Digital Delivery at the Office for Product Safety and Standards

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Who are we?

“Delivering consumer protection and supporting business confidence, productivity and growth. We regulate a wide range of products with a focus on their safety and integrity.”

The Digital team at OPSS provides:

• **Our staff** with the tools to effectively regulate.
• **Consumers** with the information and data to make informed decisions
• **Business** with the guidance and services needed to be compliant.

Our ‘services’

External facing digital services:
• Product Safety Database
• Product Recall Site
• Submit Cosmetic Product Notifications
• Primary Authority Register
• UK Market Conformity Assessment Bodies
• 333 guidance pages

Internal facing technology solutions:
• Enquiry Case Management service
• Border Profiling Case Management service
• Intelligence database
• Programme Management tools
Governance and working ‘Agile’

**GDS**
- Government Digital Service
- To build a simple, joined-up and personalised experience of government for everyone. Set the Service Standard.

**DDaT**
- BEIS Digital Data and Technology
- Assures our work and ensures joined up thinking across the department.

**OPSS Digital**
- Work with users to understand digital needs and use these to maintain existing services and develop new ones.
- Develop digital capability across all teams.

*Agile is a commonly used term but what does it really mean to us:*
*“Understanding users by putting them at the centre of how we work and building services that meet their needs.”*
Our successes and challenges

We’re really proud to have delivered solutions that improve our ability to regulate and to support business to be compliant:

• Leaving the EU meant that we lost access to various services, we have quickly and effectively delivered UK solutions.
• We’ve illustrated the ability of digital solutions and have created a real appetite for further solutions at OPSS.
• We’ve navigated the complex needs of users across government, business and consumers to deliver improved capability.

We’ve also learned a lot along the way and still face challenges:

• Joined up thinking where possible is key, whether that’s across your own organisation or much wider.
• Demand is starting to outstrip supply in the digital area, how do we avoid becoming a bottleneck?
• Digital needs to be at forefront of future thinking – we need to work closely with policy makers and others to understand what’s in the pipeline.