

# DVLA Diversity Action Plan 2008 – 11



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Agreed – September 2008

Revised – to be revised annually

## Introduction

The Race Relations (Amendment) Act 2000, the Disability Discrimination Act 2005 and the Equalities Act 2006 place responsibilities upon the DVLA and its staff to promote equality under the public sector duties. There are a number of additional specific duties that we must implement.

The actions listed in the plan explain how we will comply with these duties. We believe that the promotion of equality should be central to the way we work and this plan will help that happen.

## Purpose of this plan

This single Diversity Action Plan brings together the existing separate action plans for race, gender, disability and human rights into one plan to make it easier to manage actions and report on progress.

It explains what we will do to meet our responsibilities under the public sector duties on race, gender and disability, and the regulations on religion and belief, sexual orientation and age.

We take our responsibilities under this legislation seriously and our Diversity Policies reflect our further commitment to fairness in the workplace.

## Reviewing the Plan

A revised plan will be agreed in 2012 and every three years after that.

## Leadership

Leadership and engagement in every part of the DVLA will be needed to make the plan successful and communication from our leaders is an important part of our commitment.

## Outcomes

We approach diversity by recognising that staff and customers may well have not one but several of these issues relevant to them. By accepting this we can provide a better use of our resources to manage diversity issues and improve the way we deal with staff and customers in compliance with the law.

## Publication

The Department for Transport (DfT) has four separate equality schemes: race, disability, gender and human rights. We, along with other DfT Agencies, produce action plans that are included in the DfT Schemes and are published by them.

In addition, this plan will be published on our intranet and the DVLA Internet site.

	Objective	Diversity strand relevance	Responsibility	Action to date/ milestones	Measurable output/ outcome	Progress/Review	Target date
1	To consult staff on all policies, practices and procedures relevant to equality and diversity	All strands	Pay Reward & Employee Relations (PRER), Recruitment, Human Resource Business Units (HRBU's), Executive Board and Agency managers	Consultation with staff when new policies being developed	Equality and Diversity issues are considered when developing and implementing new policies and procedures	Regular & ongoing as new policies developed	Ongoing
			Market Research Team	Staff surveys to be undertaken every other year	Staff survey to be undertaken in 2008 (Bi-annual review)	2008 Staff Survey results analysed and published on intranet.	Jan 2009 Oct 2008
				Diversity Steering Group (DSG) and Trade Union consulted regularly	Ethnic Minority Action Group (EMAG), LGBT Group, TUS and Ability members of DSG	Quarterly DSG meetings HR policy drafts circulated for staff/union consultation and feedback	Quarterly meetings & ongoing consultation via DSG
						Diversity Steering Group membership reviewed	Oct 08
						Disability Survey undertaken in 2008 Results analysed & will be fed into future disability action plans	April 2008

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	Disability Race	Ability EMAG PRER LGBT Group HRBU caseworkers	Ability (Staff Disability network Group) membership and attendance increased leading to improved consultation.	Improved consultation on disability issues following publicity drive. EMAG membership increased, terms of reference reviewed & regular contacts made	Ability meetings have well attended meetings held quarterly	Ongoing
		HRBU caseworkers PRER	Ongoing work with Remploy Job Centre Plus, Scope, WISE and Shaw Trust, AbilityNet and Employer's Forum on Disability	External consultation & advice provided. Disabled staff provided with necessary support	Funding secured for job coach via WISE	Ongoing
	Gender Race	PRER	Consult with EHRC and women's groups	External consultation & develop/support membership of external equality & diversity bodies	Links with external bodies established and relationships ongoing. Membership used to widen consultation & improve policies/functions	Ongoing
				Attend EHRC briefings April 2008 & ongoing meetings with RFO & ON	Joined Race for Opportunity	May 2008.
	Sexual Orientation	PRER & DVLA LGBT Group	Joined Stonewall Feb 06 DVLA became a Stonewall champion	Establish Links with the Cabinet Office, DfT & other LGBT network groups	Network established currently with a membership of 14 Consultation with LGBT community via internal groups/external contacts maintained & extended	Ongoing

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		All	PRER	The new employee relations strategy sets out our intention to create an inclusive consultation culture, with a structured consultation framework with union and non-union members and the inclusion of diversity network groups	Improved & integrated approach to employee relations with greater ownership & co-operation between interested groups	More structured & frequent consultation with specified groups	Ongoing
2	Consult customers on equality and diversity issues relevant to service provision	All	Customer Service Directorate/business areas with direct customer contact. Market Research (CMMR) and PRER	Undertake annual customer satisfaction survey and analyse by equality strands	Services meet customer needs and confirmed in survey feedback from diverse customer equality strands	Survey undertaken annually from November 2006. Next survey due Nov 08. Feedback from customers included in diversity action plans & progress reported	Nov 2008
			CSIG & LON & EMG	Charter mark assessments	Actions identified through assessments completed	New Customer National Standards adopted and DVLA assessed	Nov 2008
					Complaints tracker information analysed	Information used to identify and implement actions to improve customer service	Ongoing

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			LON	Review information on customer satisfaction	Local offices offer improved services as result of feedback		Ongoing
	Disability		? HRBU?	Employers Forum for Disability networking event to be hosted	DVLA staff and external voluntary sector and other public sector organisations participate	Liaising with Employers Forum to establish viability of hosting conference in 2009	Nov 2009
3	Equality and Diversity policies are relevant and meet legislative requirements and staff needs	All	PRER Diversity Steering Group	All equality policies are checked and any necessary changes have been made to include human rights and all diversity strands	Policies are developed and up-dated	Policies reviewed as required to meet legislative requirements and on a three year basis	Ongoing consultation via DSG
				Policies developed to meet needs of female staff returning from maternity leave and disabled staff		DAL policy in place and will be monitored. Rehabilitation policy being piloted.	Oct 2008 Ongoing – will be reviewed October 2008
			EMG PRER	Home working policy developed and circulated for comment	Staff commence home working pilot under new guidelines	Home-working pilot reviewed and policy amended if necessary	Jan 2009
	Gender Disability Race			Equal Pay review is carried out every 3 years	Pay awards are fairly assessed and reviewed regularly	Pay review August 2008 and another review planned for 2009 to consider new pay & reward policy	

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		Gender Disability Age	Hr Director & members of AM Group, Managers	Attendance management policy working group set up to help identify how to improve staff attendance	Agency attendance management improved and absences reduced.	Plan developed and implemented	Dec 2008
					Support pack for maternity/paternity provisions produced	Pack distributed by OH to expectant parents. Staff gym opened Oct 2008	Ongoing
					HR policies reviewed to improve accessibility & support	Focus groups & consultation with staff from Sept 08	April 2009
4	To assess policies and functions and minimise any adverse impact on target groups of staff and customers	All	All Directorates to identify and undertake impact assessments on policy and functions at appropriate level of assessment (Initial or Full). PRER (to manage process activities)	Equality Impact Assessments undertaken on all new policies and functions identified as relevant under legislation	All completed tests of relevance/impact assessments sent to PRER. Impact assessments undertaken routinely and consultation with appropriate groups used in process by all directorates when implementing new or amending existing policies	Impact Assessment timetable updated New policies identified and added to the Impact Assessment timetable Impact assessment template and guidance revised	July 2008 & ongoing Ongoing as necessary December 2008
					All staff undertaking impact assessments undergo training		Ongoing as necessary

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5	Collect equality and diversity data and monitor impact on staff and customers	All	SSC (Shared Service Centre) retained HR Management Information Unit PRER Agency Complaints monitoring Team	Monitoring data by diversity strands collected on a range of HR functions via SAP & manually	Analysis shows potential for adverse impact on diversity strands to be addressed. Electronic (SAP) systems for collection of information providing improved access & analysis	HR monitoring data collected and analysed annually	Annually
				Used for IA's as part of evidence/research		Information systems in place to ensure all information systematically collected where this does not exist currently. SAP system developed to meet monitoring needs	April 2009
					Actions taken on basis of analysis.		November 2008 Ongoing consultation via DSG
	All			Staff surveys	Staff surveys undertaken every two years	Results of survey analysed & published Actions identified from analysis of surveys completed within specified timelines	Oct 08
	Gender Race Disability Age		PRER, CMMR, SSC and Business Units	Monitoring access to employment services includes gender, age race and disability	Multiple barriers to employment are removed		Ongoing
	Gender			Monitor women returning from maternity leave	Women return to same level posts – discrimination does not take place		Ongoing

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	All		Trends in harassment cases recorded and analysed	Action to overcome harassment identified	Reports received and analysed from HCOs	Ongoing
	Race Gender Disability		Customer surveys and complaints monitored and analysed by diversity strands	Action plans developed to improve customer service as identified in surveys	Customer surveys include diversity monitoring and undertaken annually	Ongoing
6	All	PRER Internal communications (ICG) DVLA Systems Development, Information Age Team	Results of impact assessments and consultation published on website and in any other relevant format deemed applicable	Customers and staff are kept updated and informed of results of consultation and impact assessments	Annual reviews following surveys published	Ongoing consultation via DSG
	All		Monitoring information made available on DVLA website and published annually by DfT	DVLA website and Intranet site developed to include information & advice. Information to be accessible	Reports on customer and staff surveys published on intranet for 2007 and 2008 Disability survey Staff survey	Completed July 2008 December 2008
					Diversity Action Plan up-dated and published on intranet & Internet	July 2008
		PRER	Information on equality issues published	Information available to staff	Articles published in News @ DVLA, staff newsletter, corporate briefs and consultation groups up-dated	Ongoing Annual
			Belief, Sexual Orientation, Disability Equality and Diversity, Bullying and Harassment published			
			Guidelines published on intranet in respect of transsexual issues and support available		Review and update	April 2009

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7	To provide access to information and services to staff, job applicants and customers	All	ICG, DSD, Recruitment and SSC	Guidance and information is on DVLA intranet and website	Diversity information on intranet and website	Information is published in respect of services and recruitment on the DVLA website	Ongoing
					Information and advice on recruitment available to staff and job applicants	Information is available on the Direct Gov website	Ongoing
	Disability		DSD	DSD reviewing intranet and internet for accessibility with aim of improved accessibility to national standard WW3	DVLA website is easier to access for people with low literacy, reading skills, English as a second language, dyslexia and mild visual impairments	Website now speech enabled. DSD review continues.	Ongoing consultation via DSG
	Disability Gender				Provides access to information at all times		
				Review of IT access followed by full audit Establish agreed turnaround targets testing, purchase and installation of IT kit for disabled users	Access audit of current IT services available to DVLA customers and implementation of planned prioritised programme to remove or alter physical barriers	Working group of all responsible business units established	Ongoing

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	Disability		Ability Net to develop IT solutions	Improved access to IT for home working	Meetings held with Ability Net. IT matrix being developed. User requirements draft to be agreed with IT partners	December 2008
				Improved access to IT for disabled staff	Turnaround times for software for disabled users to be agreed	Ongoing
	Disability Race	HR Caseworkers	HR Caseworkers with responsibility for all staff issues, including disability, race & gender available as a resource for managers and staff	Advice and support provided to staff	Caseworkers provide advice and support	Ongoing consultation via DSG
	Disability	Customer Services Directorate	Provide customers with greater access to complaints procedure	Customers who have difficulty in putting complaints in writing have alternative avenue Information available in a range of formats	Customers are able to raise complaints by telephone through the Contact Centre	
					Option for special needs available	Nov 2007+
	Race	CEG, DSD, CREC, Local Office Directorate, Welsh Language Unit	General information DVD's / CD's prepared for general use	Translated leaflets and guidance available on internet & downloaded by staff for customers	Monitor take-up	Ongoing

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		Welsh language Unit	Translation to be undertaken on identified need			
		Corporate Standards	IVR to be developed to enable accessible versions of information to be available	Information is provided in accessible formats	Customers are able to access information on screen at Local Offices	
		Local Office Directorate	Plain English versions of guidance notes available		Top 52 leaflets & forms being reviewed for plain English and accessibility - Speed Review process	Completed
		CSITG			All DfT forms being reviewed for accessibility & plain English. Consultation with customers & staff to determine and implement changes needed, will be part of the review. A Customer Care policy is being developed.	April 2008 onwards  September 2008 onwards
		LON	DVTV developed to be accessible for disabled customers	Reviewed and improved customer access to services	DVTV provides information for disabled customers and those whose first language is not English  Equality and Diversity statement available on tape and in Braille	

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			LON	Customer Management Project set up. New processes in place in pilots May/August 2008Project		Consultation with customers & staff to determine and implement changes needed  Review pilots September 2008. To be rolled out through network after review analysed	
8	Improve access to DVLA premises and facilities	Disability Gender	Estates Management Group and LOD LST	Undertake regular access audits of Swansea sites and LO network to review accommodation provision	Improved access to buildings, lighting, heating, noise levels, car parking facilities, waiting areas, facilities, layout and signage	Access audit for Swansea sites completed 2007. Ongoing work to address identified actions needed	Oct 2007 & ongoing
			LON	Customer service pilots	Compliance with DDA	Work plan to be developed for Local Offices following internal survey improved access for wheelchairs, pushchairs, provision of baby changing facilities	December 2008
		Disability	PRER HRBU RPU LOD	Louder than Words RNID Audit	Improved accessibility for deaf and hard of hearing staff & customers	Audit reports implemented	Ongoing
			Central Initiatives Group, LOD and LO HR	Annual Charter Mark review	Charter Mark Action Plan identifies improvements to be made	Monthly meetings held with Head of LOD and Customer Improvement Team on Charter Mark issues	Ongoing from Nov 06

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10	To address Health and Safety issues associated with diversity	Gender	Occupational Health, Risk Management, Health & Safety team All managers	Provide healthcare support in the workplace arrange redeployment if necessary due to pregnancy	Female health needs are met in relation to pregnancy/childbirth	Kitchen areas and fridges provided in all areas of the Agency. Mothers breastfeed in the nursery if children are registered there. Others may use Occupational Health quiet room. Review of provision for others to use nursery facilities as part of next iteration of the plans	Ongoing
			Local Office Managers			Local offices to make arrangements to use rest/meeting rooms	Completed
		Gender	Occupational Health, Risk Management	Occupational Health and Counselling services provide advice and support to staff on all health related issues	Health advice. Workplace assessments Stress counselling Disability Absence Leave assessment	Reasonable adjustments for rest breaks arranged with line managers. OHD complete risk assessments for pregnant women and nursing mothers within the Agency. LOs refer staff to GPs for advice unless request for OHD on health issues	Completed/ Ongoing
		All	HR Business Units PRER		Health issues highlighted		
			HR Absence Manager/working group	Managers implement stress policy	Senior managers briefed on stress policy Line managers refer staff to OHA	Policy implemented and monitored	Ongoing

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			HRBU	Work and well-being questionnaire developed 'Quality of Life' survey run & results used to determine how to improve attendance	Feedback from questionnaires informs attendance policy	Questionnaire issued Analysis and publication of results/policy changes & implementation	June 2008 August/ Oct 2008
		Gender Sexual orientation	HRBU	New handbook with guidance for managers and staff on maternity/paternity health/leave & associated issues. Guidance for same sex couples included	Improved knowledge of managing health & attendance for pregnancy/maternity /paternity leave	Handbook published	September 2008
11	To have a diverse workforce that reflects the local population served by the Agency and meets Civil Service Targets	Race Gender Disability	Recruitment and Selection Services Team, OD, DfT and Shared Service Centre	Cabinet Office Diversity Strategy (replaces 10 point plan) approved by the Board	Workforce reflects targets	Liaison with DfT on SCS appointments and promotional opportunities Monitoring information against targets provided	Annual /Ongoing
				Recruitment, training and flexible working initiatives developed to increase representation of under represented groups	More under represented groups shown in monitoring statistics & staff profile reflects local demographics	All posts open to flexible working arrangements unless specific business needs do not allow and this can be demonstrated	Ongoing
						Work experience opportunities offered to BME groups and disabled people and feedback from them informs policy	Ongoing

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	Gender Sexual Orientation	PRER and Line Managers and LGBT Group	Identify barriers to recruitment and retention of transsexual staff	Barriers for transsexual staff removed	Working with A:gender and business partners to identify issues and address for individuals	Ongoing
			Advertise in Stonewall & London Pride	LGBT applicants encouraged	A4 Page on DVLA in London Pride	August 2008
	Gender	HRBU's All Directorates	Nominated HR staff to provide liaison for transsexual staff	Transsexual staff are supported in their team	Arrangements have been made to support transsexual staff in employment as and when necessary through the HRBU's	Ongoing
		HR BU	Make reasonable adjustments to working environment and hours including specific equipment and workplace assessment	Funding to support Access to work obtained	Funding retained	
	Disability	PRER and HR Staffing Recruitment and Selection and line managers, Central Procurement Group	Continue to support Positive About Disabled People and Guaranteed Interview Scheme	Staff who become disabled are able to continue in work More disabled people have access to employment		Ongoing

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				Support provided to people with caring responsibilities	Working in partnership with Crossroads "caring for carers" to promote Action for Carers in employment scheme. Some employees have benefited from free respite care		
		Gender	EMG		Provide support for people with childcare responsibilities	Nursery provided at Swansea site. Contract extended for 2 years. School pick-up service provided. Play scheme operated during school holidays	Ongoing
						Nursery moving to larger premises	Oct 2008
						Childcare voucher scheme provided through Busy Bees. Carer's week supported	Ongoing Annual
		Disability			Provide development opportunities for disabled staff	OD budget provides for disabled staff to attend SCS College	Ongoing
12	Provide Equality and Diversity Training and promote good diversity and equality practice	All	OD SSC	Provide information on diversity & Human Rights in Induction Course	All staff are aware of their entitlements and responsibilities	Induction Course up-dated	Annual review

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	All	WD (Workforce Development -previously LDG)	Provide equality and diversity training for all staff	All staff have a basic awareness of equality and diversity issues. Provide specific & integrated training for managers	WD tasked with identifying Agency Diversity training requirements and providing training over the 18 months commencing October 2008	October 2008 & ongoing
	All				Roll out of e-learning to all staff to be undertaken – awaiting confirmation that IT system is in place	Jan 2008
			Share best practice with other DVO agencies	Initiatives developed to support diversity	DfI Diversity network meetings attended quarterly	
			Provide Impact Assessment Training for all staff	Staff attend course prior to completing IA's		Ongoing
		WD	undertaking IA's. Course available via SAP booking system	Tests of relevance/IA's undertaken in line with training/guidance & DVLA template		
		PRER	Provide advice and materials for staff undertaking IA's Advice given on request		Develop new toolkit of information for IA's – review template	Dec 2008

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13	Integrate Equality and Diversity into business and delivery plans	All	EB and all Directorates	Review of individual delivery plans by EB and Steering Group delegates	All directorate plans include equality and diversity aspects associated with actions identified	Compliance review undertaken by PRER	Nov 2008
					Cabinet Office Diversity Strategy benchmarking tool utilised for integration of diversity into business		Dec 2008
				Diversity Audit review 2006 & August 2008	Written Auditor's report on diversity & equality in Agency with recommendations for action	Results of Diversity Audit reviewed & actions taken by Executive Board	
14	Assign Responsibilities for meeting and overseeing equality and diversity objectives	All Disability	Head of HR/ Chief Executive	Diversity Champion appointed to include all strands and Human Rights	Senior management have ownership of equality and diversity	Diversity and Human Rights Champion appointed (David Evans) and Accessibility Champion (David Hancock)	Agreed July 2007
		All		Quarterly meetings of Equality and Diversity Steering Group – delegates report on issues in their directorates	Diversity Steering Group oversees and influences progress on equality and diversity	Diversity Steering group meets quarterly	Ongoing
				Responsibility for providing advice on key issues assigned to PRER personnel	Contact points for all diversity strands and Human Rights issues assigned	All strands to be assigned to PRER personnel	August 2008

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15	Make equality and diversity part of the Agency's core values and management responsibilities	All	EB and Senior Management teams	Build equality and diversity explicitly into business plans and Agency policies, PRIDE values Monthly meetings of attendance management working group	Staff feel that they are valued and respected. Diversity is integrated into business activities	Objectives in PDRs for managers  Meetings to be held with new Director of HR and Chief Executive when in post to discuss further	April 2008