



Office for Product
Safety & Standards

Delivery Report 2025/26



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Foreword

This government is committed to protecting consumers and helping them navigate through the current cost-of-living pressures. To do this, we are delivering stronger economic growth, and this remains our priority. Growth will fund our public services, enable investment in our hospitals and schools, and, most importantly, raise living standards for everyone.

The Office for Product Safety and Standards (OPSS) is the UK's national product regulator and sits at the heart of a pro-growth product regulation system. The purpose of this system is to protect people and places from product-related harm, enabling trade and growth through proportionate, risk-based regulation, whilst reducing the regulatory demands on business.

This government has already acted to protect customers through the landmark Product Regulation and Metrology Act 2025, and we are consulting on major new reforms that will use the Act's powers to protect consumers from unsafe products. These reforms will ensure that online marketplaces are held to the same high standards for product safety as bricks and mortar stores and will help create a level playing field that supports responsible businesses.

OPSS has engaged with businesses throughout the year to shape policy proposals, helping them understand their obligations, supporting them into compliance, and taking robust enforcement action where needed. This has included leading a national incident to address over 103,000 dangerous heat-pump tumble dryers, continuing work on e-bike safety, actively supporting the government's ban on single-use vapes, and moving swiftly to remove dangerous baby products from the market. On behalf of the Ministry of Housing, Communities

and Local Government, OPSS has worked to improve the safety and compliance of construction products, including stopping the supply of non-compliant fire-rated plywood and bringing the heat-soaked toughened glass sector into compliance.

This government's reforms are about making our product safety system fit for the modern world – closing loopholes, clamping down on unsafe online sales, and supporting responsible businesses to give them the certainty they need to grow. Together we are delivering a regulatory system that not only protects consumers, but also encourages new investment, innovation and growth.

Kate Dearden MP

Minister of State

Department for Business, Innovation,
Science and Trade



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Introduction



Our year in numbers



Helping businesses comply

14,019
enforcement cases resolved

4,598
signposted to guidance

2,997
issued with regulatory or technical advice



Taking action where needed

3.5 million
electrical items covered by strengthened compliance controls

231
business improvement plans and undertakings completed

21
statutory enforcement notices issued



Borders and product safety

11.3 million
products checked at the border

2.7 million
unsafe or non-compliant products found

571
product safety reports published

244
product recall notifications published



Assurance and compliance

8.29 million
energy meters accuracy assured through in-service testing

666
disputed consumer meters tested

325,496
cosmetics products notifications

4,644
timber import licences verified

Executive Summary

OPSS was part of Department for Business and Trade (DBT) for this reporting period. On 20 July 2026, DBT and the science and innovation portfolio from the Department for Science, Innovation and Technology (DSIT) were merged into the Department for Business, Innovation, Science and Trade. The terms DBT and DSIT are used throughout this report as the relevant departments during the reporting period.

Product safety policy

Over the past year, we have continued to support ministers to deliver a modern product safety framework that reflects how products are designed, sold and used in today's markets. The Product Regulation and Metrology Act 2025 received Royal Assent in July 2025 and paves the way for a new product safety framework, with stronger accountability across supply chains and clearer,

more adaptable regulation. A package of public consultations on the next stage of reforms were published at the end of March 2026, covering the General Product Safety Regulations; enforcement and market surveillance; and furniture fire safety.

Alongside this we delivered sector-specific reforms and updates informed by evidence and scientific advice. We progressed work across priority product areas, including cosmetics, toys and other regulated sectors, so that requirements reflected developing evidence and international best practice. We also ran structured engagement with industry and consumers, including calls for evidence and roundtables, to capture the practical impacts of change and ensure policy decisions were grounded in real-world risk and market practice.

Product regulation and enforcement

We took a risk-based approach to regulation and enforcement, using structured methods to assess hazards, how harm can occur and proportionate action needed to mitigate risks. We acted decisively to protect consumers from harm, as exemplified by our work on faulty heat pump tumble dryers, where we applied science, engineering and risk expertise to establish root causes of harm and drive effective corrective action.

Alongside reactive responses, we continued interventions to improve compliance at scale and make a difference for citizens. We used sustained engagement and challenge with online marketplaces to drive behaviour change, and worked with

partner agencies to bring fulfilment houses into compliance. Where necessary we used our powers to secure timely corrective outcomes.

Weights and measures

OPSS undertook case work on tanker metering, liquid measures, and non-automatic weighing instruments, and we compiled the annual Section 70 Weights and Measures report for the Secretary of State. We ran assurance activity to ensure that gas and electricity meters in service remained accurate over time, and provided an independent route to resolve disputed meter cases between suppliers and their customers. We also maintained oversight of meter approvals so that equipment used for trade continues to meet the required standards. Our work ensured that both business and consumers are protected from economic detriment when buying goods or energy and can trade with confidence.

Construction products

Through a mix of proactive market surveillance work on priority products, and reactive case work, we worked to improve compliance and influenced industry behaviour, supporting the construction sector to grow and deliver government's ambition of 1.5 million safe new homes. We applied a strategic framework to drive change across supply chains, combining intelligence, inspection, testing and document review to identify products of concern and intervene at scale. As a result, we have established a visible regulatory presence to work at scale across multiple products, and to drive industry understanding that compliance must not only be achieved but also clearly demonstrated.

We worked directly with businesses to improve the clarity and reliability of product information used by those specifying and installing construction products, securing improvements in

how products are marketed. OPSS engaged with business through the publication of the heat-soaked thermally toughened glass regulatory report, as well as supporting an industry code of practice to improve understanding of responsibilities across construction product supply chains.

Environmental protection

OPSS enforces a range of product-related environmental regulations to reduce pollution, support recycling and protect sustainable supply chains. We focused on areas where non-compliance can cause environmental harm and undermine a level playing field, combining advice, engagement and targeted enforcement. Interventions on waste electrical and electronic equipment take-back and battery producer responsibilities ensured that proper waste handling routes could divert harmful materials

from landfill and increased the potential for recovery and reuse of materials. Wider compliance activity linked to electrical equipment removed non-compliant products from the market and supported more responsible business behaviour.

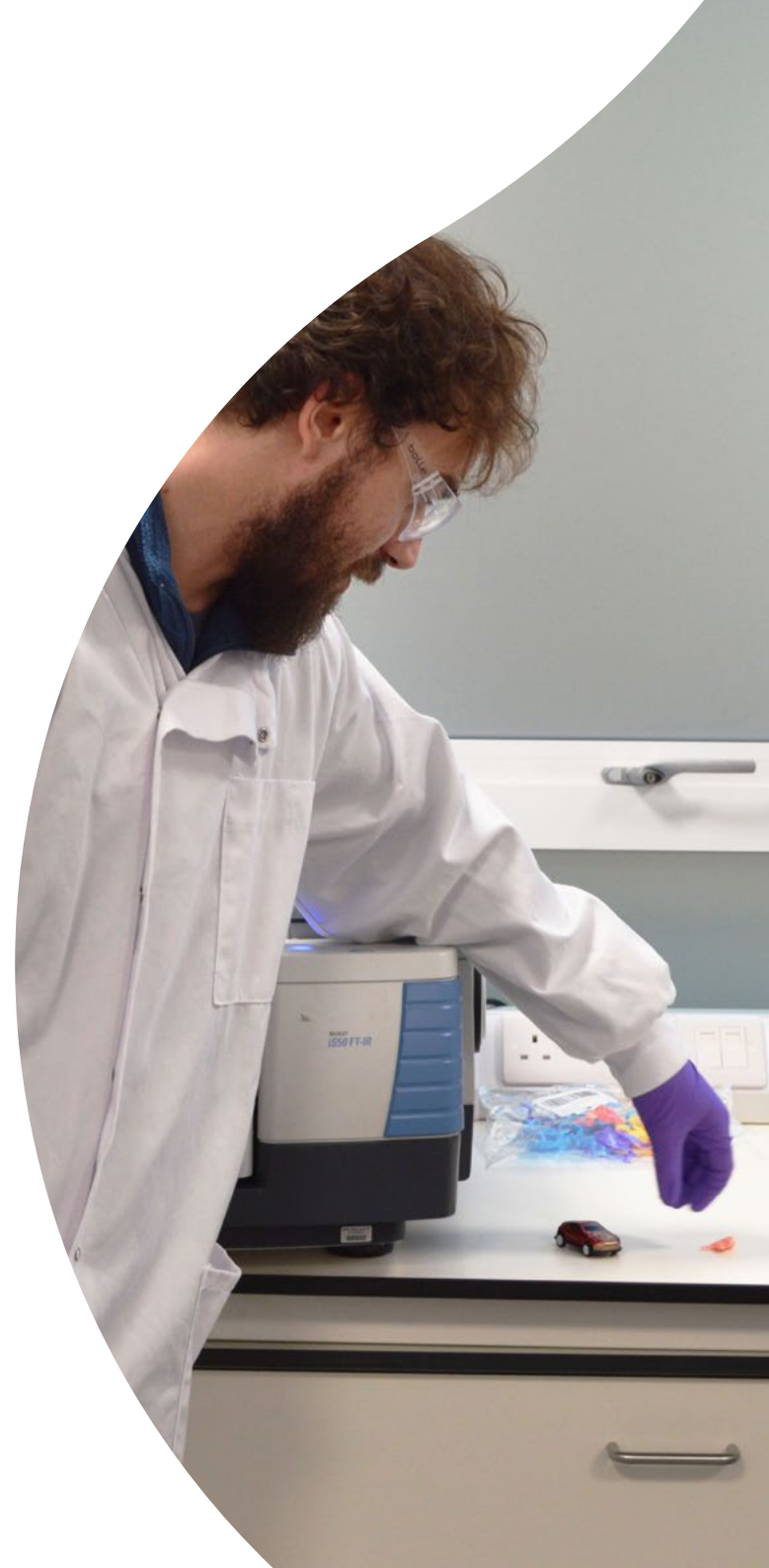
We delivered a risk-led programme of enforcement and assurance activity for timber supply chains, delivered guidance to business through industry forums, and used targeted inspections and testing to assess the accuracy of documentation. We also continued to enforce the UK's obligations under the Nagoya Protocol on Access and Benefit Sharing.

Capability and capacity

We strengthened the capability and capacity that underpins our role as a trusted national regulator. We invested in skills through talent pathways, specialist training and structured development that support consistent regulatory practice. We also brought regulators together through a cross-regulatory skills forum to share approaches to building and sustaining capability.

We strengthened targeting with improved intelligence tools, and testing capability by optimising external testing alongside our in-house laboratories. Together these deliver faster, higher-quality evidence for regulation and enforcement.

We also published our areas of research interest, developed our Research Collaboration Network and extended our Register of Specialists, improving our ability to commission research and access expert advice.



Understanding OPSS

Our purpose and strategy

Our primary purpose is to protect people and places from product-related harm. By doing this, we help consumers and businesses to buy and sell products with confidence, supporting trade, innovation and growth. We act proportionately, guided by the risk of harm, and seek to minimise the complexity and cost of regulation for businesses and consumers. We work across government, with local authorities, public sector organisations, businesses, and business and consumer bodies to fulfil our responsibilities.

Our 2022-25 strategy has five core objectives against which we report our activity and impact:

- 1.** Deliver protection through responsive policy and active enforcement
- 2.** Apply policies and practices that reflect the needs of citizens
- 3.** Enable responsible businesses to thrive
- 4.** Co-ordinate local and national regulation
- 5.** Inspire confidence as a trusted regulator

The UK has a global reputation for an effective and proportionate regulatory environment that delivers protection for consumers, underpins the supply of trusted products, and protects responsible businesses. As the UK's product regulator, we aim to ensure that product regulation is effective, clear, and proportionate.

Sectors approach

During the year, we designed a new sector-based delivery framework for the multiple areas of product regulation we enforce for six government departments. This framework segments businesses into 15 sectors, and helps us better understand the businesses we regulate, provide businesses with joined-up advice on regulatory compliance, and helps deliver the right outcomes by tailoring actions to industry context. It also strengthens our understanding of sector-specific risks and compliance behaviours, enabling more targeted, risk-based regulatory action.

The sectors are: Domestic Appliances; Tech Products; Cosmetics; Personal Transport; Toys and Games; Batteries and Chargers; Furniture and Clothing; Machinery; Measuring Instruments; Jewellery; Pyrotechnics; Construction Products; Utilities; Vapes; and Timber.

Our markets

In 2025, it is estimated that there were 306,890 businesses in scope of OPSS regulation (excluding construction products), representing 11% of the total UK business population. The combined turnover of these businesses is estimated at £525bn (with a low estimate of £309bn, and high estimate of £742bn) including consumer electronics, household appliances, clothing and furniture. This figure is estimated using Office for National Statistics (ONS) business size and activity data, and approximations of manufacturing and retail businesses regulated by OPSS.

OPSS also carries out enforcement activity for construction products with an estimated turnover of £109bn (with a low estimate of £60.3bn, and high estimate of £158bn). Further details on methodologies for these and other OPSS-sourced data in this report and referenced publications are available

in the Delivery Report 2025-26 Statistical Annex published alongside this document.

Our responsibilities

- National regulator for product safety:** We lead on all aspects from policy to delivery. We have responsibility for the legislative framework, and provide national scientific, technical, and incident management capability working with local authorities. Our enforcement activity is risk-based and includes nationally significant, novel, or contentious issues, as well as proactive investigations driven by intelligence.
- Co-ordinating local and national regulation:** OPSS maintains the Product Safety Database (PSD) that holds details of all product safety notifications from our own work and those reported by other agencies involved in product safety. We collect

and share intelligence to help local authorities and border agencies in enforcement. We also provide training for local authority officers, fund free access to technical standards and publish unsafe product reports and product recalls on GOV.UK.

Standards and quality infrastructure

OPSS oversees the UK's National Quality Infrastructure (NQI) in respect of standards and accreditation. The four principal institutions of NQI are OPSS, British Standards Institution (BSI), United Kingdom Accreditation Service (UKAS) and the National Physical Laboratory (NPL). NQI ensures that when buying products, businesses and consumers know what to expect and aids the opening of new markets for UK businesses by supporting trade agreements.

- **Standards and accreditation:** We lead government policy on standards

and accreditation, and oversee government's relationship with BSI and UKAS. BSI develops standards that provide benchmarks for safe and effective products and services. UKAS accredits organisations that deliver testing, inspection, calibration and certification services, assessing their competence, impartiality and performance against recognised national and international standards.

- **Regulatory functions:** We deliver specific regulatory functions in the policy areas for which we are responsible, including the approval of conformity assessment bodies and the designation of standards that can provide a route to demonstrating compliance with relevant legal requirements.
- **National regulator for legal metrology:** We develop weights and measures policy and deliver market surveillance of measuring instruments. We support local

weights and measures authorities to ensure weights and measures in use for trade are fair and accurate. On behalf of the Secretary of State, we are the enforcement authority for standards and metering of energy supplies, whose accuracy is important to every household in the UK.

- **Primary Authority:** We enable businesses to access Primary Authority advice from a single local authority partner, simplifying regulation, and avoiding duplication.
- **Hallmarking:** We deliver confidence in the market for precious metals through our sponsorship of the British Hallmarking Council (BHC), membership of the International Hallmarking Convention, and through the work of local authority regulators. In October 2025, the Secretary of State announced his intention to abolish the BHC and bring its functions within DBT.

Enforcement on behalf of other government departments

We are the enforcement authority for a range of product regulations where other government departments hold policy responsibility. In 2025-26 we delivered a wide range of product regulations that set product performance, environmental and supply-chain assurance requirements on behalf of five other government departments. We continued work towards adopting further enforcement roles where appropriate.

- **Construction products:** OPSS has responsibility for the regulation of construction products, and is accountable to Ministry of Housing, Communities and Local Government (MHCLG) Ministers. OPSS oversees the construction products regulatory regime, and leads market surveillance and enforcement in this sector,

coordinating and supporting local authority enforcement.

- **Energy standards:** We enforce energy labelling, energy efficiency and environmental standards for product design and performance, and electric vehicle charging point regulations on behalf of the Department for Energy Security and Net Zero (DESNZ), the Department for Transport (DfT), and the Office for Zero Emission Vehicles (OZEV).
- **Environmental regulations:** We regulate product and supply chain environmental matters on behalf of the Department for Environment, Food and Rural Affairs (Defra). We enforce regulations covering electrical equipment recycling, battery take-back recycling regulations, reporting of hazardous substances, and end-of-life vehicles. We also ensure due diligence in the trade of timber to reduce illegal deforestation and enforce the UK's Access and

Benefit Sharing regulations that meet the UK's obligations under the Nagoya Protocol.

- **Consumer connectable product security:** We enforce the UK's legislation setting baseline security requirements for consumer connectable products on behalf of DSIT.
- **International:** We work with the Foreign, Commonwealth and Development Office (FCDO) in partner countries to support the development of regulatory environments that enable international trade. We advise the UK government on product regulation matters relating to trade agreements and bilateral discussions on international trade. OPSS works multilaterally and bilaterally with other regulators and international bodies to achieve a common understanding on regulatory challenges and set an agenda for coordinated action.

The outcomes we seek

Regulation that is designed and implemented well can promote growth and investment, but regulation and regulatory outputs should never be a purpose in themselves.

Our strategy describes the outcomes that product regulation is designed to achieve. These outcomes are that people are protected from product-related harm and can buy and use products with confidence, that businesses comply with their legal obligations and responsible businesses can operate with confidence, that the environment is protected from product-related harm and product regulation supports the transition to net zero.



People are protected from product related harm

Haier heat pump tumble dryers

In May 2025 OPSS declared a national incident involving over 103,000 heat pump tumble dryers manufactured by Haier. The products presented a risk of fire as an internal short circuit could occur during normal use, causing the tumble dryer to ignite. We advised owners to stop using and unplug the dryers pending repair by the manufacturer. Following an initial manufacturer-initiated modification programme, OPSS issued a Product Safety Report for the affected models in May 2025.

OPSS enforcement officers, scientists, engineers, and risk assessors worked together to determine the cause of the failure. They undertook inspections, reviewed technical documentation, and conducted product

examinations in OPSS laboratories. The work determined the root cause of the failure as the deterioration of wiring affecting the compressor pipework which contained flammable refrigerant gas.

We assembled a panel of experts, chaired by DBT's Chief Scientific Adviser to provide additional advice and assurance. Safety notices were published on GOV.UK supported by media and stakeholder communications. From our work we concluded that the manufacturer's initial repair solution was not satisfactory. OPSS issued a formal Notice to Warn to Haier, requiring that the company cease the modification programme and contact affected customers. Haier then initiated a revised modification programme. OPSS monitored modifications for quality assurance and progress purposes. The incident was de-escalated in October 2025, moving to a temporary transition and monitoring group to oversee ongoing activity.



Consumers can buy and use products with confidence

Asbestos contaminated sand

In November 2025, regulators in Australia and New Zealand issued multiple recalls of coloured play sand and sand containing craft and toy products after tremolite asbestos was detected in samples. Under the General Product Safety Regulations (2005), consumer products that are contaminated by asbestos fibres are unable to meet the definition of a safe product, requiring withdrawal and recall from the market. OPSS monitored the situation closely, conducting checks on products containing sand available on the UK market and engaging with overseas regulators and UK local authorities. No widespread UK availability of recalled products was identified at the time, although limited potential links were investigated. In January 2026, a consumer reported that coloured sand purchased from a national craft and art supplier tested positive for fibrous tremolite asbestos. OPSS engaged with the supplier's Primary Authority, Dorset Council and the business. The product was removed from sale pending independent testing

that subsequently confirmed the presence of asbestos. The allegations attracted national media coverage.

Since then, a range of products including toys, hobby kits, stationery, confetti and jewellery have been identified and recalled across the UK by several manufacturers, with these published on the OPSS product recalls website. As responsibilities for managing asbestos – such as ensuring the public has information about exposure risks and safe disposal methods – are shared across government, OPSS co-ordinated the response to ensure the public, local authorities and businesses had the information they needed to keep people safe. After the reporting year end, OPSS escalated the issue of asbestos contaminated sand to a national incident.



Businesses comply with their legal obligations

Fire-rated construction plywood

Manufacturers are responsible for ensuring that construction products placed on the UK market meet the requirements of Regulation 305/2011 laying down harmonised conditions for the marketing of construction products and the Construction Products Regulations (2013). OPSS investigated concerns raised by London Fire Brigade about specialist plywood marketed as offering enhanced fire-reaction performance, specifically Euroclass B. These products are typically sold at a significant premium, often costing two to three times more than standard plywood. The investigation focused on whether performance claims were supported by evidence, appropriate controls and assurance processes.

Following work on imported plywood, OPSS extended its investigations to products treated within the UK, including arrangements where manufacturers subcontract fire-retardant treatments. Investigations identified gaps in oversight, with neither manufacturers nor subcontractors securing the required conformity assessment. OPSS took enforcement action, serving four Prohibition Notices, halting supply and requiring recalls. Feedback from industry indicated that this action influenced procurement decisions and encouraged wider adoption of safer practices.



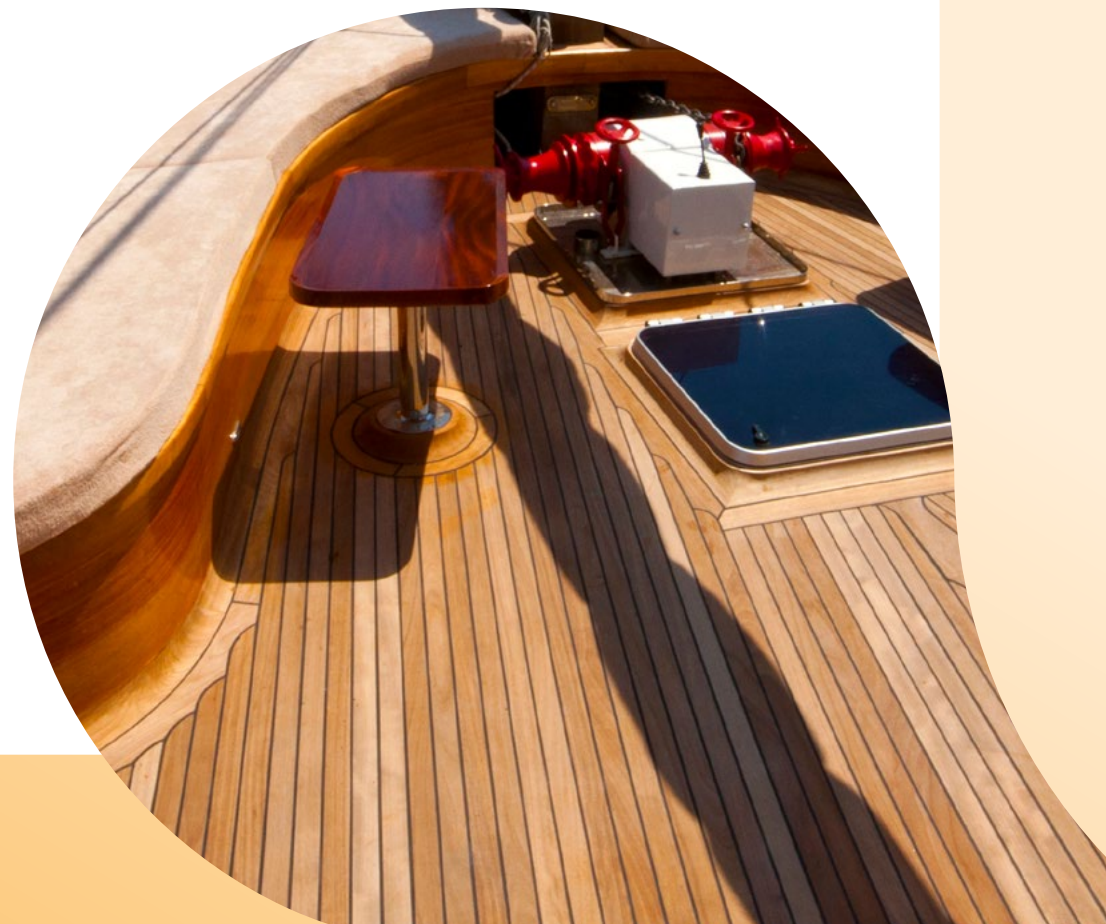
Responsible businesses can operate with confidence

Assuring a compliant timber business

In June 2025, OPSS concluded an investigation into a supplier of teak decking used in luxury yachts following a third-party complaint making serious allegations that teak was being illegally imported from Myanmar using falsified documents from India to disguise the true origin. We used HM Revenue and Customs (HMRC) records to identify relevant imports routed from India and requested the business' full due diligence documentation. We carried out an in-person inspection at the premises, reviewed the due diligence submission, and used our inspection powers to collect timber samples for testing.

Our investigation showed that the timber originated in India, confirming the accuracy of the business' record. We notified the business that no further action was required, enabling them to continue operating with confidence. The case also strengthened our approach to triangulating intelligence (complaints, HMRC data and on-site evidence) and reinforced the value of sampling and testing in higher-risk scenarios. It also enabled OPSS

to verify our internal procedures for the secure handling and storage of timber samples, and supported better sustainability practice by preparing unused samples for donation to scientific research rather than disposal.



The environment is protected from product related harm

WEEE Compliance Intervention

OPSS completed a programme of intervention work with one of the UK's larger DIY retailers in response to complaints that the business was not meeting take-back obligations relating to Waste Electrical and Electronic Equipment Regulations 2013 (WEEE). The regulations require them to take back any waste electrical items free of charge, keep suitable records, provide information to customers and have approved waste treatment systems in place. Initial checks confirmed the business was not

meeting its obligations for free take-back and record keeping. The business, which operates through over 230 stores nationally, responded positively to

OPSS regulatory advice, and as a result a new company WEEE policy was drawn up and signed off by the company leadership.

By the end of September 2025, WEEE responsibilities awareness training had been delivered to store and regional managers. A new centralised WEEE and battery takeback recording system was rolled out in October 2025 to ensure correct and accurate record keeping, and new posters were displayed in all stores for customer information. The business committed to a quarterly self-audit of randomly selected stores to ensure continuing compliance and follow up checks by OPSS officers validated compliance. This work has resulted in improved facilities for the recycling of electrical equipment.



Product regulation supports the transition to net zero

Driving market change for radiator compliance

OPSS took action to address widespread problems in how some radiators were described and documented. A complaint from the Manufacturers' Association of Radiators and Convector (MARC) highlighted concerns that some businesses were not meeting the British Standards (BS) EN 442 and that product claims, particularly rated thermal output, may have been overstated. Inaccurate claims can mislead buyers, reduce confidence in the market, and in particular risk undermining net zero goals where heating performance matters, for example in the adoption of heat pumps.

Using a find-fix-tell approach, we worked with MARC to shape proportionate and practical interventions. Starting with a knowledge-sharing session to build a common understanding of the issues, we agreed a joint plan

including data sharing, development of sector-specific compliance resources, and coordinated activity to help businesses address problems.

OPSS reviewed manufacturer and distributor websites, requested and assessed technical documents, and engaged directly with manufacturers, importers and distributors to improve marketing information and Declarations of Performance (DoP). Early results have shown changing practices, improved awareness across the supply chain and enhanced compliance.

These all support more transparency and better outcomes for consumers and installers.



Our objectives



Objective 1: delivering protection through responsive policy and active enforcement

We use our regulatory and enforcement expertise to develop policy and to deliver new regulations where change is needed. Our primary purpose as a product regulator is protection – doing so in a way that is proportionate and supports economic growth.

Policy development

Responsive policy

A significant focus of this year has been the passage and early implementation of the Product Regulation and Metrology Act 2025 (PRAM) alongside preparatory work to review and, where necessary, update aspects of existing sector-specific and cross-cutting legislation. We undertook significant engagement across government, industry and consumers to gain views on the scope and implementation of the legislation in a way that protects people and supports wider government objectives.

PRAM Act – passage and early implementation

PRAM was a significant milestone for OPSS this year, securing Royal Assent on 21 July 2025. We worked closely with colleagues across DBT, and supported ministers to successfully steer passage through Parliament.

The powers in PRAM enable government to modernise legislation and respond to emerging risks, including those associated with online marketplaces and complex supply chains. With these powers, we have shifted our focus to delivering changes to the product safety framework, including seeking to ensure a level playing field between those that sell

goods on the high street and via online platforms, exploring options to expand the use of digital labelling, and keeping pace with best practice and international standards.

We are consulting on cross-cutting reforms to strengthen enforcement and market surveillance with a view to simplifying the regulatory enforcement landscape and ensuring regulators have a modern toolkit of powers. This includes simplifying existing powers and introducing provisions to enable enforcement of proposed new requirements on online marketplaces.

Sector-specific activity

We have progressed sector-specific workstreams to support legislative change and targeted regulatory reform, using PRAM powers where appropriate to update and improve existing frameworks.

Reforms to the Furniture and Furnishings (Fire)(Safety) Regulations 1988 were laid on 30 April 2025 and came into force on 30 October 2025. These changes reduced exposure to chemical flame-retardants and removed outdated display-labelling requirements, improving consumer safety while reducing burdens on manufacturers. A consultation on wider reform of policy in relation to domestic upholstered furniture launched on 31 March 2026 and closed on 23 June 2026.

During the year, we also used powers within PRAM to update noise testing requirements for outdoor equipment in Great Britain. This work modernised technical testing methods and aligned domestic requirements with revised EU standards, with parallel changes introduced in Northern Ireland.

On 16 July 2026, DBT published a Call for Evidence on the permitted decibel limits for fireworks available to consumers. The noise level of fireworks has been an issue raised by the media, pressure groups and Parliamentarians for some time, particularly during the fireworks season.

We have also managed a diverse portfolio of sector-specific policy activity across areas such as cosmetics, toys and pyrotechnics. Updates to chemical classifications and regulatory changes, informed by scientific advice, ensured that product safety requirements remained aligned with developing evidence and international standards.

Case study



Updating machinery safety regulations

OPSS led a UK-wide Call for Evidence; convening a series of domestic and international roundtables with manufacturers to gather views on the safety implications, costs and operational impacts of forthcoming EU machinery reforms.

This engagement is shaping how Northern Ireland will implement Regulation (EU) 2023/1230, the new EU regulation on machinery and has informed decisions on whether, and to what extent, Great Britain should align with or diverge from those changes. Following this programme of work, the government announced on 25 February 2026 its intention to introduce comparable measures in Great Britain and to put in place the necessary enforcement provisions in Northern Ireland, as required under the Windsor Framework.

Cross-government activities

We have continued to play a key role in cross-government coordination, ensuring product safety objectives are reflected across wider government activity and international engagement. This included working closely with other departments to support effective implementation of EU-origin regulations in Northern Ireland under the Windsor Framework, while informing decisions on Great Britain's future regulatory approach.

Regulation

OPSS is the UK's product regulator, enforcing product regulations at the national level for DBT and five other departments. Our risk-based enforcement work is driven by protecting people from product related harm and taking proportionate risk-based action to bring businesses into compliance where necessary.

A risk-based approach

In all cases we apply risk principles, risk best practice, and risk-based frameworks or methodologies such as our Product Safety Risk Assessment Methodology (PRISM) tool. This takes a structured and evidence-based approach to evaluate the likelihood of an event occurring, how a product may be a source of harm, the potential injury or harm that may be caused, and how potential harm can be mitigated.

A significant proportion of our activity this year has been driven by major reactive casework, often involving novel hazards, incomplete evidence and high public interest. This has included high-profile product issues such as baby self-feeding products and a heat-pump tumble dryer incident. We considered the practicalities as well as product risk, what regulatory interventions are feasible and proportionate, how risk could be reduced in practice, and how regulatory positions could be explained.

We undertook further work to strengthen OPSS' risk assessment capability. The PRISM methodology is being revised and expanded to cover a broader range of products and regulatory domains, and to better reflect our national regulatory role. Related changes will support early-stage prioritisation before full assessment, enabling more systematic and auditable decision-making by explicitly considering indicative risk, resources, testing requirements, societal expectations, and likely complexity and duration of work.

National risk-based prioritisation and incident response

During the year, we triaged allegations, notifications and enquiries for 387 consumer products and 169 construction products, undertaking appropriate actions based on the specifics of each case. We also triaged 115 serious undesirable effect notifications in relation to cosmetics.

Our Case Assessment and Monitoring Escalation Protocol (CAM-EP) was activated four times to address issues identified with aerosolised foam, asbestos in play sand, condenser tumble dryers and heat-pump tumble dryers. The work on heat-pump tumble dryers was escalated as a national incident, as described earlier in the Outcomes section of this report. Additionally, a CAM-EP case covering baby pillows continued from the previous year.

Product regulation

Ecodesign and energy labelling

OPSS enforces the Ecodesign for Energy-Related Products Regulations 2010 on behalf of DESNZ. Consumers rely on products conforming to applicable regulations and being accurately marked in relation to energy efficiency and other environmental factors such as water use. During the year we started a test programme

on 28 washing machines. Results were received towards the end of this reporting period, and any non-compliance will be addressed accordingly. We additionally undertook market surveillance work on products including “lava” lamps, servers, and circulator pumps.

Domestic appliances

We undertook two market surveillance projects focussing on the electrical safety of tumble dryers and washer dryers including commissioning testing of products to determine if they met the relevant regulatory requirements. These remain areas of concern given the number of incidents involving these product types. Following a national incident in previous years we started a testing project on gas hobs. When non-compliance is found during the course of these projects, these are investigated and where necessary enforcement action is taken in line with the published OPSS enforcement policy.



E-bike and e-scooters

The Warwick Manufacturing Group research published by OPSS in January 2025 made a number of suggestions for improving e-bike and e-scooter safety. We have worked closely with BSI and its technical committees to review the suggested actions and consider how they might mitigate the safety risk posed by non-compliant e-bikes, e-scooters and associated components. A number of areas of concern are being addressed through a Publicly Available Specification (PAS), focused on the safety of lithium-ion battery systems for personal light electric vehicles. OPSS is sponsoring BSI to develop the PAS with input from a broad spectrum of expert stakeholders. In addition, OPSS has developed new guidance with valuable input and insight from product, travel and safety stakeholders to provide clarity on the product safety requirements for e-bike conversion kits.

Both the PAS and the new guidance are expected to be published this year.

During the year, we undertook consumer awareness activity to help ensure that public safety information reaches frequent users of e-bikes. Following engagement with food delivery businesses, OPSS published e-bike and e-scooter safety videos under the 'Buy Safe, Be Safe' and 'Fire Kills' banners in multiple languages to maximise reach to riders and couriers.

Cosmetics

Work has focused on targeted market surveillance to understand and investigate risks and to work with local authorities, trade associations and businesses in order to enhance targeted enforcement. We undertook a review of notifications to identify products containing lilial (a banned substance), engaged with Responsible Persons to assess compliance and capture data quality issues to improve

the digital Submit Cosmetics Product Notification service. We received 325,496 notifications – an 11% increase on the 293,137 notifications the previous year.

We undertook analysis of melanotan products to improve understanding of risks and support a consistent regulatory approach. Market surveillance work on sunscreen products assessed compliance and addressed concerns arising from test reports from Australian authorities.

We also started market assessment of professional nail products to better understand potential safety risks and develop our understanding of this sector.

Aerosolised foam

We intervened with a brand of children's aerosol bath product containing flammable propellants, following incidents in the EU where the product reportedly ignited when exposed to a naked flame. OPSS issued a Suspension

Notice to suspend sales whilst we worked with Sheffield City Council Trading Standards and the Primary Authority, commissioning expert analysis and testing. We engaged with trade associations including the British Aerosol Manufacturers Association to understand the market and product composition. The business agreed to reformulate the product to reduce the flammability risks, strengthen flammability warnings and relabel the product to remove play-based marketing. Child safety remains our priority.

Consumer connectable product security

OPSS enforces Part 1 of the Product Security and Telecommunications Infrastructure Act 2022 and the Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023, on behalf of DSIT. This year, we focused on embedding the regime into regulatory practice,

supporting compliance and building evidence for future enforcement. We delivered a programme of advice for businesses to enable them to understand their requirements, responded to enquiries from manufacturers, importers and other supply chain actors, and ran a consumer campaign to raise awareness of basic cybersecurity protections when buying internet-connected products. We also carried out market surveillance and compliance activity across a wide range of consumer connectable products, including connected home devices, child-specific technology, home security products, smart plugs, robots and thermostats.

Products were assessed against the three security requirements, with checks on manufacturers' vulnerability disclosure policies and statements of compliance. We test-purchased products to check compliance and reviewed relevant websites, covering items such as smart thermostats,

smart locks, smart plugs, child-specific technology, computer peripherals and small kitchen appliances. During the year, we completed over 100 product assessments and checked more than 200 manufacturers' vulnerability disclosure policies. Where we found non-compliance, we took a proportionate approach in line with our enforcement policy to support corrective action. This work established a clearer baseline of compliance across the market and will shape further stages of regulatory intervention.

Construction products

Product regulation is fundamental to the creation of safe built environments. Without construction products that perform reliably and as claimed, and without accurate, accessible product information, safe and effective construction is not achievable.

The Grenfell Tower Inquiry published its final report on 4 September 2024, which

made a total of 58 recommendations for government, industry and other institutions. The government published its response on 26 February 2025 and is acting on all recommendations, to build a more robust and trusted regulatory system to deliver safe, quality homes for everyone.

Following the commitments made by the government in response to the Grenfell Inquiry Phase two report in February 2025, MHCLG published its prospectus in relation to the vision of a new single regulator for construction on 17 December 2025. MHCLG also published a construction products reform white paper on 25 February 2026, outlining proposals for ambitious system-wide reforms to establish a robust regulatory regime, extending to testing and certification, product information, and enforcement. In parallel, it published a general safety requirement consultation for construction

products, setting out the proposed approach to bring all construction products into the regulatory regime. All three consultations have now closed, and the responses are being analysed by MHCLG.

Moving Markets is OPSS' strategic framework designed to drive compliance at scale in construction products by delivering whole-market change, rather than relying solely on intervening with individual businesses. This framework supports MHCLG objectives by improving product performance, sector practices and regulatory presence. It reflects the scale and complexity of construction product markets, where consumer influence is limited and non-compliance can be widespread. The framework centres on three key actions:

- **Find:** We use an evidence-based targeting model to identify products of concern through data, intelligence, research, inspections, testing and document review.

- **Fix:** We prioritise targeted interventions to address the most significant risks, including prohibiting supply, removing products from the market, mandating notifications and directing recalls, working closely with partner regulators and, where appropriate, industry.
- **Tell:** We communicate actions and impact through regulatory reports, networks and industry engagement, reinforcing compliance and regulatory presence.

The publication of the Heat-Soaked Thermally Toughened Glass: Sector Regulatory Report in March 2026 demonstrated the framework in practice. Following intelligence indicating systemic non-compliance and potential safety risks, OPSS carried out unannounced inspections of 28 UK heat-soaked thermally toughened glass (HSTTG) manufacturers. The inspections identified widespread failures to meet regulatory requirements,

including a 100% initial failure rate in providing compliant Declarations of Performance, significant deficiencies in product marking, labelling, traceability and testing records, and weaknesses in factory production controls. OPSS enforcement actions included serving nine Prohibition Notices preventing the supply of non-compliant products. Warnings about future conduct were issued to 25 of the 28 inspected manufacturers requiring them to address a range of non-compliance issues. At the time of the report's publication, 88% of all actions had been carried out, with 90% of serious non-compliance issues being addressed. This investigation exemplifies the Moving Markets framework, finding non-compliance, fixing the issue, informing industry and highlighting important lessons for the wider UK glass and construction products sectors.

Proactive and reactive casework

OPSS intervened in cases of non-compliant construction products, identified through a risk-based targeting model, including fire doors, plywood, concrete beams and heat-soaked toughened glass. We undertook an extensive programme of product testing, including insulation, door closer devices, cement and vapour barriers, while undertaking inspections of manufacturers to verify production controls and assess product documentation.

Alongside this proactive work, OPSS undertook reactive compliance casework, supported local authority-led cases and strengthened profiling and enforcement at ports and borders to ensure a visible and impactful regulatory presence. This enhances accountability across construction product supply chains, ensuring stakeholders are aware of the regulations, recognise their responsibilities and are motivated to achieve compliance.



Case study



Fire door closers

OPSS raised concerns with a retailer about how an own brand of concealed door closers from a major trade supplier were being marketed for use on 30-minute fire rated doors. In some situations, these closers need an additional fire-protective material (“intumescent” protection) to help the door perform as intended in a fire, but the product information did not explain this clearly.

The retailer responded by initiating a programme of corrective action. This included targeted communications to customers (including emails, in-store notices and online messaging) explaining the importance of checking

the fire door specification and when extra protection may be required. They also updated website product pages to remove fire-door/fire-rating claims and added clear advice to consult the fire door manufacturer. Although existing manuals did not refer to fire doors, the retailer reinforced updated guidance through digital channels to reach customers.

These steps led to clearer, more accessible safety information, enabling better-informed purchasing and installation decisions.

Online marketplaces

Holding online marketplaces to account

Rapid product and supply chain developments have increased safety concerns relating particularly to online marketplaces. These have required targeted test purchasing, testing for compliance and quick responses to remove unsafe products from the market to protect UK consumers. OPSS is shaping its regulatory approach to online marketplaces and the e-commerce sector through a dedicated programme. It is focused on driving behaviour change so platforms take greater responsibility for preventing product-related harm, while strengthening regulatory coherence and enabling technological innovation. We have held briefings, bringing together industry and domestic and international regulators to share priorities, highlight safety concerns and good practice. In October 2025, organisation

attendance rose by 17% compared with April 2025, with 107 attendees from 48 organisations—including over 30 online marketplaces and 15 other e-commerce organisations.

Detecting and responding reactively to non-compliance is an important part of our work, but our greatest impact comes from changing business attitudes and behaviours. To this end, OPSS also maintains regular engagement with major UK-facing marketplaces, including eBay, Fruugo, Amazon, AliExpress, Meta and TikTok Shop, challenging them on the products and sellers they host. This has delivered tangible outcomes: tens of thousands of potentially non-compliant baby products (including baby pillows, protective headgear and backpacks) have been removed from sale. Some platforms have also banned food imitation products and stopped the sale of standalone lithium-ion batteries.

Online enforcement

A significant effort has focused on dealing with the availability of unsafe baby products through online marketplaces. The products of concern included baby sleep pillows, baby sleeping bags, and baby self-feeding products. Other areas of focus have included the availability of banned cosmetics such as skin lightening products related to the hydroquinone content, as well as the hydrogen peroxide levels in teeth whitening products. Outcomes of this work included seizures of imported teeth whitening goods valued at over a million pounds, and enforcement work continues in this area. We continued to act on unsafe sports personal protective equipment, including shin guards tested for impact resistance and sunglasses assessed for UV protection.

We prioritised regulatory interventions in the fulfilment house supply chain. Fulfilment houses play a key role linking some online marketplaces to physical product distribution. Initial regulatory inspections were carried out to map processes, test assumptions, and identify how these systems function in practice.

We undertook joint operational work with HMRC and Border Force relating to fulfilment house consignments from an online marketplace with significant volumes entering the UK under the bulk import scheme for low value items. With enforcement partners, we inspected products and stopped the supply of those determined to be non-compliant that were using direct-to-consumer postal routes.



Case Study



Baby self-feeding products, unsafe by design

Baby self-feeding products are designed to let a baby bottle-feed with little or no caregiver involvement. These products can never be safe and create an unacceptable risk of serious harm or death, including choking and aspiration pneumonia. OPSS has previously issued product safety alerts and taken action against online marketplaces offering them for sale. We identified a new variant being offered online to UK consumers: a strap fixes the bottle to a soft pillow designed as a child-appealing stuffed animal, holding the bottle in the baby's mouth. The hazard remains, so we issued a Product Safety Alert to ensure consumers,

health professionals and businesses understood the risk and the need to stop use and sale. We identified 22 online marketplaces that offered these for sale in the UK and worked with authorities in three countries where these were based overseas. We alerted four online marketplaces, they removed the variant without the need to take further enforcement action. Advice and guidance was provided to 14 businesses that removed the product from sale, and one further withdrawal notice was issued.

Energy and alternative fuels

OPSS is supporting the transition to Net Zero by enforcing on behalf of other government departments the Alternative Fuels Infrastructure Regulations 2017 (AFIR), Public Charge Point Regulations 2023 (PCPR), the Electric Vehicles (Smart Charge Points) Regulations 2021 (EVSCPR), and the Alternative Fuel Labelling and Greenhouse Gas Emissions (Miscellaneous Amendments) Regulations 2019 (AFLR).

Electric vehicle charging points

The AFIR apply to public charge points. We inspected 513 public charge points from 96 operators, covering a range of city centre, urban and rural locations. This activity also included the administration and processing of 709 helpline reports, 209 payment roaming provider reports and 53 reliability reports.

The PCPR cover the customer experience at public charge points, including requirements on contactless payment, reliability and pricing transparency. We attended trade exhibitions, engaged with trade bodies and participated in conferences to raise awareness of these regulations. As part of this delivery, we received and responded to 1,417 enquiries, including targeted outreach to alert operators to their obligations.

The EVSCPR apply to the sale of domestic and workplace charge points. We worked with online retailers to prevent the sale of non-compliant private charge points. OPSS completed testing of 15 charge point models, which provided objective evidence to verify that products meet the safety, security and functionality standards required by the EVSCPR. The testing covered all elements of the Regulations that OPSS determined could be assessed. With 70 individual results per



model – 1,050 data points in total – this represents a substantial evidence base reflecting how key suppliers interpret the regulations in practice. OPSS has worked closely with DESNZ to develop the first phase of energy smart appliances regulations, particularly the public consultation which ran from 1 December 2025 to 5 February 2026.

Alternative fuel labelling

The AFLR require motor vehicles and refuelling points to be correctly labelled. Alternative fuel provides a partial substitute to fossil oil and reduces the environmental impact of transport. Correct labelling facilitates ease of access to alternative fuels and provides consumers with a clear understanding of their availability. We inspected 3,474 fuel labels at 83 infrastructure operators covering a range of city centre, urban and rural locations. A total of 340 label nonconformities were identified; all have since been resolved.

Gas and electricity meters

OPSS protects consumers from economic detriment by ensuring the accuracy of gas and electricity meters used for billing purposes. We organise an annual In-Service Testing (IST) scheme, a statistics-based scheme designed to verify the in-service accuracy of meter populations. Meters are sampled at regular intervals throughout their life and OPSS collates the results nationally and assesses performance. IST testing was undertaken on 24 different meter types with 2,604 meters being removed from service and tested at an approved IST test station. These samples represent an installed population of 8.29 million meters, providing confidence to consumers that they will be billed accurately for the quantities of gas and electricity supplied.

The majority of electricity meters approved before October 2006 must also be certified, and OPSS

undertakes an annual survey of energy suppliers in relation to the compliance of these legacy meters. As of 31 December 2025, suppliers reported 1.53 million uncertified meters, with consumer reluctance to facilitate the meter exchange being cited as the main reason for this. Where meters are uncertified, this does not equate to the meters being faulty and OPSS are currently engaging with energy suppliers with a view to removing these and replacing with new meters.

Where consumers are concerned about meter accuracy, OPSS provides the statutory disputed meter testing service. Meters are tested by meter examiners, appointed by OPSS, and this provides an independent means of resolving disputes between energy suppliers and their customers. A total of 666 meters were tested, and the majority of these tests found that the meters were operating within the prescribed accuracy limits. The results

of the dispute tests are notified to the customer, the energy supplier and the meter owner. Where a meter is found to be outside the legal limits, the energy supplier is obliged to rebill the consumer accordingly. OPSS also approves the design of industrial electricity meters for use in Great Britain, and one new meter type was approved in 2025-26.

Reducing environmental impacts

On behalf of Defra, OPSS is responsible for the enforcement of a range of product-related regulations. These aim to reduce pollution and support recycling of electronic and electrical equipment, batteries and end-of-life vehicles, to ensure that timber and timber products are sustainably and legally harvested, and that the UK meets its obligations under the Nagoya Protocol.

Batteries, electricals, vapes

OPSS is appointed by Defra as the enforcement authority for the Batteries and Accumulators (Placing on the Market) Regulations 2008, the End-of-Life Vehicle Regulations 2003 (Parts 3 and 4), the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 (RoHS), the Waste Batteries and Accumulators Regulations 2009 (Parts 4 and 5) and the Waste Electrical and Electronic Equipment Regulations 2013 (WEEE) (Part 5).

The focus during the year was on areas of higher environmental risk, informed by intelligence from market surveillance, statutory notifications, EU Safety Gate alerts, data from the WEEE Distributor Takeback Scheme (DTS) and national returns held in the National Packaging Waste Database (NPWD). OPSS prioritised activity where non-compliance could cause environmental harm or undermine

a level playing field for compliant businesses. We combined advice and engagement with risk-based enforcement to secure compliance; this included targeted investigations, product testing, and proportionate enforcement action where non-compliance was found.

Batteries

OPSS oversees compliance with the batteries regulations by monitoring producer registration and data submissions through NPWD, a data sharing tool used by government, regulators and in-scope businesses to evidence compliance and identify non-compliant businesses.

During the reporting year, we assessed data submitted for the 2024 compliance year by 625 industrial and automotive battery producers. We found that 541 producers were compliant, representing 87 per cent of those registered at 31 March 2026. Where

data accuracy issues were identified, OPSS contacted producers to secure further evidence and corrective action, improving the quality of data used to manage the regime.

We also undertook targeted interventions to identify producers operating outside the system and bring them into scope. As a result of this work, 655 producers were registered by 31 March 2026, the highest number achieved at that point in the year, including 47 interventions with e-bike and e-scooter producers.

WEEE and portable battery takeback

OPSS trained around 200 trading standards officers on takeback requirements for vapes following the introduction of the single use vape ban in June 2025. We then received 621 referrals of suspected non-compliance from trading standards and carried out over 70 targeted

joint enforcement visits with trading standards and police in Kent, North Lanarkshire and Newcastle. This supported enforcement checks at local businesses and strengthened joined-up action across agencies.

We also ran a consumer campaign on vapes, highlighting the environmental impacts of incorrect disposal and the fire risks linked to charging them. The campaign included information on takeback requirements for used vapes. We completed Phase 7 of the DTS scheme, which resulted in 87 retailers offering their own takeback and 122 retailers re-joining the scheme, contributing around £1 million in funding for environmental schemes.

RoHS

OPSS enforces the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 (RoHS) on behalf of Defra. The regulations govern

the levels of hazardous substances contained within electrical and electronic equipment.

We carried out five market surveillance projects at major UK retailers. We purchased and tested 56 products, including chargers, cables, power banks, torches and seasonal electrical items. We checked test results and technical documentation against RoHS requirements and acted where products or compliance systems fell short. This work led retailers and duty holders to strengthen compliance controls across product ranges totalling around 3.5 million electrical items.

Timber supply chain environmental compliance

On behalf of Defra, OPSS is responsible for enforcing the Timber and Timber Products (Placing on the Market) Regulations 2013 in Great Britain, and Regulation (EU) No 995/2010 in Northern Ireland. The UK Timber

Regulations (UKTR) require businesses to operate processes to prevent illegally harvested timber and timber products being placed on the market, while protecting legitimate trade and supporting sustainable supply chains that underpin economic growth.

In the furniture sector, we continued risk-based enforcement activity. Insights from this work helped improve guidance and ensure consistency of regulation, particularly for small and medium-sized businesses where we identified variability in understanding of both requirements and documentation.

OPSS is also responsible for verifying Forest Law Enforcement, Governance and Trade (FLEGT) licences under the Voluntary Partnership Agreement with Indonesia. We verified 4,644 FLEGT licences during the year.

Genetic resources

OPSS enforces the Nagoya Protocol (Compliance) Regulations 2015 on behalf of Defra. These regulations implement the UK's commitment to equitable sharing of the benefits of genetic resources in line with the Nagoya Protocol. The regulations apply to all organisations that carry out research on genetic resources that fall in-scope of the Nagoya Protocol, and can include universities, businesses, and research institutions.

We provided advice to 23 organisations to ensure they were aware of their obligations and enable them to demonstrate compliance with the regulations. We applied an AI machine learning tool to analyse UK Research and Innovation (UKRI) data to identify organisations and projects potentially in scope. This enabled us to target our work efficiently and at greater scale than manual approaches alone. Using this tool, we investigated 15 new

organisations and continued inspections with eight from the previous year.

We engaged and intervened with a number of academic institutions, improving their understanding of due diligence obligations and strengthening institutional systems. We completed our first investigation following a complaint, which confirmed that the entity in question was compliant. We delivered a programme of awareness-raising activities, including webinars and in-person presentations for universities and sector-specific audiences, working jointly with Defra on sessions related to engineering biology.

Objective 2: applying policies and practices that reflect the needs of citizens

OPSS places citizens at the centre of product regulation, listening to their experiences and ensuring different needs are reflected in our work, especially for those who are experiencing vulnerabilities.

Consumer Research: Perception of safety

OPSS conducts research on consumer attitudes to product safety through a series of surveys and focus

groups. This research helps OPSS to understand public experiences and perceptions of product safety, including how different consumer demographics across the UK experience product safety, enabling us to improve safety for all, and provide thorough evidence to inform policy. It highlights that the majority (71%) of consumers surveyed agreed that products sold in the UK are generally safe due to regulations, and half (50%) think retailers would not risk their reputations by selling unsafe products. There is consideration of where people buy from to ensure safety – two-thirds (68%) only buy from trusted retailers to ensure safe products. People are more wary about products purchased online with 39% saying

products online are less safe than in-store purchases.

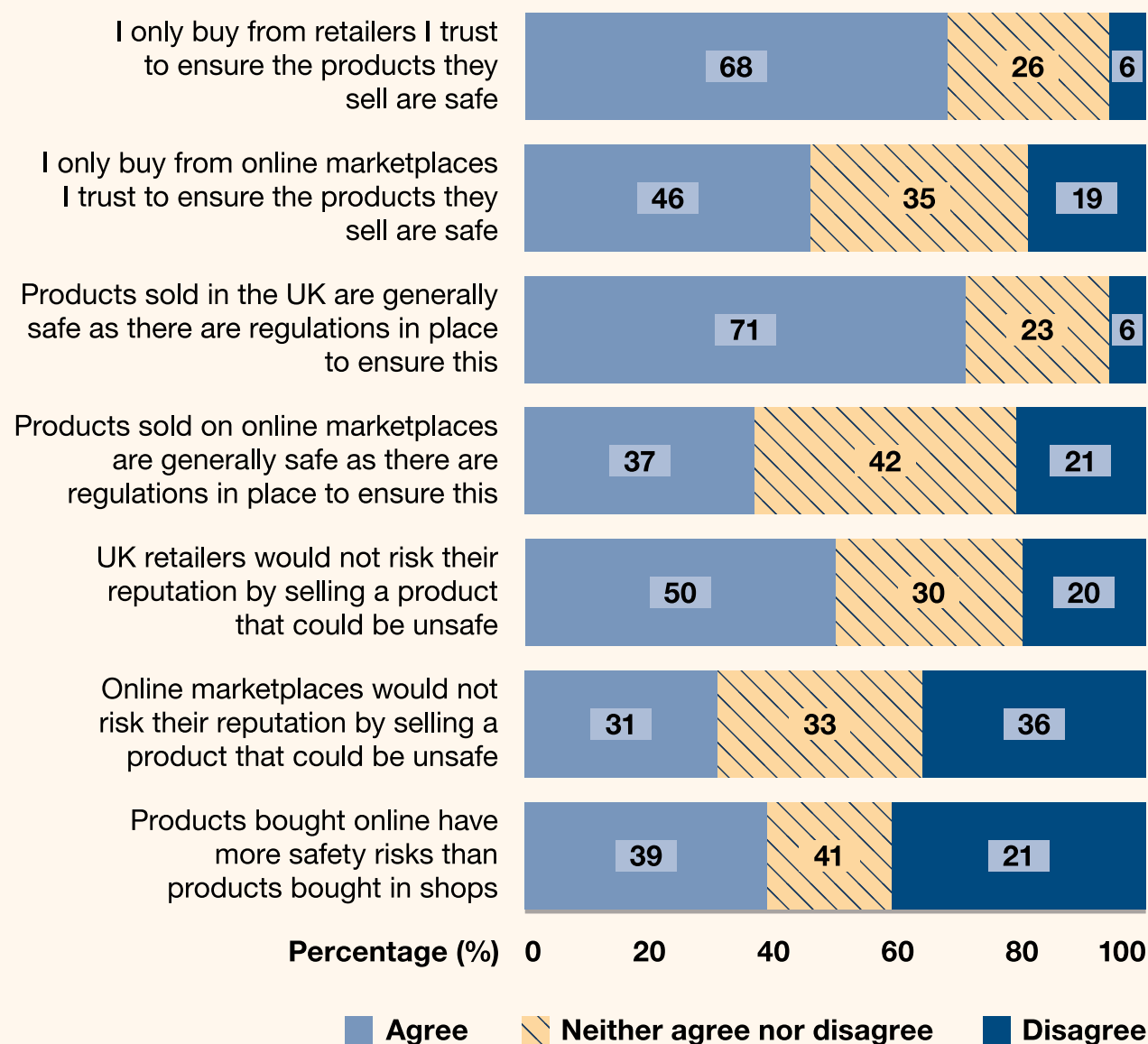
When it comes to what influences trust in a specific product being safe, the most common factors are previous experiences of buying a product (33%), online reviews/recommendations (29%) and recommendations from friends/ family (24%). These are all broadly unchanged from the top factors identified in previous research.

While some UK adults report only shopping with trusted retailers (Figure 1), the brand of the manufacturer is more likely to influence their trust in a particular product than the retailer (Figure 2, 22%, compared with 14%).

Q: To what extent do you agree or disagree with the following statements?

Base: All (10,037)

Figure 1: Agreement statements around product safety and retailers/marketplaces



Q: Which, if any, of the following most influence you having trust in a product being safe? (Please select up to three options)

Base: All (10,037)

Figure 2: Factors which influence trust in a product being safe



Case study

Understanding consumer behaviour on online marketplaces

Understanding consumer behaviour helps shape our consumer facing campaigns and communication, and to an extent how we regulate and communicate with businesses. To build this evidence base, OPSS commissioned YouGov to research how people use online marketplaces, including the decisions they make and how they think about product safety. The study combined focus groups and a large survey, structured around three themes: what consumers think an “online marketplace” is, how much they trust different platforms, and how they navigate product safety when shopping online.

Findings show that consumer understanding is mixed: almost half of respondents did not have a clear or accurate definition of an online marketplace. Although marketplaces are widely

used, levels of trust vary by platform. Established services such as eBay, Amazon Marketplace and Etsy are viewed more positively, while newer or low-cost platforms are more often avoided because of reputational concerns. When choosing where to buy, consumers prioritise price, convenience and reviews; safety is typically secondary. Many assume that products sold via marketplaces are safe and rely on reviews rather than safety marks or regulatory requirements, highlighting gaps in awareness of who is responsible for checks and compliance.

Engaging with consumer organisations

Consumer Reference Panel

OPSS' Consumer Reference Panel meets quarterly, bringing together a range of consumer bodies to gain insight into the consumer perspective on the government's product safety policy and actions and to provide challenge to the work that we do. Membership includes the Royal Society for the Prevention of Accidents (RoSPA), Which?, Child Accident Prevention Trust (CAPT), Citizens Advice, Consumer Council Northern Ireland, Advice Direct Scotland, and Chartered Trading Standards Institute (CTSI). Members amplify OPSS safety messages through their networks, and flag emerging product safety issues that have been raised with them. Panel discussions have included OPSS research publications, seasonal product

safety awareness campaigns, research into magnet ingestions, machinery regulations and the experiences of consumers with disabilities buying and using products.

Working with our partners

We provided grant funding to CAPT, CTSI and RoSPA for longer term initiatives and consumer support. We awarded funding through 'Community Contracts' to support community-focussed initiatives for product safety awareness raising and educational activities. We awarded a total of 26 community contracts to a diverse range of groups including: local Citizen Advice offices, local authority and fire and rescue partnerships, charities for deaf people and a not-for-profit social enterprise. This also included funding to Local Trading Standards/Fire and Rescue Services to deliver community-based events aimed at raising gig-economy workers' awareness of e-bike product safety (including charging).



Case study

Office for Product Safety & Standards

Five top tips to keep children safe from button batteries

Button batteries can badly hurt or kill a small child if they swallow one. They look like a coin.

Follow our tips to keep your child safe:

- 1 **LOOK** around your home for button batteries. Think toys, lights, remote controls and more.
- 2 **CHECK** for products with loose backs and button batteries that have dropped out.
- 3 **STORE** button batteries in a safe place, up high and out of your child's reach.
- 4 **DISPOSE** of used button batteries as soon as you can. They are still unsafe.
- 5 **ACT** if you think your child may have swallowed a button battery, go straight to A&E or call an ambulance.

Scan the QR code to find out more

Extending our reach through partners

CAPT is the only UK charity to focus on preventing death and serious injury to children from avoidable accidents. Our grant funding to CAPT put a focus on babies, young children and their parents, supporting CAPT's Child Safety Week, with an emphasis on topics such as baby sleep products, button batteries, magnets and toys.

CAPT provided information on product safety to both families and the frontline practitioners who support them and work with hospitals to promote safety messages in A&E departments. Views of their product safety social media posts reached three million in quarter three, there were 180,000 views of their product safety videos and supersized button battery posters in emergency department waiting rooms reach around 95,500 families a quarter, appearing in eight children's hospitals.

Delivering our messages

An important part of our work is ensuring that information on unsafe or non-compliant products is shared by bodies with an interest in the UK's product safety system and is made available to business and consumers. We do this through direct engagement with partner organisations, publishing information and guidance on GOV.UK, media campaigns, press releases, social media, and events. Topics included button batteries and magnets, heat pump tumble dryers, fireworks, vapes, baby self-feeding products and sleep pillows, avoiding unsafe and counterfeit toys, and online product safety. OPSS exhibited at stakeholder events including the CTSI conference, Electrical Safety First conference, BSI Spring conference, the Local Government Association conference and the International Consumer Product Health and Safety Organization

conference. In the last 12 months, we published 12 news updates, 571 product safety reports alerting stakeholders to product safety concerns and 244 product recall notifications.

Firework safety

We delivered a safety campaign in October ahead of the peak firework season, with materials widely shared by MPs and promoted across social media to maximise reach and impact. Updated guidance for organisers of community fireworks events was issued, alongside digital content highlighting the risks associated with misuse. Ministerial engagement with retailers discussed preparations for future seasons as well as ensured responsible sale and use. We provided extensive briefing to ministers, responded to a high volume of parliamentary questions and correspondence, and contributed to parliamentary activity linked to a Private Members' Bill.

you sure about them fireworks tonight? 🚬

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Objective 3: enabling responsible business to thrive

OPSS uses a wide range of regulatory interventions, including providing guidance and advice to ensure businesses understand their obligations, checking compliance by inspecting businesses, making test purchases, having products tested and checking technical documentation.

We apply the principles of the Growth Duty in how we regulate, and in how we design regulation. These principles enable those that we regulate to help inform our approach as well as hold us to account, provide feedback and challenge and raise concerns.

Proportionate enforcement

We resolved 14,019 enforcement cases during the year. Whilst not an exhaustive list, approximately half were resolved through answering enquiries, 4,598 that were signposted to guidance, 2,749 were issued with advice, 1,056 where investigations and checks found no non-compliance,

and 248 where we answered technical questions regarding regulations. We referred 179 cases to local authorities, 25 to other national regulators, and 9 to international regulators. Where action was required, 699 product listings were removed from online sales, 41 cases were resolved by completion of business improvement plans, 190 business undertakings were completed, and one enforcement undertaking certificate was issued. We undertook 21 enforcement actions, including issuing 13 Prohibition Notices, three Withdrawal Notices, two Recall Notices, and three other statutory notices.

Case study



Practical business support

Across the year OPSS used expert panels, tradeshow and conferences to turn the requirements of UK timber regulations into practical support for businesses to understand their obligations. Two Timber Expert Panels (July 2025 and February 2026) brought together retailers, importers, trade bodies and partners to share challenges, test due diligence approaches and get clear answers on what good compliance looks like. Workshops and Q&As helped businesses understand the requirements, including the interface between timber regulations and construction products requirements, and gave OPSS insight to target

guidance where it adds most value. We also met businesses on home ground by engaging at the Furniture Component Expo and the British Furniture Association (BFA). Presentations, checklists and follow-up materials shared via BFA channels reached more operators across the furniture supply chain. These activities strengthened dialogue, improved confidence and capability among businesses, and supported businesses to comply and compete on a level playing field.

Business engagement

Business reference panel

OPSS hosts the quarterly Business Reference Panel, with input from OPSS as well as other regulators and government officials. The remit of the panel is to discuss issues across the regulatory landscape and ensure the voice of business is heard as part of policy and regulatory developments across government. In 2025-26, OPSS delivered four Business Reference Panels, engaging a network of over 450 individual stakeholders representing more than 300 businesses and trade associations across a wide range of sectors. Topics covered during our quarterly meetings included the PRAM Bill following Royal Assent, consultation activity linked to product safety framework reform, and our work on innovative and AI-enabled products, as well as presentations on wider business-related issues by colleagues

from DBT, MHCLG, Defra, DSIT, and the Intellectual Property Office.

Alongside the panels, OPSS continued to strengthen its wider business engagement offer. This included business support activity delivered in partnership with the CTSI, providing practical guidance to businesses on regulatory compliance and risk assessment. While distinct from the panels themselves, this activity complemented Business Reference Panel engagement by reinforcing understanding of regulatory obligations and supporting businesses to comply with confidence.

Supporting innovation

Following feedback that engineering biology start-ups seeking to bring new cosmetics to market were experiencing difficulties navigating the regulatory landscape, OPSS and the Regulatory Innovation Office hosted a roundtable on innovative cosmetics in

November 2025. This brought together relevant SMEs and trade associations to meet with OPSS, the Regulatory Innovation Office, and a number of other relevant government departments. The roundtable explored barriers that engineering biology small businesses are experiencing. In addition to being a useful information-gathering and collaborative exercise for the regulators, it offered greater clarity for the businesses present, and several initial measures were agreed to support innovation, help businesses and reduce burdens.

Engaging the construction sector

We encouraged industry-led initiatives to implement the culture change required in this sector. This included supporting the publication by the Construction Products Association of industry guidance on declarations of performance, and guidance from the Guild of Architectural Ironmongers to support fire door hardware

manufacturers and distributors in providing clear, consistent and comprehensive product information for fire door hardware.

OPSS sponsored the development of PAS2000:2026, a construction products sector code of practice that suppliers can adopt to demonstrate that they have taken all reasonable steps to place safe construction products on the UK market. We also worked with a trade association to develop guidance for manufacturers of radiators and convectors.

Standards and accreditation

Through sponsorship of BSI and UKAS, OPSS has supported the UK's NQI, providing regulators and businesses with trusted assurance mechanisms that support compliance, reduce unnecessary burdens, and reinforce a level playing field. OPSS has continued to engage with NQI institutions on how to maximise the value of the whole

NQI system. This included considering how the NQI can further support government priorities and exploring the opportunities of digitalisation and emerging technologies for NQI. The role of the NQI, and its interaction with government, was also a key theme at the OPSS International Conference in January 2026.

Our sponsorship of BSI provides funding for the Consumer and Public Interest Network (CPIN), an independent, UK-based network of trained volunteer experts who represent consumer interests in the development of British, European, and international standards. CPIN is committed to reflecting the wide-ranging needs of all consumers, including people with a disability, children and others who may be in vulnerable situations, to ensure that standards promote inclusivity and diversity, and deliver positive outcomes for society.

An internal review of UKAS as the National Accreditation Body (NAB) took place in Autumn 2025. The review concluded that UKAS has the frameworks and processes in place to discharge its functions as the UK's NAB. The review identified areas for UKAS to reflect and build on, including whether there are opportunities to align activity with government priorities and strengthen existing stakeholder engagement.

UK Market Conformity Assessment Bodies (UKMCAB)

Some regulations require manufacturers to undertake third-party conformity assessment of their products and/or processes by an approved accreditation body to provide external scrutiny to assure the compliance of that product with the relevant regulations. The UKMCAB service provides a publicly accessible database of UK government appointed Conformity Assessment Bodies (CABs) that can certify goods

for both the GB and NI markets. OPSS reviewed recommendations regarding the suitability of new or existing bodies, with eight new appointments made in 2025-26, and maintained a further 115 appointments.

Hallmarking

British Hallmarking Council

OPSS sponsors the BHC to support the delivery of its core responsibilities under the Hallmarking Act 1973, as well as its secondary obligations under the statutory Growth Duty. Following the Arm's Length Body Review announced in April 2025, the government decided to abolish the BHC. Its functions will be transferred into OPSS, alongside wider product regulation responsibilities, once a suitable legislative vehicle is in place.

As part of this transition, we are developing policy proposals to amend the Hallmarking Act 1973. These reforms will focus on simplifying and

modernising the framework, while reducing regulatory burdens. They will also address enforcement gaps associated with online marketplaces, digital sales, and fulfilment models. As these changes require primary legislation, we will continue to provide proportionate sponsorship of the BHC during the transition period. This will ensure the BHC can continue to meet its statutory duties and comply with governance requirements applicable to arm's length bodies.

Internationally, OPSS is leading technical and policy engagement with the French Government, including a bilateral meeting held in February 2026. Discussions are taking place on a potential UK–France Cooperation Agreement on Hallmarking. This would support information sharing, technical collaboration, and possible French accession to the International Hallmarking Convention. Such cooperation would help promote

trade and growth in hallmarked goods between the UK and France, and potentially more widely across the EU. OPSS also continues to play a leading role within the Convention, including participation in a new e-commerce working group focused on tackling non-compliant sales of precious metal jewellery via online platforms.

Supporting international trade

OPSS supported DBT colleagues on trade-related policy delivery, including addressing technical barriers to trade in international negotiations. This involved supporting the implementation of the UK-India Comprehensive Economic and Trade Agreement through the laying of the Treatment of Conformity Assessment Bodies (Comprehensive Economic and Trade Agreement between the Government of Great Britain and Northern Ireland and the Government of the Republic of India)

Regulations 2026. This Statutory Instrument (SI) enables mutual recognition of conformity assessment bodies and supports market access. This work also included promoting the UK's single body standards and accreditation model in discussions with the US. In addition, OPSS strengthened international cooperation through enhanced engagements with partners such as China, the US and Brazil. We also delivered, in partnership with DBT colleagues, a capacity-building programme for the National Accreditation Agency of Ukraine, including a UK visit and technical exchanges with UKAS, helping to strengthen accreditation capability and support future trade.

Through the sponsorship of BSI, UKAS, and engagement in European and global standards and accreditation systems, OPSS continues to promote UK interests internationally, support regulatory coherence, and

facilitate trade while maintaining consumer protection.

International regulatory cooperation

OPSS has continued international engagement to support international trade and development and enhance protections for consumers and businesses. We deepened strategic partnerships with key international counterparts, advanced regulatory cooperation, and promoted the exchange of international best practice in product regulation.

OPSS chairs the OECD Working Group on Product Safety, driving forward international collaboration, shaping policy responses to emerging risks, and promoting the adoption of standards and best practice across markets. This is reinforced through active engagement with the United Nations Economic Commission for Europe Working Party on Regulatory

Cooperation and Standardization Policies, which promotes coordinated approaches to regulatory challenges in product safety and NQI.

At the United Nations Conference on Trade and Development, we contributed directly to the development of the first ever United Nations Principles for Consumer Product Safety. This was an important milestone in improving global protection from unsafe products, strengthening business accountability, and enhancing cross-border cooperation to remove dangerous goods from markets. Alongside this, OPSS hosted an in-person Global Product Regulators Forum with extensive international participation, enabling regulators to align on emerging trends, regulatory strategies, and shared priorities.

Bilaterally, our regulatory officials exchange programme continued, fostering practical cooperation with agencies from the Republic of

Ireland and South Korea. OPSS also played a central role in supporting the International Consumer Product Health and Safety Organisation's annual symposia in London, and in the United States, contributing expertise on regulatory delivery, e-commerce, technology, and global strategy.

International conference

The OPSS International Conference, held in January 2026, convened an audience of 275 delegates representing over 55 countries. The event featured more than 60 speakers, in plenary sessions, workshops, and study visits, reflecting its global reach and diversity. Attendees included senior representatives from international regulatory bodies, government agencies, industry leaders and academia. The conference theme, "Regulation for Growth: Product Regulation in a Digital Age," addressed the evolving landscape of product regulation amid rapid technological

advancement. The agenda explored both the opportunities and challenges of regulating products in a digital era, with a strong emphasis on sharing international best practice, strengthening partnerships, and fostering collaborative approaches to innovation and effective product regulation.

International delivery

OPSS continued to lead delivery of the Regulatory Reform Pillar of the ASEAN-UK Economic Integration Programme (EIP), drawing on our technical expertise and international partnerships to support regulatory and standards reforms across Southeast Asia. Working closely with FCDO and partners across government, OPSS has continued to support Southeast Asia's development objectives through technical assistance, knowledge sharing, research and targeted capacity building. This work continued delivering the programme's aims of strengthening product safety systems,

improving regulatory capability and building long-term partnerships across Cambodia, Laos, Indonesia and other ASEAN member states.

We led the development of the ASEAN Product Safety Labelling Guidelines, a key shared output to promote consistent labelling practices, and continued work developing the ASEAN Product Safety Portal. Bilateral delivery has progressed in parallel, supporting Indonesia's transition to risk-based approaches, improving recall practices in Vietnam, and supporting the development of a consumer advocacy forum in the Philippines. We also encouraged adoption of UK and international best practice, including work on standards, intellectual property and competition with UK government partners.

Case study



Delivering best practice on consumer product safety

Sharing experience and best practice is most effective when the messages can be shared widely and through dialogue. During the year we led and delivered 9 regional capacity-building events on product safety policy through the ASEAN/UK Economic Integration Programme.

These were attended by 293 attendees either in person or virtually. Our bilateral reach was even greater, with 35 bilateral capability and capacity-building events and workshops attended by 2,093 participants in person or virtually. One of our key engagements was the delivery of a four-day conference with the ASEAN Committee on Consumer Protection in Jakarta in February 2026. Our staff coordinated attendance from across the region and ensured the outputs linked to the UK's wider international trade and development strategy.

Objective 4: co-ordinating local and national regulation

OPSS supports coordination activities across national and local regulators, through our administration of the Primary Authority scheme, and through collaboration with other market surveillance authorities.

We work closely with local authorities (LAs) who act as the first point of enforcement for many issues, including risk-based inspection of imported products at the UK border.

Border profiling

OPSS continued to deliver the UK's product safety border programme to detect, deter and disrupt unsafe and non-compliant products at the border whilst ensuring compliant products transit the border with minimum burden. OPSS agreed funding for local authorities with strategically significant border points to enable products to be checked. We continued to work with HMRC and Border Force, providing risk-based, intelligence-led targeting to enable checks by local authority officers and OPSS enforcement officers. Our targeting work resulted in checks on consignments covering over 11.3 million goods at the border, with

over 2.7 million found to be unsafe or non-compliant (~24%). These included unsafe e-bikes, toys, cosmetics, baby products and electrical products.

OPSS-funded activity at the border is estimated to have avoided around £81 million in detriment (harm) relating to unsafe products and £209 million relating to non-compliant products in 2025-26. These figures estimate the potential financial impact on businesses and consumers had the products not been identified at the border, including injury, property damage and other costs. The estimates are presented separately as non-compliance covers a wide range of issues and does not necessarily indicate a direct safety risk. The detriment figure has been

calculated using ports and borders data from 2025-26 and the detriment model published in OPSS' research report of January 2026.

Local Authority support

OPSS provides the secretariat for quarterly meetings between representatives from local and national product safety groups. Through these groups, we coordinate work between OPSS and the regions and nations, whilst encouraging and facilitating the sharing of information and best practice between authorities. We established a subgroup to discuss regulatory matters relating to borderline aesthetic cosmetics products, which resulted in the production of LA authored guidance.

UK contact point

OPSS is the UK central contact point for product safety. We provide oversight of product safety and publish notifications of unsafe or non-compliant products on the Product Safety Database. We provided

guidance, training and enquiry support to market surveillance authorities, and monitored and triaged new notifications and allegations for any required OPSS action, where appropriate we passed certain cases and information to relevant local authorities. We supported LA cases by coordinating advice from OPSS technical and scientific experts.

We published product safety recalls and reports, including the validation of notifications and risk assessment, advised on recalls and reports for publication. We undertook reporting to the EU as part of our obligations under the EU-UK Withdrawal Agreement, including EU Safety Gate and market surveillance in respect of Northern Ireland, supporting LAs in meeting their international reporting obligations.

Training and testing support

We funded a training contract currently provided by the CTSI and

FAAB Training, building capability and capacity for local authority regulators in areas which support OPSS policy and enforcement priorities and delivery objectives. Over 30 training courses were developed and delivered on rotation covering areas such as construction products, legal metrology and product safety. Feedback from these training courses indicates LAs have been able to build upon existing skills and knowledge allowing them to take more effective enforcement action.

Grant funding is also provided to CTSI to host the Regulators Companion website. The website is used to provide local authority regulators access to guidance, training resources, and communications from OPSS and other national regulators. It supports delivery by enabling consistent, coordinated regulatory practice across local authority regulators.

We provided grant funding for 11 district councils in Northern Ireland

to support market surveillance activity undertaken as part of the EU-UK Withdrawal Agreement. As of May 2026, over 300 products have been logged as tested under the 2025-26 sampling protocol.

Weights and measures coordination

Under Section 70 of the Weights and Measures Act 1985, local authorities in Great Britain have a statutory duty to report annually to the Secretary of State for Business and Trade on weights and measures enforcement work. OPSS received 189 returns representing a 99% response rate and published an analysis of the 2024-25 data in August 2025.

Supporting Primary Authority

The Primary Authority scheme is administered by OPSS on behalf of the Secretary of State for Business and

Trade. This scheme aims to enhance regulatory compliance and foster better relationships between local authorities and businesses, thereby supporting local economic growth. Under this scheme, businesses, including charities and franchises, partner with a single local authority or fire and rescue service to receive regulatory advice that other authorities must respect.

There are two types of Primary Authority partnership, a direct partnership between a local authority and a single business, and a co-ordinated partnership where a local authority can partner with an organisation that represents businesses (for example a trade association). As of 31st March 2026, 1,612 businesses were benefiting from a direct partnership, and 167 organisations representing 100,009 members were benefiting from a coordinated partnership.

Construction products

OPSS supports local authorities to carry out their regulatory responsibilities effectively through a combination of training, advice and funding. This helps build capability and gives local authorities the confidence and tools they need to address product safety and compliance issues. Alongside this, OPSS is strengthening its approach to enforcement at the border, recognising the importance of early intervention in preventing non-compliant or unsafe products from entering the UK market. Working in partnership with port authorities, OPSS is developing a more visible regulatory presence at ports and borders, along with using practical tools such as product information packs, as well as the introduction of risk-based intelligence. Together, these measures are designed to support and target local authority-led enforcement activity more effectively.

Case study



Construction product collaboration

In response to OPSS referrals, Suffolk Trading Standards officers intercepted three consignments of smoke alarms destined for online sale. The officers used an OPSS Product Information Pack to understand regulatory requirements, develop a tailored assessment template, and carry out inspections of the products. This collaborative work using OPSS Construction Products advice and expertise improved inspection consistency and prevented unsafe products entering the UK market. Failures included missing documentation, absent required markings, and inadequate user instructions. As a result, 2,437 non-compliant smoke alarms were detained and refused entry, and relevant listings removed by Hertfordshire Trading Standards who are the Primary Authority for the online marketplace.

Market surveillance policy and co-ordination

OPSS continued to coordinate and drive market surveillance delivery across the UK. Four National Regulator Forums were convened, establishing clear participation criteria and providing a consistent structure for sharing intelligence, aligning priorities, and strengthening operational collaboration among product regulators. Subgroups on regulating online marketplaces and building regulatory capability enhanced joint responses to shared challenges and supported capability building across the regulatory system.

To reinforce senior level alignment, OPSS launched Executive Regulator Meetings with key partners, including the Health and Safety Executive, the Food Standards Agency, the Medicines and Healthcare products Regulatory Agency, Ofcom, and the Environment Agency. This executive level engagement has improved preparedness for future national crises and strengthened collective delivery.



Objective 5: inspiring confidence as a trusted regulator

The public and other stakeholders should be confident that OPSS is an objective, impartial and effective regulator. This requires us to build and maintain our organisational capabilities and ensure we have the processes, systems, capacity and expertise to deliver across all our objectives.

Skills and capability development

OPSS runs three talent-pipeline schemes: student placements, a graduate scheme and apprenticeships. Our year-in-industry undergraduate placement scheme works with universities to build an early talent pathway; 11 students joined this programme in 2025. Our graduate scheme develops understanding of OPSS, builds skills across roles and supports careers in regulation. This attracted 1,340 applicants and from these we recruited 11 new colleagues.

To recruit enforcement officers, we launched the 24-month Regulatory

Enforcement Trainee programme, combining the Regulatory Compliance Officer apprenticeship with placements in enforcement teams. In 2025-26 we completed two recruitment campaigns, from which we recruited 14 trainees.

We developed our bespoke Regulatory Fundamentals training for enforcement teams to build a shared approach to enforcement, delivering nine of the 11 modules in 2025. The 11 modules cover areas including the regulatory landscape, risk, data, business engagement, compliance, investigatory skills, and monitoring and evaluation.

National Regulator Skills Forum

OPSS identified shared challenges across national regulators in attracting people to a career in regulation and sustaining skills. In response, OPSS set up and chairs the National Regulator Skills Forum, bringing regulators together to share practice and develop training solutions. We have hosted cross-regulatory events, including the Midlands Speaker Series and a regulators network event in November 2025 with participants from 12 other regulatory bodies.

Digital, Data and Technology services

All OPSS digital services have migrated to DBT's internal developer platform, providing a secure, scalable and cost-effective foundation so teams can focus on user delivery. OPSS has rolled out GOV.UK One Login across its services, supporting fraud reduction and enabling single sign-on across government to deliver efficiencies and cost savings. OPSS' Enquiry Case Management (ECM) service supports the handling of enquiries, allegations and investigations into unsafe products sold in the UK. Recent work includes development of the laboratory management and testing system at our Teddington site, alongside other upgrades that strengthen the digital estate and improve data transfer from testing equipment to operational systems.

Statistics and data

We published a range of statistical outputs, including updating statistics on e-bike fire notifications, and publishing our annual official statistics on Section 70 Weights and Measures, and on the PSD. These outputs put OPSS statistics into the public domain to provide a transparent evidence base for our work and our activities.

Case study



Border Inflow Modelling Tool for targeted enforcement

To strengthen targeted border enforcement, we developed a Border Inflow Modelling Tool using a Bayesian approach to UK import data. It combines HMRC trade statistics with historic Trading Standards interventions to estimate relative risk by import location and flow. Embedded in delivery, it helps guide where proactive border resource is deployed and identifies higher risk flows within priority locations, helping surface emerging risks not yet evident in enforcement data.

Data science

Over the course of 2025-26 we have continued to explore how OPSS can use AI tools to support our work. We are using AI to automate manual activities, for example to rename laboratory testing reports based on their contents and outcome, to save time spent manually reviewing files. We are also exploring opportunities to use AI to help our intelligence teams prioritise potential product threats within their data. We have begun exploring using AI tools to help with OPSS' global work, for example developing tools that help link our product classification schemas to internationally recognised standards, and to automate notifying the OECD of product recalls.

Research

This year, OPSS published its Areas of Research Interest to set out the evidence needed for policy, regulatory decisions and enforcement. This

improves transparency, supports work with external researchers and helps focus research on the most important issues. We also used our Research Collaboration Network and specialist register to commission work more quickly, access expert advice for incidents and projects, and bring in external expertise where needed.

OPSS published 15 research reports on GOV.UK this year, spanning topics from construction products to cosmetics. We also published research on emerging technologies, advanced materials and AI to drive proportionate, principles-based regulation of innovation. Key evidence gaps that have been addressed this year relate to consumer use of online marketplaces and understanding whether consumers are able to report more detailed injury data to OPSS. Alongside commissioned work, we strengthened in-house capability, publishing our first internally produced scientific report

on button battery safety. Our focus is on applying research as well as publishing it: findings from long-running consumer research and targeted studies on vulnerable consumers, online marketplaces and new technologies directly inform enforcement prioritisation, communications and policy development.

Monitoring and evaluation

We continue to develop our monitoring and evaluation capability, progressing a substantial programme of work addressing emerging challenges in data quality, strategic alignment, and research integration. A core activity is the development and refinement of internal delivery indicators which balance communication of a clear narrative about OPSS' work with access to robust data. The development of a monitoring and evaluation toolkit continues, and we continue to look at

ways to assess the impact achieved through communications campaigns. Both of these support research and evaluation being more effectively integrated into organisational strategy.

Strategic development work is also underway, particularly around refreshing the organisation's theory of change. The outcome of this work will be having a clear visual narrative of how OPSS delivers impacts, which can sit alongside strategic work to ensure clarity around the work OPSS does.

Economic analysis

Economic analysis continues to support decision-making across policy and enforcement. We completed a range of assessments covering areas such as outdoor noise, electronic products, cosmetics, market surveillance and online marketplaces, supporting proportionate regulatory choices.

A major focus during the year was strengthening OPSS' ability to demonstrate the value of regulatory intervention. OPSS developed a benefit–cost ratio (BCR) framework and applied it to the baby self-feeding and construction products interventions, showing how regulatory action can deliver substantial harm reduction relative to cost. Underpinning the BCR work, OPSS produced its first comprehensive model estimating detriment (harm) from unsafe and non-compliant products across 21 product categories. The model uses conservative assumptions and provides a credible minimum estimate of harm, supporting prioritisation and future spending decisions.

Science, engineering and technology

As a risk-based regulator, OPSS uses scientific, engineering and technical expertise to inform policy, regulatory

change and incident response. We work with external specialists and advisory groups to ensure our decisions are robust, credible and informed by specialist expertise. For example, we jointly commissioned a project with Ofgem on AI in smart, connected devices and the hazards, harms and risks it may present. This collaboration brings together expertise across regulatory regimes and builds a shared understanding of implications for consumer safety.

Our Scientific Advisory Group on Chemical Safety of Non-Food and Non-Medicinal Consumer Products (SAG-CS) provides independent advice to OPSS, its published opinions inform risk management and regulatory decisions. SAG-CS met five times and published one opinion this year. We expanded membership to add new expertise and support resilience and succession planning.

Supporting innovation

We established an Innovative Product Regulation function to keep pace with rapidly evolving technologies. This function examines how innovative products interact with existing regulation and where clearer guidance or regulatory development may be needed. This year we commenced three case studies on AI-enabled toys, home robots and new battery technologies. These explore how risks are identified and managed, where uncertainty arises, and how OPSS can support innovation while maintaining consumer protection. Insights are shaping OPSS' approach, including early business engagement and flexible, proportionate use of regulatory tools.

Product testing

OPSS uses internal and external testing to support investigations, enforcement and policy development. We strengthened external testing by

creating a new strategic procurement framework which will enable faster, more efficient procurement at scale and support more strategic relationships with quality-assured suppliers.

Together, this work strengthens OPSS' ability to deliver high-quality testing. In-house, our laboratories completed 17 test projects, assessing 756 items. Testing covered priorities including tumble dryer incidents, inquests into dangerous seeds, enhanced-protection baby products, baby pillows, shin guards, sunglasses, plywood, teeth whiteners and skin lightening cream. In the reporting year 2025-26, 14 individual testing projects were delivered externally. The external testing projects range from tumble dryers and e-bike battery and conversion kits to fire retardant-treated plywood boards. In total, 77 products were identified, test purchased, catalogued, and submitted for external testing by OPSS.

In-house laboratories

In 2025-26, all Teddington laboratories (chemical, mechanical, electrical, flammability and legal metrology) were fully commissioned. Following earlier capital investment, the focus shifted to maximising use of this capability.

We continue to build technical credibility through external assessments and inter-laboratory comparisons, strengthening confidence in OPSS testing and measurement. We also monitor conformity assessment bodies and standards to support compliance and regulatory coherence. Together, our science, engineering, analysis and testing capability underpins confidence in our decisions and our role as a trusted national regulator.

Case study



Hydrogen peroxide in teeth-whitening products

Over the last year, OPSS laboratories developed and validated a method to quantify hydrogen peroxide in teeth-whitening products, building on an initial labelling assessment. A targeted chemical assessment of 70 products found 45 exceeding the legal limit for hydrogen peroxide of 0.1%. This demonstrates the value of our internal capability in successfully integrating a new testing method, which in turn supported targeted regulatory intervention in teeth-whitening products.

Governance and accountability



Who we are

OPSS is part of the Competition, Markets and Regulatory Reform Group within DBT (now Department for Business, Innovation, Science and Trade), reporting to the Minister of State. We report to MHCLG Ministers in respect of construction products. The nature of our work links to many other government departments, and we work closely with the devolved administrations of Scotland, Wales and Northern Ireland. This report covers the delivery activities of OPSS. Audited financial statements, notes to the accounts and disclosures on staffing and environmental matters are reported at departmental level in the annual report of the Department for Business and Trade.

Accountability to business

Businesses need to be confident that they can challenge or ask for an explanation of OPSS decisions or advice. In this context, we have continued to implement a business accountability framework across OPSS. During the year we have held two business accountability forum meetings. This bi-annual meeting provides a route for businesses to hear about, inform, and scrutinise OPSS' approach to our role as a regulator, bringing together over 80 attendees to discuss accountability, regulatory direction, and cross-government priorities. Attendees are encouraged to provide feedback on our approach to enforcement, with a particular focus on the strategy, policies and procedures that underpin our enforcement operations, and on our work to improve transparency. At each meeting we test our thinking and seek feedback to help us develop

our processes, mechanisms and procedures to improve our performance and the service we provide to business.

External review of complaints, challenges and appeals processes

OPSS has appointed an external reviewer of our complaints, challenges and appeals (CCA) processes. The external reviewer is not an adjudicator, but advises how we can improve these processes, to give assurance to businesses that concerns will be given fair and careful consideration. Independent oversight remained an important part of our model, with contributions from the external reviewer helping to promote trust, transparency, and good practice across OPSS.

In 2025-26, an external review took place of several cases. All cases that were closed by 5 April 2025 were in scope for the review. The external review highlighted evidence of sound working practices across OPSS, with no evidence found of a protectionist culture. There is no evidence of enquiries or complaints being dismissed, or challenges being ignored or not taken seriously by the organisation. The processes for handling cases were praised, with recommendations made for minor amendments, including administrative updates to our database, a review of our work with other regulators, and streamlined communications and processes for handling issues at the borders.

OPSS finance

Our total budget at the start of 2025-26 was £67 million; most of this funding came from DBT, MHCLG, and Defra.

OPSS leadership

OPSS CEO Graham Russell is responsible for leading OPSS, supported by Deputy CEOs. Our leadership team reports to DBT ministers and to the DBT Executive Committee. We report to MHCLG Ministers for construction products regulation.

OPSS delivers its work through four impact areas: Enabling, Policy, Regulation and Evidence. Each area is overseen by a Deputy Chief Executive Officer, reporting to the CEO.



Organisational structure March 2026

Graham Russell Chief Executive Officer			
Kate Alderney Deputy CEO, Enabling and Strategy	Emma Waite Deputy CEO, Policy and Partnerships	Sarah Smith Deputy CEO, Regulation and Market Surveillance	Will Creswell Deputy CEO, Evidence
Laura Majithia Chief Legal Officer	Craig Watson Deputy Director, Policy, Sponsorship and Consumers	Marcia Nightingale Deputy Director, Products and Sector Regulation	Adrian Hanratty Deputy Director, Targeting
Rebekah Eden Chief Analytical Officer	Sophie George Deputy Director, Product Sectors and Metrology Policy	Caroline North Deputy Director, Online Supply Chain Enforcement	Wendy Middleton Chief Scientific Officer
		Duncan Johnson Deputy Director, Construction Products	Jonathan Eatough Deputy Director, Operations and Governance

OPSS Advisory Board

One year on from the Advisory Board's refresh, new members have brought valuable perspectives and constructive challenge to the Leadership Team. The board has members with significant experience across large and small businesses, legal services and scientific backgrounds, complementing and strengthening the expertise of existing members.

Although the board has no formal decision-making powers, it plays an important role in the governance process by providing independent external insight on both strategic and operational issues. In the last year, the board has helped OPSS respond to the regulatory challenges of new products and technologies, supporting our objective to keep consumers safe while enabling businesses to realise the opportunities of innovation.

The board meets formally once a quarter, with members serving in roles modelled on those of non-executive directors. Over the year, discussions covered the transition to a sectoral approach to regulation and innovative products.

For the period 2025-26 members were:

- Amanda Long, Chief Executive, Construction Products Information & Deputy Chief Executive, Construction Products Association
- Frank Given, founder of Close Focus
- Jason Feeney, CBE, former Chief Executive of the Food Standards Agency
- Jen Dinmore, Legal Director in the Digital, Commerce and Creative team at Lewis Silkin
- Professor John Loughhead, CB OBE, Industrial Professor of Clean Energy at the University of Birmingham
- Professor John McDermid, OBE, Lloyd's Register Foundation Chair of Safety at the University of York
- Rachel Sandby-Thomas, CB, Registrar at Warwick University
- Professor Shirley Price, OBE, Academic Director University of Surrey (also Chair of SAG-CS)

Glossary

AFIR	Alternative Fuels Infrastructure Regulations	CAM-EP	Case Assessment and Monitoring Escalation Protocol	DESNZ	Department for Energy Security and Net Zero
AFLR	Alternative Fuel Labelling and Greenhouse Gas Emissions (Miscellaneous Amendments) Regulations	CAPT	Child Accident Prevention Trust	DfT	Department for Transport
AI	Artificial Intelligence	CCA	Complaints, challenges and appeals	DTS	Distributor Takeback Scheme
ASEAN	Association of South East Asian Nations	CCPI	Code for Construction Products Information	DSIT	Department for Science, Innovation and Technology
BCR	Benefit Cost Ratio	CPTPP	Comprehensive and Progressive Agreement for Trans-Pacific Partnership	ECM	Enquiry Case Management
BFA	British Furniture Association	CTSI	Chartered Trading Standards Institute	EU	European Union
BHC	British Hallmarking Council	DBT	Department for Business and Trade	EVSCPR	Electric Vehicles (Smart Charge Points) Regulations
BS	British Standards	Defra	Department for Environment, Food and Rural Affairs	FCDO	Foreign Commonwealth and Development Office
BSI	British Standards Institution			FLEGT	Forest Law Enforcement, Governance and Trade
CABs	Conformity Assessment Bodies			FTAs	Free Trade Agreements
				HMRC	HM Revenue and Customs

HSTTG	Heat-Soaked Thermally Toughened Glass	NTCAB	National Treatment of Conformity Assessment Bodies	PCPR	Public Charge Point Regulations
ICHPSO	International Consumer Product Health and Safety Organisation	OECD	Organisation for Economic Co-operation and Development	PRAM	Product Regulation and Metrology Act
IST	In-Service Testing	OM	Online Marketplace	PRISM	Product Risk Assessment Methodology
LAs	Local Authorities	OMIF	Online Marketplaces Innovation Framework	PSD	Product Safety Database
MARC	Manufacturers' Association of Radiators and Convectors	OMP	Online Marketplaces Programme	RoHS	Restriction of Hazardous Substances
MHCLG	Ministry of Housing, Communities and Local Government	ONS	Office for National Statistics	RoSPA	Royal Society for the Prevention of Accidents
NPL	National Physical Laboratory	OPSS	Office for Product Safety and Standards	SAG-CS	Scientific Advisory Group on Chemical Safety of Non-Food and Non-Medicinal Consumer Products
NPWD	National Packaging Waste Database	OZEV	Office for Zero Emission Vehicles	SlIs	Statutory Instruments
NQI	National Quality Infrastructure	PA	Primary Authority	UKAS	United Kingdom Accreditation Service
		PAS	Publicly Available Specification		

UKMCAB	United Kingdom Market Conformity Assessment Bodies
UKRI	United Kingdom Research and Innovation
UKTR	United Kingdom Timber Regulations
WEEE	Waste Electrical and Electronic Equipment



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