

2025



AGENDA

TUFF Event

Wednesday 26 November 2025

THE FORUM OF TRUST



At SKY UK Head Office, Osterley Campus, Isleworth, West London



Event Agenda

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Registration 09:00 – 9:30

 	Giles Harvey Managing Director of Supply Change and Operations Andy Beet CEO	09:30 – 09:45	Welcome & Introductions from event host SKY And TUFF CEO
	Andy Mayo Head of Fraud	09:45 – 10:15	“Future Fraud Risks in Telecoms: Preparing for the Next Wave” This presentation explores the emerging fraud threats facing the telecoms industry, driven by technological evolution, criminal innovation, and shifting customer behaviours. It offers a forward-looking view of how fraud teams can adapt, collaborate, and lead the charge against increasingly sophisticated attacks.
	Les Gray, Founder and COO	10:15 – 10:45	Handset Theft Landscape Update With the large value of wider Telecoms fraud, it's easy to lose sight of handset theft and its effects. This brief session will share some key statistics, both positive and shocking, drawn from over 250m interactions with retailers, traders, insurers and policing.
 VodafoneThree	Stephen Ross Lead Corporate Investigator Vodafone/Three	10:45 – 11:00	Operation Carrow – Update

Networking Break 11:00 – 11:30

 Home Office	Daniel Ager Telecommunications Fraud Policy Lead Fraud Policy Unit	11:30 – 12:00	Telecoms Fraud Policy Updates – Telecoms Charter, Fraud Strategy and SIM Farms UK Telecoms Fraud Policy Updates – Telecoms Charter, Fraud Strategy and SIM Farms Home Office to provide an update on telecoms fraud policy and next steps, as well as more long-term thinking.
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	Brian Webb BT / EE CSO Simon Fell CCSG Advisor	12:00 – 12:15	Update from the Communications Crime Strategy Group (CCSG) Brian Webb, CSO of BT/EE and Simon Fell, Advisor to the Communications Crime Strategy Group will provide an update on the work of the CCSG - including the new Telco Charter and plans to update the organisation.
	Mark Johnson TRMG	12:15 – 13:00	AI enabled OSINT and Social Engineering. A practical demonstration of: • AI for OSINT research and victim profiling • AI for Darknet site identification • AI for false persona creation • AI for social engineering messaging • The current state of agentic voice AI for victim engagement • Positive generative AI use cases for fraud teams.
Lunch and Networking 13:00 – 14:00			
	Panel Session	14:00 – 14:30	Technical Briefing. How tools and software impact the industry. Details coming shortly.
 	Alex Wood, FRSA	14:30 – 15:15	You may recognise Alex as he is a resident member of the BBC 'Scam Secrets' team and is a regular expert guest on mainstream television (including ITV's 'Good Morning Britain', 'This Morning', 'ITV News' and TalkTV). Details coming shortly.
Networking Break 15:00 – 15:30			
	Adam Falus Credit Risk & Fraud Management Senior Manager T-Mobile Czech Republic & Slovak Telekom	15:30 – 16:15	Spoofing & Scam SMS Defence: A joint Telco Success Story - Cross-operator collaboration enabled real-time detection and blocking of spoofing calls impersonating trusted brands - Advanced AI-based detection of fraudulent SMS messages

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 	Richard Clarke Adam Carter	16:15 – 16:30	National Trading Standards (NTS) Scams Team – Current landscape on fraudulent calls using call blocking data. Adam and Richard from the National trading Standards will discuss current trends on fraudulent phone calls, some recent successes as well as an update on the alert system created in March. There will also be an opportunity for discussion around how collaboration can be improved.
	Wayne Stevens National Fraud Lead During this event, TUFF are supporting the charity 'VICTIM SUPPORT'.	16:30 – 16:45	Wayne Stevens, National Fraud Lead at Victim Support, will share insights into the types of fraud we see, how they impact on victims and how our support can help people recover. Victim Support provides free, confidential help for victims of all types of crime, including fraud. The charity offers emotional and practical support to help individuals cope with the aftermath of fraud, which can include shame and anxiety.
	Andy Beet OBE CEO	16:45 – 17:00	TUFF Academy and Fraud Training Course Updates We will share some updates to the training course and the NCFE accreditation. This TUFF Online Training Academy is designed to provide a wealth of valuable resources, offering everything you need to enhance your skills and stay ahead in your field. The TUFF Online Training Academy features: A wide variety of training courses tailored to various work roles and skill levels. - Educational videos for visual learners and in-depth topic exploration. - Reference materials to support your learning journey. - News articles to keep you up to date with the latest industry trends and insights. - Guidance documents to help you navigate complex topics with ease.
	Andy Beet OBE CEO	17:00	An event debrief & close.

Please note speakers and timings are subject to change.

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EVENT SUPPORTERS



CLUE



During this event we are supporting Victim Support



TUFF is a Specified Anti-Fraud Organisation (SAFO) under The Serious Crime Act.

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