

Official Note of the 3rd Meeting of the Working Group on Product Recalls and Safety – Wednesday 8th February 2017

This was the third meeting of the Working Group on Product Recalls and Safety, under the Chairmanship of Neil Gibbins.

Attendees:

Neil Gibbins, Former Deputy Chief Fire Officer, Devon and Somerset (**Chair**)

Martyn Allen, Electrical Safety First, (ESF)

David Bolton, British Retail Consortium (BRC)

Steve Brunige, British Standards Institution, (BSI)

Philip Le Shirley, the Royal Society for the Prevention of Accidents (ROSPA)

John Leadley, Baker McKenzie LLP (B&M)

Sian Lewis, Association of Manufacturers of Domestic Appliances (AMDEA)

Leon Livermore, Chartered Trading Standards Institute (CTSI)

Guy Pratt, Association of Chief Trading Standards Officers (ACTSO)

Charlie Pugsley, the Chief Fire Officers' Association (CFOA)

Daniel VandenBurg, Citizens Advice Bureau (CAB)

Melanie Wiseman, Society of Motor Manufacturers and Traders (SMMT)

Apologies:

Jonathan O'Neil, Fire Protection Association (FPA)

Mark Shepherd, Association of British Insurers (ABI)

Wendy Phillips, British Toy and Hobby Association (BTHA)

Professor G. J. Rodgers, Brunel University London (BUL)

Meeting content

The Chair thanked members of the Group for their continued commitment and enthusiasm for the challenge set by the Minister. He has continued to meet stakeholders individually to build the evidence base of data and intelligence that will be incorporated into the final report and recommendations.

The Working Group reviewed the recommendations it had made to the Minister in December and talked through progress and developments since the last meeting, and considered next steps, particularly in relation to the interim recommendations.

Since the 14th December meeting:

- There have been further bilateral meetings between Neil Gibbins and stakeholders;

- Neil has been developing his thinking on the format and structure of the report to the Minister;
- The Minister announced the department's support for AMDEA's Register My Appliance Scheme;
- BEIS product safety and behavioural insights teams have been developing proposals for an initial stage of research into consumer behaviour in relation to product corrective actions and recalls, and undertaken a literature review of the issue.

The Group discussed:

- The opportunities that Primary Authority offers, particularly in relation to the role of Supporting Regulators, and how to develop these opportunities;
- The interaction of advice for business on managing corrective action programmes, including recalls, and advice for consumers on product recalls;
- The success of the Register My Appliance Day in January;
- Action planning for the final stage before the report is submitted to the Minister.

Agreed Outputs

It was agreed that the Chair will produce a draft of the report for the Minister, based on evidence, insights and ideas expressed through the Working Group and provide an update at the next meeting.

The Working Group also agreed to:

- Develop a register of future events to highlight opportunities for more joined up working among stakeholders;
- Establish work strands to take forward:
 - Investigation into the growing market of second hand goods;
 - Developing Primary Authority partnerships with the white goods sector and key industry stakeholders;
 - Developing a code of good practice for business on managing corrective action and recalls, with a focus on effective communications;
 - Testing of approaches to recall communications, based on consumer behavioural insights to feed into wider good practice guidance.

The next meeting of the Group will take place on 13 March.