



Department for
Business, Energy
& Industrial Strategy

Margot James MP

Department for Business, Energy &
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Dear Mr Pears,

Thank you for your Regulation 28 Report to Prevent Future Deaths dated 11 September 2017 following your investigation and inquest into the death of Brian David Betterton, due to accidental death caused by Carbon Monoxide Poisoning. I am responding as the Minister responsible for the safety of consumer products.

May I first say how sorry I was to hear of this tragic accident. If you have the opportunity would you please convey my deepest sympathies to Mr. Betterton's family.

I recognise that the public needs to be reassured that the system for consumer product safety is working and that where unsafe electrical goods are identified they are dealt with swiftly and effectively. Product safety is a priority of this Government and we already have comprehensive legislative regulation to ensure products are safe before being placed on the market. In addition, in October 2016 I set up the Working Group on Product Recalls and Safety to bring together product safety experts, the fire service and trading standards professionals to identify where improvements could be made to the system of product recalls and safety.

The Working Group published its recommendation on how to improve recalls and reduce fires in white goods on 19 July. The Government will be responding shortly but we have already taken action to implement many of the Working Group's recommendations. We have supported the development of a new BSI (the British Standards Institution) code of practice on corrective action and recalls which was recently the subject of public consultation. We have also commissioned research to understand how to increase the impact and effectiveness of product safety messages, so that more consumers respond to recalls.

The Government's recalls website at www.productrecall.campaign.gov.uk has been further upgraded so that consumers can quickly check for the latest recalls and register their appliances to allow them to be contacted directly about any future recalls of their products.

These changes, while aimed at consumers, will also make it easier for tradespeople to check for any safety recalls of products they are installing. I have fed the important points that you raise into the development of the BSI code of practice and I have also asked my officials to share your concerns with colleagues in the Department for Communities and Local

Government who are responsible for Buildings Regulations. As you will be aware a review of Building Regulations has been announced and is being undertaken by [REDACTED] [REDACTED].

I hope this helps to assure you that we are more determined to than ever to ensure that consumers can have confidence in the safety of the electrical products in their home.

Yours faithfully
Margot James

MARGOT JAMES MP
Minister for Small Business, Consumers & Corporate Responsibility