

[Peerage for Sir Simon Stevens](#)

Press release

A peerage of the United Kingdom for Life is conferred on Sir Simon Stevens.



The Queen has been pleased to confer a peerage of the United Kingdom for Life on Sir Simon Stevens, upon him stepping down as Chief Executive of NHS England.

Additional information

Sir Simon Stevens became Chief Executive of NHS England on 1 April 2014, having first joined the NHS in 1988 through its graduate management programme. In a varied career before becoming NHS England Chief Executive he worked in frontline NHS services and in international health care, in both the public and private sectors, and at 10 Downing Street and the Department of Health. He was knighted in 2020 for services to Health & the NHS.

This nomination was vetted for propriety by the House of Lords Appointments Commission.

Media enquiries should be directed to the 10 Downing Street press office.

Published 29 April 2021

[COVID-19: Remote meetings High Court judgment – letter to council leaders](#)

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[Letter from HMRC's First Permanent Secretary to the Loan Charge All Party Parliamentary Group](#)

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[No charges for dilapidations schedules for Star tenants seeking Market Rent Only option after PCA intervention](#)

News story

Star stops charging tenants for a schedule of dilapidations when requesting a Market Rent Only (MRO) option. It has also refunded a total of £25,000 and now informed tenants of its change in policy.



What was the issue?

Star Pubs & Bars Limited (Star) was informing all tied tenants who requested a Market Rent Only (MRO) option that they would be charged for a schedule of dilapidations.

The PCA was concerned that this upfront cost could put off tenants who wished to exercise their Pubs Code right to request MRO. Requiring the tenant to pay for the schedule of dilapidations when requesting MRO could amount to a pub company subjecting them to detriment because they exercised a Code right. Regulation 50 of the Code protects tenants against this.

What did the PCA do?

The PCA first raised concerns with Star about this approach and its consistency with the PCA's statutory advice, the arbitration awards Star had received, and the core Code principle of fair and lawful dealing. The PCA asked for Star's justification for requiring the tenant to pay for a schedule of dilapidations on receipt of a MRO Notice. This resulted in Star changing its policy.

The PCA then asked for a breakdown which identified those tenants it had charged under its previous policy. The PCA required Star to review all those cases and explain what steps it was going to take to rectify the situation for the tenants affected.

What was the outcome?

Following the PCA's first intervention, Star had stopped requiring tenants to pay for the schedule of dilapidations when requesting MRO. In 2020, Star identified all tenants who had been charged for a schedule of dilapidations in response to a MRO notice and refunded them. Star made a refund totalling £25,460 to tenants. This was regardless of whether the tenant ultimately took the MRO option or not.

But Star's administrative systems did not ensure that its website was updated with its change in policy, and this was only updated in March 2021. Tenants may therefore have read information about its MRO policies that was out of date. Star acknowledged this failure and has updated its website. It has also in its newsletter asked any affected tenants to contact its Pubs Code team.

Any tied tenant with a concern about whether Star's published information had an impact on them should contact [Star's Code Compliance Officer Lynne Winter](#).

The PCA continues to monitor Star's compliance with the recommendations contained in her recent investigation report on non-compliant stocking terms. These include a requirement to have administrative systems which support and evidence Star's Code compliance.

DVLA's Corporate services: how we work with industry



6 years ago I was appointed as DVLA's Corporate Services Manager. My role is to build relationships with our corporate stakeholders, support their needs and identify opportunities for service improvements.

Working with the industry

The needs of our corporate customers are quite different and often more complex than those of ordinary motorists. They interact with our services on a much more frequent basis and often handle large volumes of transactions.

We've now built relationships with representatives from over 150 different trade associations, motoring organisations and charities.

I'm also the chair of several user groups with large numbers of representatives from different industry sectors, for example, vehicle manufacturers, fleets and the used vehicle industry.

Having regular and flexible discussions gives us an important means of understanding the industry view. We work closely with them to understand the needs of their members, while making sure that we manage their expectations and they understand the challenges we face. It also helps us identify and

evidence the potential business benefits that system changes would deliver to industry and to look at opportunities for removing burden and promoting growth.

It's working well and we regularly get positive feedback from our stakeholders on the value of these user groups.

Our charities forum

Our charity forum gives us a platform to work with over 20 different charities, we meet every six months to give updates on our Driver Medical Services. These charities represent customers affected by medical conditions that could impact on their ability to drive, although most people who report a medical condition, get to keep their driving licence.

Last year we worked closely with several key medical charities on developing information packs to help support their members. The aim was to encourage drivers to be confident in telling us about a medical condition. The information packs also set out typical licensing journeys for customers with specific medical conditions. The charities have shared this information with their members helping to guide them through the process when notifying DVLA of a medical condition and managing their expectations.

We held our first virtual meeting last November and our second in March. Both meetings went very well. The meetings also attracted more participants because they were able to join without the need to travel, saving time and money.

Working together

The pandemic has been difficult for everyone. We've had to introduce new ways of working and communicating – using virtual meetings and video conferencing instead of physical meetings.

Our approach has always been to work collaboratively with our corporate customers. Over the years we've developed strong relationships with representatives from these various groups – based on trust and mutual respect. We've had great support from them during the pandemic in encouraging their members to use [DVLA's digital services](#) instead of relying on paper transactions, which were taking longer to process.

Throughout the last year we've worked closely with the industry to help keep the country moving. From prioritising the registration of vehicles used by key workers to utilising the 'web chat' support facility to help the car hire and rental industry and their customers use the 'check and share driving licence' service.

Things have changed as a result of the pandemic and I do not think it will ever be the same again. Virtual meetings have ensured that we've been able to continue to work closely with our stakeholders and now that we're familiar with working this way, we'll continue to do so. But we will still recognise the importance of face-to-face interaction, especially when it comes to

building relationships and resolving complex challenges.

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