



# OPSS Regulatory Excellence Awards 2021

## Winners

Product Safety

Coronavirus

Innovation and Technical

Primary Authority

Better Business for All

Outstanding Contribution to  
Local Communities



# Foreword



For anyone delivering regulation, seeking to protect our communities and support the UK economy, recent times have been anything but business as usual. The Coronavirus pandemic continues to place extraordinary burdens on people and resources.

For this reason, the Regulatory Excellence Awards 2021 include a dedicated category to recognise those who have helped businesses meet new regulations and keep people safe. In this booklet you will find examples of outstanding work done to help businesses reopen and rebuild.

Every year we get more high-quality entries to the Awards, and it was particularly satisfying that, in spite of the difficult circumstances, we attracted significantly increased numbers this year.

Thank you to everyone who entered and particularly our judges who faced a such a huge challenge in deciding which entries to put through to the final stage. We have listed all the finalists on page 4.

Everyone who applied should be proud; their entries demonstrate the range and depth of the work being put in by regulatory teams across the UK in challenging times.

We continued with the four categories from previous years: Product Safety, Primary Authority, Better Business for All, Innovation and Technical. We also found examples of work the judges felt should be recognised for their unique contribution, so we made several additional special awards: Outstanding Contribution to Local Communities, Strategic Regulatory Networks, Primary Authority Regional Groups, Covid PA Sector Panels, and Lifetime Achievement.

As we fight coronavirus and build back better, whilst taking on challenges such as reaching Net Zero, unleashing innovation and backing long term growth, we can draw on the work shared in this booklet.

I hope that, like me, you will take inspiration from this year's entries.

A handwritten signature in black ink, appearing to read 'G Russell'. The signature is fluid and cursive, with the first letter 'G' being particularly large and stylized.

Graham Russell  
Chief Executive  
Office for Product Safety and Standards

# Regulatory Excellence Awards 2021 Finalists

## Product Safety

- Newbury Community Resource Centre
- British Toy and Hobby Association and Milton Keynes Council
- British Safety Industry Federation
- Leicestershire County Council Trading Standards Imports Team
- Devon, Plymouth, Somerset and Torbay Trading Standards
- Westminster Trading Standards and eBay

## Coronavirus

- Business Regulatory Support (Cornwall Council)
- Heart of the South West Better Business for All
- Hertfordshire Better Business for All – Covid19 Business Guidance Group

## Innovation and Technical

- Age Check Certification Scheme
- University of Northampton, BANES, Destination Management Organisation visit Bath

## Primary Authority

- Primary Authority Supermarket Health and Safety Covid Expert Panel
- Wakefield Metropolitan District Council and Arla Foods Ltd
- National Fire Chiefs Council
- British Toy and Hobby Association and Milton Keynes Council
- Devon, Plymouth, Somerset and Torbay Trading Standards and Andrew Brownsword Hotels
- Lichfield District Council and Central England Co-op
- Milton Keynes Council and Domino's Pizza Group UK and Republic of Ireland
- Eastbourne Hospitality Association Joint Primary Authority Partnership

## Better Business for All

- Sussex Better Business for All – Allergy project
- Business Regulatory Support (Cornwall Council)
- Devon, Plymouth, Somerset & Torbay Trading Standards
- Eastbourne Hospitality Association Joint Primary Authority Partnership

## Winner: The Cosmetic, Toiletry and Perfumery Association

Cosmetic products are essential for our daily hygiene and wellbeing routine and are strictly regulated. Since the EU Exit referendum, the Cosmetic, Toiletry and Perfumery Association (CTPA) – the UK trade association for the cosmetics and personal care industry – has minimised the impact of EU exit on the UK cosmetics industry.

CTPA mapped the EU cosmetics and personal care legislation and other regulatory requirements to determine the impact of leaving the EU and identified opportunities for the new UK Regulatory framework. It organised a workshop with government representatives where the industry’s key asks were presented including not compromising on cosmetics strict safety principles and animal testing bans. CTPA also organised webinars and spoke at events to prepare the industry for EU Exit.

It was important for CTPA to keep burdensome duplications to a minimum and they followed better regulation principles. There was ongoing engagement between CTPA and OPSS on the development of the Submit Cosmetic Products Notification portal ensuring requirements were proportional and deadlines allowed a phased implementation. CTPA also provided the industry with expert advice on how to prepare for the end of the transitional period and new obligations.

At the same time during Coronavirus, CTPA worked closely with government organisations to ensure consumers could access safe hand hygiene products and cosmetic gels.



*“To be recognised in this way is a testament to the work carried out by the incredible CTPA team in representing the cosmetics and personal care industry’s interests with all critical Government departments. This ensures the UK cosmetics regulatory framework remains risk-based, science led, and puts product and consumer safety at its core.”*

Dr Emma Meredith – Director General, Cosmetic, Toiletry and Perfumery Association

## Highly Commended: Electrical Safety First

Electricity is responsible for around half of the UK's domestic fires and many arise from electrical products. The sale of second-hand goods can cause problems as they are often undocumented, without PAT testing, and not checked for recall or basic safety.

Electrical Safety First (ESF) was commissioned by OPSS to undertake a limited UK field study of second-hand electrical and electronic appliances sold offline. ESF investigated eight regions that provided a representative sample of the UK market. The research findings confirmed a sustained appetite for offline second-hand electricals sales and a significant number being sold untested or unchecked for safety.

In response to the research findings, ESF worked with the Chartered Trading Standards Institute to hold an online training programme for Trading Standards Officers that reached over 334 representatives. ESF has used the research outcomes to raise awareness of safety issues and compliance standards, promote good practice, champion local regulation, provide tools and techniques for assessing safety of electrical products, enhance consumer protection, and help business understand its obligations.



*"We are delighted to be Highly Commended at the Regulatory Excellence Awards 2021, for our work on second-hand goods, including rolling out a training programme we developed in collaboration with CTSI. The programme reached well over 300 Trading Standards Officers throughout the UK, to help them identify unsafe second-hand electrical goods."*

Martyn Allen – Technical Director, Electrical Safety First

## Commended: Hillingdon Trading Standards

Hillingdon Council is responsible for Heathrow Airport, which receives 32% of all air freight entering the UK.

Throughout the coronavirus pandemic, Hillingdon Trading Standards continued to have staff on the ground regularly inspecting goods coming into Heathrow Airport. These goods included millions of unsafe PPE facemasks. As well as stopping these unsafe products from being supplied to the market, Hillingdon Trading Standards provided valuable advice to businesses on the requirements of the Personal Protective Equipment Regulations so that future PPE face masks they import will be compliant.

Hillingdon Trading Standards supported OPSS and Border Force for Operation Magnesium, a partnership operation to tackle importers who import incorrect declared or unsafe goods.



*"Our job goes beyond just inspecting and seizing unsafe goods – we continue to provide valuable advice and information to businesses which is just as important to keep consumers safe. The pandemic has also highlighted how vital our role is in protecting the public where, despite the restrictions and lockdowns, Hillingdon Council's work at the airport continued as usual."*

Cllr John Riley – Hillingdon Council's Cabinet Member for Public Safety and Transport

## Winner: Oxfordshire Coronavirus Regulatory Partners

Coronavirus brought unprecedented challenges across the UK. In Oxfordshire, the regulatory landscape is complex, with large and small urban and rural communities sitting side by side, so effective collaboration was essential to achieve a cohesive response allowing for local variation. Oxfordshire Coronavirus Regulatory Partners (OCRP) connected regulatory and public health services at a strategic and delivery level. It drew on Government funding to create a combined team that operated across the county, advising businesses and signposting potential financial support. Risk-based intervention priorities and targeted engagement outcomes helped to build, share and deploy capacity.

OCRP partnered with national advisors and co-ordinators. Its operations extended to a joint case and knowledge database, specialist data analysis, shared bespoke training, and shared feedback of front-line experience to assist joined-up decision making. Businesses told OCRP that they benefited from its unified and practical approach and valued its ‘boots on the ground’. Similarly, public and community leaders welcomed its holistic view and linkage of regulation to community need. The Local Government Association adopted its shared approach as an exemplar of good practice. Post Coronavirus, the regulatory and public health service teams in Oxfordshire will be working better together.



*“Tackling the Coronavirus threat would never be easy given Oxfordshire’s extremely varied and diverse communities. We think something very special has been achieved here, from a shared commitment and joint approach using all aspects of regulation to support Oxfordshire’s business and domestic communities and help safeguard their health.”*

Ansaf Azhar – Oxfordshire’s Director of Public Health

## Highly Commended: Environmental Health and Trading Standards Covid19 Expert Officer Group – ETC19

Coronavirus necessitated regulations and guidance being rushed in, leaving Scottish businesses uncertain of their obligations. The Trading Standards and Environmental Health chief officer societies in Scotland (SCOTSS and SoCOEHS) formed an expert officer group (ETC19) with relevant partner agencies including Police Scotland to provide a forum for discussion and coordinate the work of both professions and support colleagues at the 32 Scottish local authorities (SLAs). This enhanced the delivery of consistent regulatory advice and the proportionate application of legislation throughout Scotland.

A key success was the degree of engagement with the Scottish Government. The nature of the emergency meant that the drafting of regulations and guidance could not be subject to the usual scrutiny. ETC19 used its expertise to point out issues and provide potential solutions. It was also central to the discussion that led to £2.7 million in Scottish Government funding for SLA Covid Compliance Officers. This level of communication – extending to proactive consultation – was unique in the history of SLAs. ETC19 has set an example for future working between professions where there are overlaps or areas of mutual concern.



*“I am immensely proud of the hard work and dedication of ETC19 which has established itself as an indispensable focal point for Scottish enforcement partners and government alike as we continue to respond to the pandemic.”*

Brian Lawrie – ETC19 Chair

## Highly Commended: Directors of Public Protection Wales

Welsh local authority public protection services are critical and central to the Coronavirus response. Directors of Public Protection Wales (DPPW) is the collaborative organisation of officers leading these services and is supported by various expert groups including representatives from national partners. The challenge it faced was to secure an all-Wales response to a wide range of issues quickly, effectively, and repeatedly.

DPPW created a board of senior heads of service to provide strategic leadership and national representation on behalf of the 22 Welsh local authorities. It interpreted the frequently changing legislation, often in partnership with stakeholders, and used a shared digital communications service to allow enforcing officers to discuss the application of new regulations. This was central to the ability of DPPW to agree consistent approaches, identify issues for elevation to Welsh Government, and disseminate common policy guidance.



While Welsh Coronavirus legislation is not within the scope of Primary Authority, DPPW built on existing partnerships to establish a group and informally adopted a PA approach to promote consistency and help businesses better understand the nuances of the regulations.



*“The work of public protection officers has a significant, but often unseen, impact upon the local economy. The provision of timely advice and guidance on regulation can benefit the economic viability of businesses resulting in improved business practices.”*

Dave Holland – DPPW

## Highly Commended: Primary Authority Supermarket Health and Safety Covid Expert Panel

Individual primary authority partnerships have worked tirelessly to ensure a safe environment for the public, visitors, and staff during the pandemic. The PA Supermarket Health and Safety Covid Expert Panel is made up of several local authorities and their business partners. It has shown dedication in its active engagement, despite the Covid regulations not falling under the current scope of PA. In response to the constant stream of Covid-related enquiries it has worked closely with local and central governing bodies to produce the PA Supermarket H&S Q&A for the enforcement community. This document details the operational safety measures in place in each business in response to guidance requirements and covers common related queries received by PA partnerships. It is also an information source for Cabinet officials. It draws on better regulation tools and principles to ensure that risk is well managed, compliance information is evidence-based, and proactive and reactive interventions reduce the regulatory burden on legally compliant partnerships.



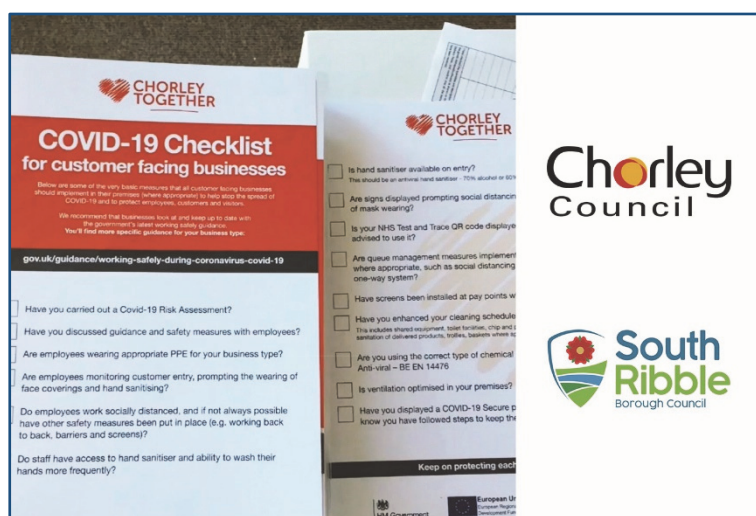
*“All PA lead members of the panel have worked tirelessly with their PA partnerships, Enforcing Community and Central Government during the COVID pandemic. The award is a great recognition of how Primary Authority plays an integral and important leading role in supporting businesses and ensuring public safety.”*

Rozinah Shah – PA Lead for the Sainsbury’s and Cherwell District Council Partnership and Member of the PA H&S Expert Panel

## Highly Commended: Chorley and South Ribble Council

Chorley and South Ribble Councils combined forces to display a strong team work ethic in their response to the pandemic, ensuring that no questions from local residents and businesses were left unanswered. They engaged several multi-agency networks including neighbourhood policing teams, fire and rescue, and clinical groups. In addition to weekly Lancashire-wide meetings, they established weekly working group meetings to ensure a consistent approach to business compliance across the various organisations. They created dedicated and diverse points of contact for support and applied a risk-based approach to its provision, based on relevant sector guidance.

Both councils drew on funding to develop all manner of signage for public spaces and economic centres. They created business reopening packs with guidance, signage and PPE checklists and hand-delivered over 500 of these. They also joined the local police and other agencies for engagement weekends, making visits to businesses, public spaces and town centres to provide support, advice and guidance as required. This proactive way of working with businesses was highly visible and resulted in very little enforcement need.



*“Our close partnership with our friends and colleagues at South Ribble Council has provided a consistency of approach across the two boroughs and created a level playing field for businesses in the respective areas.”*

Cllr Alistair Bradley – Leader of Chorley Borough Council

*“While we take great pride in what we have achieved in these testing times, we know there is also plenty of work ahead of us and we remain fully committed to playing a key and active role in the recovery of our local economy in the months and years to come.”*

Cllr Paul Foster – Leader of South Ribble Borough Council

## Commended: Lichfield District Council & Central England Co-op

During Coronavirus, Lichfield District Council identified that vulnerable people were struggling to access basic supplies, and partnered with its primary authority partner Central England Co-op to address the issue. Lichfield District Council provided primary authority advice to the Central England Co-op that helped it introduce and expand its customer remote services.

The primary authority partnership also worked with existing partners and voluntary sector contacts of Litchfield District Council to help vulnerable people access basic supplies. Central England Co-op has replicated the work with Lichfield District Council with other West Midland local authorities.



*“We are so proud to have been commended at the Regulatory Excellence Awards for our emergency assistance service. We knew we needed to act fast and are pleased we could work with a trusted retailer to get the service up and running quickly for our residents who needed extra support in such challenging times.”*

CLLr Angela Lax – Lichfield District Council’s Cabinet Member for Regulatory, Housing & Health

## Winner: Glint Media Ltd t/a Menu Guide and Milton Keynes Council

Food businesses must advise customers if the food or drink they provide contains any of the main 14 allergens. Menu Guide created an online tool that provides a quick and easy way to create, edit, store, and share interactive allergen menus. It runs via a web browser and can be accessed via a scannable QR code or website short link. Food businesses display the allergens in each dish and can provide optional information. Menus may be searched and filtered by different information types and people’s preferences remembered for future use

The benefits to using Menu Guide include streamlining operations, cost effectiveness, promoting effective allergen management, and minimising the risk to consumers. Food businesses can promote their allergen management credentials to customers; and providing a positive and safe dining experience increases repeat trade. Clients may print a full ingredients list highlighting all the allergens in their pre-packed for direct sale foods to comply with new labelling requirements that came into effect on 1 October 2021.

The creators of Menu Guide, Glint Media, have a primary authority partnership with Milton Keynes Council who reviewed all aspects of Menu Guide and provided primary authority advice.



*“Milton Keynes Council is very proud of the work undertaken with Glint Media Ltd t/a Menu Guide, through Primary Authority, on their technical solution to providing allergen information through a single digital reference point. It is enormously gratifying that this achievement in innovation and regulatory compliance has been recognised by the Regulatory Excellence Awards 2021.”*

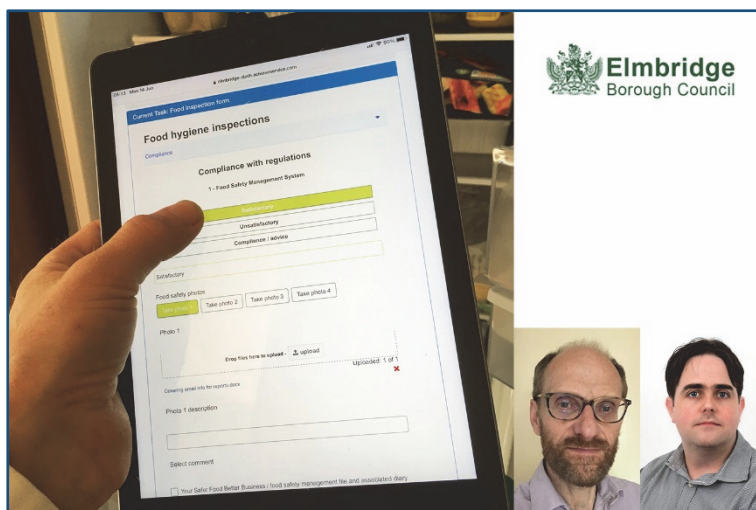
Alison Hunt – Principal Trading Standards Officer, Milton Keynes Council

## Highly Commended: Elmbridge Borough Council Food Team (in Environmental Health)

Elmbridge Borough Council Food Team introduced a new model for digitally recording food hygiene inspections and automatically emailing a PDF report to the proprietor via the Granicus IT platform. This digital approach allows photos and weblinks to be added to the form during inspections, and for the food hygiene rating scores to be automatically added up. The system puts all this information together with the inspector's comments and requirements to create a neat well-presented standard inspection report.

During lockdown, the Elmbridge Borough Council Team integrated the model with a new digital self-assessment questionnaire for proprietors. This allowed proprietors to self-assess their food hygiene, and then receive advice from Elmbridge to maintain high levels of compliance. A summary virtual inspection report was created using the framework and some for the content of the returned questionnaire. This allowed inspectors to continue much of their work during lockdowns when many premises couldn't have been visited due to restrictions. Physical inspections still need to be done, but the prior work saved time for the proprietor and inspector.

Many local authorities use the Granicus platform, so the digital inspection form and self-assessment questionnaire arrangements could easily be used at other local authorities.



*“Putting our customers at the centre of the process really helped us to create something which benefits our local businesses and is also effective and easy to use. We are looking forward to working with local authorities who use Granicus and might want to try the new forms.”*

Chris Brown – Digital Development Officer, Elmbridge Borough Council

David Lock – Environmental Health Officer, Elmbridge Borough Council

## Commended

**Bartosz Machelski – SSE/OVO, Paul Brison – British Gas, Callum Sheen – E.ON, John Barden – EDF, and Dave Wright – Npower**

Certification of electricity meters is a legal requirement for suppliers and provides confidence for consumers that they are billed through a meter that operates within prescribed accuracy limits. It has become more challenging to manage certification of electricity meters due to the privatisation of the energy industry.

Representatives from competitive parties collaborated with OPSS to develop a sampling and testing regime to allow the life of meters to be extended beyond the original certification life. It has resulted in reduced costs and environmental waste, increased customer confidence, and allowed a greater focus on the smart meter rollout.



*“We are elated to be commended for our contribution to the Regulatory Excellence Awards 2021. This is a great demonstration of cross-party work that increases the benefits for both industry and customers alike while still working in the bounds of competitive regulations.”*

Callum Sheen, Industry and Safety Manager, E.ON UK

## Winner: Wakefield Metropolitan District Council and EC4 Hotel

EC4 Hotel Ltd was supported by its primary authority partner Wakefield Metropolitan District Council to work in collaboration with the Department of Transport to provide upstream testing and haulier accommodation. The Department of Transport required local authority verification that the hotel was suitable to conduct confirmatory PCR tests and isolate hauliers in a bedroom for ten days if they tested positive.

Public health legislation is not included in Primary Authority so OPSS agreed that health and safety legislation could be utilised to access compliance. Wakefield Metropolitan District Council ensured Coronavirus legislation and government guidance was implemented by EC4 Hotel for best practice and used health and safety legislation to issue primary authority advice.

EC4 Hotel Ltd was supported by Wakefield Metropolitan District Council in implementing adequate control measures to prevent the spread of Coronavirus when providing accommodation for hauliers. The primary authority advice issued by Wakefield Metropolitan District Council provided verification to the Department of Transport that EC4 Hotel Ltd could provide Coronavirus secure facilities, safe contactless catering, and Coronavirus compliant room cleaning.

The primary authority partnership was beneficial to the business and regulators as it prevented duplication and saved time. It also allowed EC4 Hotel Ltd to deliver a new service that boosted its productivity and earning power.



*“The relationship between our hotel company and our ‘Primary Authority’ has been more important than ever over the last 12 month. The challenge of turning a commercial hotel into a Covid-19 care facility would have been simply impossible if it had not been for the commitment of Cedar Court Hotels team and the Primary Authority.”*

Wayne Topley – Managing Director, The Cedar Court Hotels Group Yorkshire

*“Our work has achieved positive outcomes in supporting the business as well as protecting the public. This award has demonstrated the vital role that Primary Authority can play in supporting businesses in these turbulent times and rebuilding the economy.”*

Cllr Jack Hemingway – Wakefield Council’s Cabinet Member for Environment and Climate Change

## **Highly Commended: Hampshire and Isle of Wight Fire and Rescue Service in partnership with NatWest Group**

NatWest Group struggled to maintain sufficient staff numbers at their sites to cover fire marshal roles due to flexible working arrangements because of Coronavirus. They worked with their primary authority partner Hampshire and Isle of Wight Fire and Rescue Service to carry out a review and explore solutions. It was decided to implement a national evacuation strategy of a last person tag system influenced by the Health and Safety at Work Act 1974 reference to a buddy system for lone working.

The last person tag system was trialed in the NatWest Group office in Kent and after being successful it was implemented in all NatWest Group offices from 1 March 2021. Hampshire and Isle of Wight Fire and Rescue Service recommended that as NatWest Group data centres, and cash, coin and branch locations still had a fixed staff quota the existing named fire marshal process remained. NatWest Group staff received E Learning on the new last person tag system.

The benefits of the last person tag system include future proofing, flexible working, and training to keep people safe. The new evacuation strategy is also being implemented globally in NatWest Group Poland and India sites.



*“We’re delighted to have received the highly commended accolade for our partnership work around updating NatWest Group’s evacuation strategy at the Regulatory Excellence Awards.*

*We hope that this successful partnership piece of working demonstrates to others how the PAS scheme can help to influence fire safety, even on a global scale.”*

Dean Dixon – Hampshire and Isle of Wight Fire and Rescue Service Partnerships and Strategic Inspections Manager

## **Commended: The Wine and Spirit Trade Association primary authority partnerships with GRMCE and SRS**

The Wine and Spirit Trade Association, representing over 300 companies, has been in a coordinated primary authority partnership with Salford City Council on behalf of the Greater Manchester Regulatory Centre of Excellence since 2018.



In June 2020, the Wine and Spirit Trade Association decided to strengthen its well-functioning partnership by forming a second primary authority partnership with the Shared Regulatory Services of Bridgend, Cardiff, and the Vale of Glamorgan to provide guidance on legislation applicable to Wales as a devolved nation. The three organisations have formed a strong partnership and produced eight pieces of primary authority advice across both England and Wales.



## Winner: Heart of the South West Better Business for All

Despite the pandemic engulfing the country, Heart of the South West BBfA still wanted to support businesses through the unknown challenges and opportunities of the EU Transition. It created an internal task force of regulatory specialists across various local authorities – extending to animal welfare, consumer rights, environmental health, feed and farming, food labelling, metrology and product safety – to keep a watching brief on government notices on changes to regulations. It worked very closely with the local Growth Hub to produce an EU Transition webpage where businesses could be signposted for advice and created three bespoke guides on UKCA marking, changes to food labelling, and exporting products of animal origin.

This free resource has been heralded by other local authorities and was shared across the country in line with the ethos of BBfA, including one-to-one conversations with the South East and South West Regulatory Networks to support its use. Having developed it, Heart of the South West BBfA then brought together external partners such as Devon Chamber of Commerce, the FSB, the Institute of Directors, South West Tourism Alliance and Visit Devon to deliver a series of webinars on the EU Transition hosted by the Chamber and chaired by Gary Streeter MP.



*“It has been a difficult 12 months for all, but also one that has helped demonstrate that Regulatory Services are a key partner of the of the business community, supporting it during the pandemic and during the various recovery stages. We will look to maintain this success and build on it.”*

Steve Cox – Torbay Council and Chair of Heart of the South West BBfA

## Highly Commended: Cumbria Better Business for All Group

With the reopening of many non-essential retail and hospitality businesses on 12 April – which covers a huge percentage of the Cumbrian business market – Cumbria BBfA knew it needed to communicate the complicated and in-depth rules and regulations as best as possible. It decided to create a ‘Reopening Safely Advice Clinic’ for businesses county-wide to attend, centered around a webinar. This was produced and hosted by Cumbria BBfA and included information on Steps 2 and 3 in the roadmap, new grants, fire safety messaging, and support available from the LEP and Growth Hub.

Cumbria BBfA took advantage of its in-house and external contacts to publicise and promote the webinar to all corners of the county. It was shown twice, in the daytime and evening, so as many could attend as possible. Over 100 businesses took away a range of vital information to assist the safe reopening of their premises and, more importantly, saw the faces of the people who come to assess them and can advise them on how to grow.



*“The whole aim of BBfA is to make sure regulatory processes are clear to businesses and we can make those accessible by creating campaigns, projects, and webinars. Our webinar was incredibly popular with businesses which just proved how much they wanted to understand and reopen as best as they could.”*

Ellie Jones – Events Manager Allerdale Borough Council and Chair of Cumbria BBfA

## Commended: Sussex Better Business for All – Charcuterie

Sussex Better Business for All recognised that charcuterie meat food safety guidance was needed for businesses and regulators. They organised a one-day workshop funded by South Regional Better Business for All where experts demonstrated the manufacture of charcuterie products including the vital steps of the process to ensure product safety. 98% of delegates that attended the training said they would attend similar training and recommend the workshop to others.



### FareShare and the Royal Borough of Greenwich

FareShare supports two million meals per week through its work nationwide. During Coronavirus, there was a renewed importance on FareShare preventing food waste through the sudden closure of food manufacture and hospitality and changing patterns of food retailing. FareShare holds both direct and co-ordinated primary authority partnerships with the Royal Borough of Greenwich, and they worked together to manage the challenges.

In March 2020, Royal Borough of Greenwich worked with FareShare to implement procedures to allow the redistribution of large volumes of food to individuals and organisations in need when the hospitality sector closed. FareShare received substantial funding to expand its operations and received support from the Royal Borough of Greenwich on the food safety legislation requirements for walk-in freezers for depots. Royal Borough of Greenwich also worked with FareShare on shelf-life extension, allergens, and portioning of foods so that food could be provided directly in food bags for individuals in need.

Local authorities were able to contact Royal Borough of Greenwich about new and existing FareShare operations and food redistribution enquiries; and share information about the suitability of new food storage locations. Royal Borough of Greenwich communication with local authorities allowed FareShare to focus on its vital work, and local authorities to prioritise their resources.



*“We are absolutely delighted to have received recognition for our Environmental Health team’s vital work with FareShare which has provided a lifeline for so many people in our borough and beyond. This award demonstrates the incredible impact that local authorities can have when working closely with businesses and organisations.”*

CLlr Jackie Smith – Cabinet Member for Community Safety and Enforcement, Royal Borough of Greenwich

*“Our primary authority partnership with the Royal Borough of Greenwich has enabled us to expand and vary our operations during the unprecedented crisis of the pandemic. Because of this work, we’ve been able to continue to put food on the tables of vulnerable people and support local charities in combating the stress and isolation of food poverty.”*

Rachel McLean – Senior Compliance and Continuous Improvement Manager, FareShare UK

### **Special Award: Strategic Regulatory Networks, Primary Authority Regional Groups, and Covid PA Sector Panels**

The Chairs of our Strategic Regulatory Networks, Primary Authority Regional Groups and Covid PA Sector Panels were recognised for their regulatory contribution and acting as leaders to support the networks. The success of the networks is dependent on the active engagement of those involved and the Chairs are the real driving force behind this. The key achievements include sharing good practice, peer to peer support, and contributing to policy development at a national level to ensure that regulation is delivered consistently allowing businesses to thrive.

The Chairs that were awarded for their passion, dedication, and commitment are: Dave Watson, Debbie Butters, Alan Twells, Paul Hobbs, Suzanne McCutcheon, Valerie Simpson, Sarah Newman, Nick Reddrop, Ruth Rhodes, Kiran Lahel, Julian Wilkes, Michele Manson, Sue Powell, Toby Thorpe, Helen Atkinson, Mark Andrews, and Neil Coltart.

### **Special Award: Lifetime Achievement Award**

With many of our programmes and initiatives it is individuals who make the real difference to their success or failure, and this was true of Susan Walford. Susan was Cambridgeshire and Peterborough Better Business for All Chair, and consistently delivered projects that simplified regulation for local businesses and contributed to the national Better Business for All programme.

Susan sadly passed away in October 2019, and OPSS wanted to acknowledge her work as a true advocate for Better Business for All with a posthumous Lifetime Achievement Award.

# Regulatory Excellence Awards 2021 Judges

## Internal Judges

### Product Safety

James Greenaway, Enforcement Manager - Online Regulation Unit

### Coronavirus

Caroline North, Deputy Director Energy and Product Enforcement

### Innovation and Technical

Euan Fraser, Head of Engineering & Technology

### Primary Authority and Better Business for All

Kathryn Preece, Head of Local Delivery

## External Judges

### Product Safety

Martin Traynor OBE, Small Business Crown Representative at Cabinet Office

### Coronavirus

Daniel Hallam, Team Leader at Local Government EU Exit Team, Department for Levelling Up, Housing & Communities

### Innovation and Technical

Paul Monks, Chief Scientific Advisor, Department for Business, Energy and Industrial Strategy.

### Primary Authority and Better Business for All

Rebecca Johnson, Adviser (Regulation), Local Government Association

Rebekah Eden, Director Performance and Outcomes, Ofwat



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Outstanding Contribution to Local Communities

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