

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).

[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

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Business evictions ban extended until March

- Business eviction ban extended until the end of March 2021
- Review of commercial landlord and tenant legislation to be launched
- Builds on the extra £280 billion government support for businesses during the pandemic

Business owners affected by the pandemic will be protected from eviction until the end of March 2021, Communities Secretary Robert Jenrick announced

today (9 December 2020).

The majority of commercial landlords have shown flexibility, understanding and commitment to protect businesses during an exceptionally challenging time.

This final extension to protections from the threat of eviction will give landlords and tenants 3 months to come to an agreement on unpaid rent. The government is clear that where businesses can pay any or all of their rent, they should do so.

Further guidance to support negotiations between landlords and tenants will also be published shortly.

The move will also support businesses worst affected by the pandemic, such as bars and restaurants, helping them to rebuild over the winter period. This is in addition to putting in place one of the world's most comprehensive economic responses to protect jobs, incomes, and business throughout and beyond this pandemic.

Alongside this, Mr Jenrick has also announced a review of the outdated commercial landlord and tenant legislation, to address concerns that the current framework does not reflect the current economic conditions.

This review will consider how to enable better collaboration between commercial landlords and tenants and also how to improve the leasing process to ensure our high streets and town centres thrive as we recover from the pandemic and beyond.

Today's announcement builds on the extra government support for businesses, including targeted VAT cuts, extension of government-backed loan schemes, grants of up to £3,000 for premises that must close, and £1.1 billion for councils to enable them to support businesses in their area.

Overall the government has committed a package of over £280 billion of support for businesses and employees this year and the Chancellor has confirmed an additional £55 billion for next year.

Secretary of State for Housing Rt Hon Robert Jenrick MP said:

I am extending protections from the threat of eviction for businesses unable to pay their rent until March 2021, taking the length of these measures to one year. This will help them recover from the impact of the pandemic and plan for the future.

This support is for the businesses struggling the most during the pandemic, such as those in hospitality – however, those that are able to pay their rent should do so.

We are witnessing a profound adjustment in commercial property. It is critical that landlords and tenants across the country use the coming months to reach agreements on rent wherever possible and

enable viable businesses to continue to operate.

Business Secretary Alok Sharma said:

We have stood by businesses across the country throughout this pandemic, and as we head into the New Year we will make sure they continue to have the support they need to keep their finances stable, protect jobs and build back better.

There is still some uncertainty ahead, but knowing that they won't be evicted by their landlord will give thousands of business owners some breathing space and the additional confidence they need to plan for their futures.

Further guidance to support tenants and landlords to continue to work together to agree rent payment options where businesses are struggling will be published shortly.

Additional guidance published early next year will sit alongside the government's Code of Practice, published in June, to encourage all parties to work together to protect viable businesses and ensure a swift economic recovery.

The government will also extend insolvency measures on restricting statutory demands and winding up petitions until the end of March.

The restriction on landlords using Commercial Rent Arrears Recovery (CRAR) to recover unpaid rent will also automatically extend to the end of March, in line with the moratorium's expiry date. This allows businesses sufficient breathing space to pay rent owed.

In addition to the measures extended today, the government has also committed a package of over £280 billion of support for businesses and employees, including loans, rates relief and grants for businesses:

The review of review of commercial landlord and tenant legislation will be launched early next year and will consider a broad range of issues including the Landlord & Tenant Act 1954 Part II, different models of rent payment, and the impact of Coronavirus on the market.

A temporary measure introduced by the Corporate Insolvency and Governance Act restricting the use of statutory demands and winding-up petitions, which was due to expire on 31 December 2020, has been extended to the 31 March 2021.

This will continue to help protect companies from aggressive creditor enforcement action as a result of coronavirus related debts and give breathing space to companies to negotiate or restructure.

Consultation launches on A46 Newark bypass

Highways England has shared plans to transform the last remaining section of single carriageway on the A46, which is part of the nationally significant 'Trans-Midlands Trade Corridor', connecting the M5 with Humber Ports.

The proposed road upgrade will tackle congestion on the outskirts of Newark by removing bottlenecks, making journeys safer and more reliable than ever before.

For the 17,000 drivers who travel along the busy A46 every day, this increase in road capacity will put a welcome end to frustrating stop-start journeys.

Two scheme options have been progressed by Highways England, both of which promise to give an economic boost to communities across the region.

From 9 December to February 2021, everyone who lives near or regularly uses the route is encouraged to review the proposals and have their say on which solution they prefer.

Highways England project manager, Karen Green, said:

This major upgrade to the A46 will help drivers by better linking two key midlands cities – Leicester and Lincoln.

Cyclists, pedestrians and horse riders are set to benefit from our plans too as we'll provide a safer route for them to cross the A46.

We'd prefer to share information about both scheme options at a public information event where we can meet people face-to-face. As that's not possible right now, we're making everything available online.

It's vital that the new bypass works for the whole community. So, I'd encourage everyone to have their say on the road's future.

Thousands of leaflets advertising the public consultation have been delivered to homes and businesses around Newark.

For more information about the scheme options and to take part in the consultation, visit the [A46 Newark bypass scheme webpage](#).

General enquiries

Members of the public should contact the Highways England customer contact

centre on 0300 123 5000.

Media enquiries

Journalists should contact the Highways England press office on 0844 693 1448 and use the menu to speak to the most appropriate press officer.

Adults to gain new skills on 400 free courses

Tens of thousands of adults will be able to benefit from almost 400 free courses next year, in the first major development in the Lifetime Skills Guarantee [announced by the Prime Minister](#) in September.

The fully-funded courses, ranging from engineering to healthcare to conservation, will be available to adults without a full qualification at Level 3 (A-level equivalent) from April 2021 to help them gain in-demand skills and open up further job opportunities.

Designed to help our country build back better after the pandemic, the qualifications in this offer have been carefully chosen to help adults improve their career prospects and meet the needs of the economy. They will be reviewed regularly so the courses offered can be updated as the economy changes.

The announcement marks an important step in the development of the government's landmark Lifetime Skills Guarantee, which will transform the skills system to ensure more people, no matter their age or background, can get the skills they need to progress in employment.

The offer is backed by £95 million from the £2.5 billion National Skills Fund, which is financing programmes that both support the immediate economic recovery and help meet future skills needs.

This funding will not only enable thousands of adults to gain new qualifications and access better job opportunities; a proportion will also be used to support education and training providers to scale up their provision to deliver the courses and meet the needs of learners.

Prime Minister Boris Johnson said:

Despite all our efforts, coronavirus is damaging the economy and putting people out of work. But I am determined to help everyone who has lost their job to retrain, develop new skills and find new opportunities.

The Lifetime Skills Guarantee will give thousands of adults across the country the chance to do exactly that – as we build back better after the pandemic.

Education Secretary Gavin Williamson said:

As we recover from the pandemic, we are focussed on making sure that individuals and businesses can build back better than before.

Throughout our lives we may all need to boost our skills, or gain new ones. These free qualifications will help open doors to better employment opportunities for thousands of adults and support businesses to access the workforce they need to grow.

Our new Lifetime Skills Guarantee promises to help you get the skills you need at every stage of your life. I'd urge all those eligible to see what course they can take from spring next year and start thinking about their next steps.

Stephen Phipson CBE, Chief Executive, Make UK, the manufacturers organisation:

Industry will be pleased to see manufacturing and engineering related level 3 qualifications as part of this new offer. Protecting existing vital skills and providing people with an opportunity to learn much needed new skills is crucial.

It is also an important first step in supporting individuals on the pathway towards higher-level qualifications as we transition to a digital economy. These new opportunities will be critical in the months ahead for the manufacturing sector as we build a workforce fit for the future.

Chief Executive of Association of Colleges, David Hughes said:

I'm pleased to see progress in the roll-out of the new Level 3 entitlement as part of the Lifetime Skills Guarantee. The qualifications will help people to get the skills they need in the labour market emerging from the pandemic so it is great to see that essential services like child and social care have been included alongside engineering, agriculture, construction and many others. Colleges are eager to start work and begin planning ahead of delivery in the spring of 2021.

This breadth of courses is vital in supporting rural and urban economies to build back better. The impact Covid-19 is having on people's livelihoods requires urgent action so we look forward to

working closely with the Department to support the delivery of this new offer.

The government's plan to support people to upskill and retrain was also bolstered earlier this month by the announcement of £43 million from the National Skills Fund to expand the pioneering 'Skills Bootcamps' to other areas of England in 2021.

The Bootcamps – which were launched in the West Midlands, Greater Manchester, Lancashire and the Liverpool City Region this autumn, offer free, flexible courses of 12-16 weeks to give people the opportunity to build up sector-specific skills and fast-track to an interview with a local employer.

Registrations have now opened for courses in the Leeds City Region, Heart of the South West, and Derbyshire and Nottinghamshire which will cover digital skills like software development, digital marketing, and data analytics but also technical skills training in such areas as welding, engineering, and construction.

Alongside the new Level 3 offer, the Lifetime Skill Guarantee will also include a Lifelong Loan Entitlement which will allow adults and young people to space out their study across their lifetimes and take high-quality courses in both further education colleges and universities.