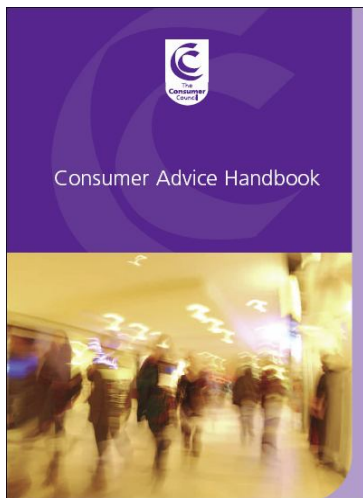


Available to download from the Consumer Council's website:



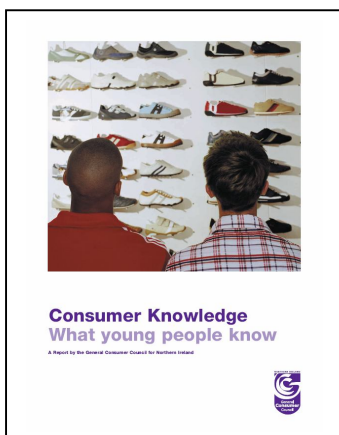
Consumer Advice Handbook

Packed full of information about consumer rights, sources of help and advice and a description of what the various regulatory bodies do to protect consumers.



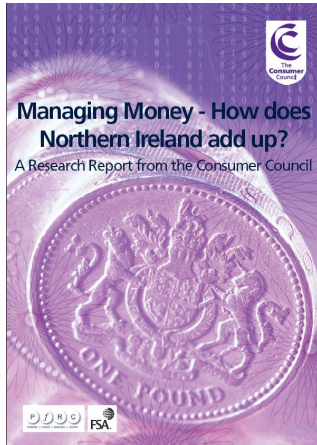
Well, what do consumers know now?

This research report contains useful statistics and an executive summary looking at how NI consumers are becoming more aware of their rights, more confident about complaining and more aware of where to go for help. It also highlights the work still to be done to raise consumer skills with disadvantaged groups including young people, older consumers and those living on low incomes.



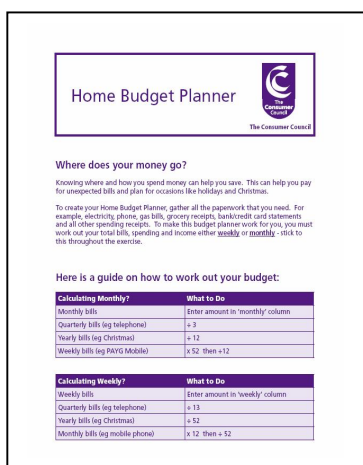
What young people know

This earlier research focuses specifically on young people and examines the levels of consumer knowledge amongst this group and what can be done to help them become better informed and more confident consumers.



Managing Money Report – How does Northern Ireland add up?

This report contains useful statistics which reveal that NI consumers tend to be not as adept as their counterparts in the rest of the UK at planning ahead financially, choosing financial products, acquiring and passing on money skills and understanding financial information.



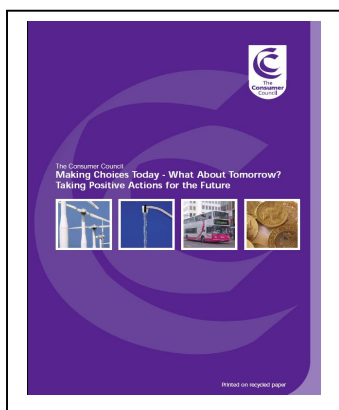
Home Budget Planner

An easy to use budgeting tool which gets people to think about what they have coming in and going out on a weekly, monthly and yearly basis.



Silver Service? Are supermarkets meeting the needs of older shoppers?

Produced in partnership with Age Concern, this report looks at the specific requirements of older shoppers and will fit in with Consumer Information and Barriers to Being an Effective Consumer topics.



Making Choices Today

Helping to clarify what is meant by sustainability and how we can make responsible choices today to benefit consumers in the years to come.



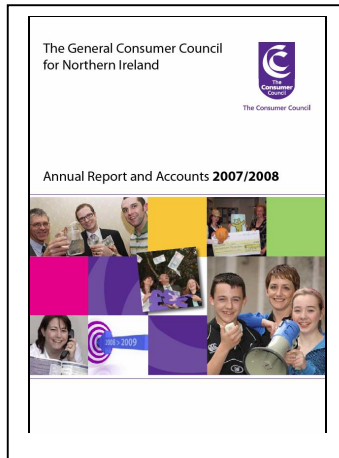
Online Shopping Tips

A handy guide on how to spot a secure website; safer ways to pay for goods and services online and extra costs you may need to consider before buying.



Corporate Plan 2008 - 2011

The corporate plan will provide a clear and easily accessible overview of what the Consumer Council does, our objectives and key consumer priorities.



Annual Report 2007/2008

The annual report shows how and where the Consumer Council has made a difference for consumers through its education work, campaigns and in representing consumers concerns about energy, transport and water.

To order hardcopies of our publications, please telephone:

028 9067 2488

Don't forget to visit the consumer education pages of the website for factsheets, presentations and lesson plans.

<http://www.consumercouncil.org.uk/publications/>