

## [Detailed guide: Food and drink labelling changes from 1 January 2021](#)

How food and drink producers, manufacturers, retailers and suppliers must change labels from 1 January 2021.

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## [Detailed guide: Trading and labelling organic food from 1 January 2021](#)

How rules for producing, processing, labelling and trading organic food will change from 1 January 2021.

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## [Online services drive satisfaction](#)

DVLA and the National Franchised Dealers Association (NFDA) are highlighting to motor dealers how DVLA's online services can help increase customer satisfaction, following new research published 9 December by DVLA.

A recent survey commissioned by DVLA showed that 97% of those asked would recommend DVLA's online services. The most popular reason to transact online was convenience (86%), followed by speed (82%). DVLA's research also showed that 9 out of 10 motorists asked said the dealer took care of the administration at the point they purchased the vehicle. Over half of motorists (52%) also said that they would be more likely to sell their vehicle to a dealer who completed the admin for them.

The quickest and simplest way to tell DVLA that a vehicle has been bought into trade, sold into trade or sold to a customer will always be via [DVLA's online service](#). Customers will receive instant confirmation that they are no longer the keeper, and an automatic refund of any full months of vehicle tax remaining. Those purchasing a vehicle will receive their new log book (V5C) within 5 working days.

As well as increased customer satisfaction levels, dealers also benefit from reduced administration time, no postage costs and a clearer audit trail for date of keepership changes.

With over half of those motorists asked (51%) saying they part exchanged when

buying a vehicle, DVLA's [latest online service to request a duplicate V5C log book](#) slashes the time it takes to receive this from 6 weeks to just 5 days, making this the perfect tool for those seeking to avoid hold-ups where the vehicle's log book has been lost or damaged.

DVLA Chief Executive Julie Lennard said:

DVLA's online services will always be the quickest and simplest way for customers to deal with us, and millions of motorists already use these. The research shows that motorists value the support dealers offer with the administration, and customer satisfaction is so important in this industry that we are keen to show dealers the benefits of our online services.

Businesses and motorists can save time and money by going online when they need to make an application or tell us that a vehicle has changed hands – at the time and place that suits them.

Sue Robinson, Chief Executive, the National Franchised Dealers Association (NFDA) said:

We are aware that many franchised dealers already embrace the benefits of DVLA's online services. These services are quick, efficient and easy-to-use and, as a result, a great driver for those seeking to increase customer satisfaction and repeat business by excelling in the customer service they offer. We encourage franchised dealers to continue to highlight to their customers the benefits of using DVLA's online services.

[Visit GOV.UK for a full list of DVLA's online services and more information.](#)

#### **Notes to editors:**

- The [online service](#) to tell DVLA that a vehicle has been bought or sold is available on GOV.UK seven days a week from 7am to 9pm.
- Motorists who need to [apply for a duplicate \(V5C\) log book](#) should go online. The new service was launched in September 2020 and has been used around 45,000 times.
- In June 2020, a new service was launched for motorists to [change the address on their V5C log book](#). This service has been used around 540,000 times since it was launched.
- DVLA's online services are working as normal and have not been affected by the coronavirus pandemic. [All of DVLA's online services are available](#)

[on GOV.UK](#)

- 92.3% of respondents to a DVLA survey carried out in September 2020 said they had bought a used vehicle. 73.8% said they had bought the vehicle from a motor trader. 51.1% said they had part exchanged for another when buying a used vehicle. 93.0% said that the motor trader had completed the sales admin and paperwork for them when they bought the vehicle and 52.5% said they would more likely to sell a vehicle to a dealer who completed all the admin and paperwork for them (18.4% said they did not know).

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## [Dame Glenys Stacey selected as preferred Chair for Office for Environmental Protection](#)

News story

Following a rigorous process conducted in accordance with the Ministerial Governance Code on Public Appointments, Dame Glenys has been selected as the preferred candidate to Chair the new independent body.



Dame Glenys is currently the acting Chief Regulator at Ofqual.

Dame Glenys Stacey has been selected as the Government's preferred candidate to become the Chair of the Office for Environmental Protection, Secretary of State George Eustice has confirmed.

Dame Glenys has been selected following a rigorous process which was conducted in accordance with the Ministerial Governance Code on Public Appointments. A panel of five assessed each of the candidates prior to consideration by the Secretary of State.

The Secretary of State has invited both the Environment, Food and Rural Affairs Select Committee and Environmental Audit Committee to hold a joint pre-appointment hearing and to report on the suitability of Dame Glenys for the post. Pre-appointment scrutiny is an important part of the appointment process for some of the most significant public appointments made by ministers. It is designed to provide an added level of scrutiny, to verify that the recruitment meets the principles [set out in the Governance Code on Public Appointments](#).

Pre-appointment hearings are held in public and allow a Select Committee to take evidence from a minister's preferred candidate before they are appointed. The Select Committee will then publish a report setting out their views on the candidate's suitability for the post. Ministers consider the Committee's views before deciding whether to proceed with the appointment.

All appointments are made on merit and political activity plays no part in the selection process. However, in accordance with the original Nolan recommendations, there is a requirement for appointees' political activity (if any declared) to be made public. Dame Glenys has not declared any significant political activity in the past five years.

## **The Office for Environmental Protection**

- The [Environment Bill](#) will create a new, independent statutory body with the principal objective of contributing to environmental protection and the improvement of the natural environment. It will provide the necessary legal authority to implement long-term environmental governance
- The OEP will provide scrutiny and advice on the implementation of environmental law. It will also monitor and report on progress against Environmental Improvement Plans and targets
- The OEP will be able to receive and investigate complaints on alleged serious breaches of environmental law by public authorities. It will also be able to take legal action in serious cases if necessary as a last resort

## **Biographical details of Dame Glenys Stacey**

- Dame Glenys Stacey is (until 31 December) acting Chief Regulator at Ofqual, having re-joined in late August 2020. Dame Glenys has previously served as Her Majesty's Chief Inspector of Probation and as Chief Executive at Animal Health (now part of the Animal and Plant Health Agency)
- In 2019, Dame Glenys chaired an independent review of farm regulation at the request of the then Secretary of State for Defra. Most recently, Dame Glenys served as chair of the Professional Standards Authority
- A solicitor by profession, she has a wealth of CEO and regulatory experience, having led the start-up or development of a number of public-sector organisations responsible for legal or regulatory services
- Dame Glenys was appointed Dame Commander of the British Empire in the New Year's honours list in 2016 recognising her services to Education

## **News story: Dame Glenys Stacey selected as preferred Chair for Office for Environmental Protection**

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