to 12 October. This was also the first sitting of **Andy Burnham's** government, offering the Policy Team an early opportunity to gauge its direction and priorities.

Members of the policy team will be attending the **Labour and Conservative party conferences** and will provide an update in the next Head Office Update.

There was welcome news this month on one of **CTSI's long-standing campaign priorities**, along with confirmation of continuity in ministerial responsibility for consumer protection, as the Government's arrangements continue to settle following recent changes at the top.

Home Improvements

The policy team has held a number of meetings to push forward with our manifesto call for a **licensing scheme for the Home Improvement sector**. With the support of our Lead Officers, we have held meetings with the **Federation of Master Builders** and **Citizens Advice** to help inform a policy paper that will evidence why the licensing scheme is needed to help reduce detriment in this area.

Hero Awards 2026

Nominations for the CTSI Hero Awards 2026 are now closed and we are looking forward to meeting with this year's judging panel to select the winners.

Winners will be announced at the awards ceremony on the **8 December at the House of Lords**.

Visit [CTSI's News Room](#) to view our latest Consumer Protection and Trading Standards news reports.



CTSI Governance

Key updates to keep you informed on the latest with CTSI Governance.

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Appointment of CTSI Finance and Operations Director

We are pleased to announce the appointment of **Ankita Patel** to the role of Finance and Operations Director at CTSI. Ankita is an FCCA-qualified senior finance leader with extensive experience across membership and not-for-profit organisations. She specialises in strategic financial management, governance, budgeting, forecasting, treasury, audit, risk, and financial controls, with a strong track record of delivering cost savings and organisational resilience.

She will also bring broad corporate services experience, including HR and IT leadership, Company Secretary responsibilities, supplier management, compliance, and policy development. Experienced in Board-level reporting, long-term financial planning, and major systems transformation, she will bring strong strategic, operational, and leadership capability to the Institute.

Ankita joins us on **5 October** from the Association of Independent Professionals and the Self-Employed (IPSE) where she has been Director of Finance since March 2023.

Independent Non-Executive Directors

The **Approved Code Scheme Board** is seeking to appoint three independent Board Members who can bring a range of skills, experience and perspectives to support the effective oversight, development and promotion of the Approved Code Scheme.

For further information about the roles and details of how to apply, please visit [Job Opportunities in UK Trading Standards](#).

Training: Upcoming Courses

Looking to upskill? Take a look at some of our upcoming training courses.

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Stay up to date with the latest Trading Standards training opportunities.

From core competencies to upcoming specialist courses, our monthly training newsletter ensures you never miss a chance to build your skills

[Subscribe to our newsletters](#) today and explore everything currently available on our [Professional Training page](#).

Below are **six sessions** that equip Trading Standards Officers with the tools to deal with the evolving challenges that may be faced on the frontline...

[Unlocking AI - A Practical Guide for TS Professionals](#)



Learn to use AI tools in Trading Standards through practical examples, prompt-writing techniques, and clear, jargon-free guidance.

2 November 2026
09:30 - 12:00

[Book now](#)

[Defusing Difficult Situations - Turning Conflict into Calm](#)



Learn practical tools and proven techniques to stay calm, defuse tension, and transform conflict into constructive dialogue effectively.

26 November 2026
10:00 - 13:00

[Book now](#)

[Neuro-Inclusion Training](#)



Understand neurodiversity, neurodivergence, and their connection to consumer vulnerability through practical training and real-world customer journeys.

14 December 2026
10:00 - 12:30

[Book now](#)

[Solving Complex Problems: Practical Tools](#)

[Personal Resilience and Mental Toughness](#)

[Everything Speaks - Effective Communication](#)



Develop problem-solving and decision-making skills using structured techniques to analyse challenges and tackle complex situations.

3 December 2026

09:30 - 12:30



Build resilience and mental toughness to manage stress, make confident decisions under pressure, and sustain wellbeing effectively.

20 January 2027

09:30 - 12:30



Strengthen communication skills to build trust, manage difficult conversations, improve outcomes, and work confidently with stakeholders.

9 March 2027

09:30 - 12:30

Book now

Book now

Book now



The three sessions above are part of our learning and development programme aimed at enhancing support for officers in their workplace roles.

Take advantage of our series discount. Book all three courses for just £125 (£150 inc VAT) for CTSI members and £315 (£378 inc VAT) for Non-members.

Book all three sessions

The Fraud Act; Why, When and How?



Product Safety - Current Trends for TSOs

Doorstep Crime - A Practical Guide



Learn how to use the Fraud Act in Trading Standards to tackle serious offending and build stronger investigations.

5 October 2026

09:30 - 12:30

Book now

Learn to identify product safety risks, spot emerging trends, prioritise resources, and make confident evidence-based decisions.

8 October 2026

13:30 - 15:00

Book now

Gain the knowledge, skills, and confidence to respond effectively to doorstep crime complaints, incidents, and enforcement challenges.

25 November 2026

09:30 - 12:30

Book now

Law in Practice Series - Exclusively for CTSI Members

Update on Alternative Dispute Resolution

Our **Alternative Dispute Resolution** webinar is the latest topic in our **Law in Practice** series. CTSI's Law in Practice series is available for **FREE exclusively to CTSI members**.

The session will provide delegates with an overview of the current ADR landscape, highlight key challenges and opportunities, and examine how ADR can be used effectively to support consumers and businesses.

27 October 2026

10:00 - 12:00

Book now



FREE for CTSI Members

Update on Alternative Dispute Resolution

Online
27 October 2026

Book your Place

ctsi Chartered Trading Standards Institute

OPSS Training (Legal Metrology and Product Safety)

CTSI and **FAAB Training** continue to work in partnership with the **Office for Product Safety and Standards (OPSS)** to deliver a funded programme for building LA capability, with Product Safety and Legal Metrology training to all local authority practitioners throughout the UK. It is offered free-of-charge to local authority practitioners. Please check the [dedicated webpage](#) regularly for further updates and course additions.



Qualifications Framework (QF)

Whether you're new to Trading Standards, or a seasoned professional looking to develop your team, we offer a full range of qualification-based courses.

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Whether you're planning your own professional development or supporting colleagues and apprentices, now is a good time to review what's available for the 2026 Qualification Framework (QF) examination cycle.

- **Important Announcements published regarding AI Policies for assessments, Portfolio requirements and CTSI Council Statement:**

Announcements and updates can be found on the [Qualifications Resources pages](#).

- **QF training starting September 2026 (in preparation for the 2027 exam cycles):**

Cohorts, course options and booking information is available on the [QF Training Courses page](#).

- **STARTING SOON - Competency in Feed:**

Details can be viewed via [CTSI Professional Competency in Feed](#)

- **Exams, Competencies and key information:**

Exam registration, timetables, exam-cycle information, apprenticeship / transition routes, and professional qualifications and competencies can all be found on our [Qualifications Resources pages](#).

- **Sign up to the Qualification Newsletter:**

For updates and more information on the Qualification Framework, Professional Qualifications & Competencies we offer, [sign up to our newsletter](#).

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Resources for Local Authorities

Here's how you can access our comprehensive and up-to-date guidance for Local Authorities for FREE!

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[Regulators' Companion - Essential Support](#)

CTSI's **Regulators' Companion** is the essential support hub for local authority regulators,

offering **FREE** webinars, e-learning resources and more to local authority users.



Regulators' Companion is **free to sign up with a GOV.UK email address**. If you experience any access issues, please contact the team at production@tsi.org.uk.

Resources for Business

Good regulation works best when sellers understand what's expected of them - that's why CTSI provides a wealth of practical resources and training for businesses. Please share the below resources with the businesses you work with.

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[Alternative Dispute Resolution - a FREE practical guide for businesses](#)

ADR plays an increasingly important role in consumer dispute resolution, providing accessible and effective alternatives to court proceedings.

This webinar will explore the recent developments with ADR, focussing on how the Digital Markets, Competition and Consumers Act 2024 has changed the landscape.

It will particularly focus on what is meant by ADR, the benefits of ADR schemes, the practicalities faced by ADR providers, and the role of CTSI in accrediting providers and ensuring the process runs smoothly.

9 November 2026 & 19 November 2026

10:00 - 12:00

Book your place

[Food Regulation: Name of the food, ingredients, allergens and QUID](#)

Gain the knowledge and confidence to review food labels accurately and make informed compliance decisions. This live, interactive module provides a practical understanding of the four fundamental areas of food labelling compliance: food names, ingredient declarations, QUID (Quantitative Ingredient Declarations) and allergen labelling.

10 November 2026

10:00 - 12:00

Book your place

Keep It Legal With [Business Companion](#)

CTSI's **Business Companion** is a free, government-funded service with 400+ practical guides, written and kept up to date by Trading Standards professionals. It's widely used by members as a trusted reference, and a useful link to share with traders.



**Contract law basics:
What you should know**

Understanding what a contract is, when you have entered into one, and what your obligations and rights are, is **fundamental knowledge for all businesses**

Stay up to date

'Contract Law Basics' guide:

- ✓ Forming a contract
- ✓ Types of contracts
- ✓ Terms and conditions
- ✓ When things go wrong
- ✓ Key Legislation

For more information visit:
www.businesscompanion.info

businesscompanion
trading standards law explained

**100% FREE
guidance from
Legal Experts**

Making and managing contracts is a key part of running a successful business, but understanding your **rights** and **responsibilities** isn't always straightforward.

This month we've updated our **Contact Law Basics guide**, which breaks down the essentials of contract law, helping businesses avoid common pitfalls, understand key terms and handle disputes with confidence.

Read the full guidance on [Business Companion](#) now and please share out to your business networks.

The Business Companion Community

Join our **brand new LinkedIn community** to stay up-to-date on the latest guidance and updates on the Business Companion.

Join now!

TS Recruitment Opportunities

Looking to expand your team? Or ready for your next challenge? TS appointments is the profession's jobs board. Take a look at the **latest positions available around the country on the CTSI website**.

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- [Independent Non-Executive Directors - Approved Code Scheme Board](#)
- [Trading Standards Officer/Senior Trading Standards Officer - Blackburn with Darwen Borough Council](#)
- [Professional Competency Product Safety Trainer](#)
- [Senior/Trading Standards Officers/Business Compliance Manager \(4 roles\) - Cambridgeshire County Council](#)

Receive the latest job alerts from **TS appointments** direct to your inbox, [subscribe here](#). Or share a recruitment advert to CTSI members by contacting recruitment@tsi.org.uk.

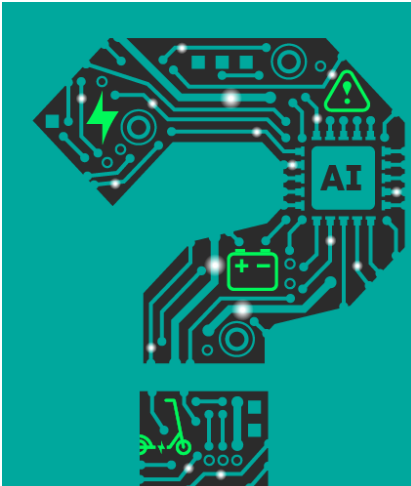
Visit the TS Jobs page

And, finally...

This is where we cover, in brief, any other important updates and announcements not included in the above sections.

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Could Your Electrical Product Safety Work Be Recognised?



REGULATION,
RESPONSIBILITY,
RISK

ELECTRICAL PRODUCT
SAFETY CONFERENCE



Electrical
Safety
First

26 NOVEMBER 2026
Church House, London

 REGISTER TODAY






Electrical Safety First's annual conference takes place on **26 November**. The event offers a chance to hear how electrical safety risks are developing, and what this could mean for Trading Standards work.

Trading Standards colleagues can access a discounted delegate rate and a 2-for-1 attendance offer.

To [view Conference details](#), visit the Electrical Safety First website.

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Number: RC000879