

## DIVERSITY ACTION PLAN PROGRESS REPORT 2007

Objective	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	High All	Diversity team, PASG, Recruitment HR Business Partners, Executive Board and Agency managers.	Consultation with staff includes surveys undertaken every other year.	Equality and Diversity issues are considered when developing and implementing new policies and procedures.	2006 results analysed and published on intranet. Staff survey to be undertaken in 2008 Disability Survey to be undertaken in 2008	March 2008 Feb 08
	Medium Disability		Diversity Steering Group and Trade Union consulted regularly	Improved consultation on disability issues following publicity drive	Quarterly DSG meetings Drafts circulated for staff/union consultation and feedback.  3 well attended meetings held since ADAPT. Next meeting Nov 07	Nov 07
	High Gender Race		Work with Remploy Job Centre Plus, Scope, WISE and Shaw Trust and Employer's Forum on Disability	External consultation takes place	Disability Action Plan approved following consultation Funding secured for job coach via WISE Links with external bodies established and relationship ongoing	Completed Ongoing
	High Sexual Orientation Gender		Work with CRE, Job Centre Plus MEWN Consult with EOC and women's groups	Consultation with LGBT community	EOC launch attended. International Women's Day attended	Completed
			Join Stonewall Seek accreditation to the 2007 Stonewall Equality Index	Joined Stonewall Feb 06 DVLA became a Stonewall champion. Network established currently with a membership of 14. DVLA to be included in equality index of top 100 employers in UK employing LGBT staff Meeting initiated with DSA group in Aug 07.	Oct 07 Aug 07	
			Establish Links with the Cabinet Office, and DfT LGBT network groups.			

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2	<b>Consult customers on equality and diversity issues relevant to service provision</b>	High All  Medium Disability Race  Medium Disability Gender	Diversity Unit Central Marketing Market Research (CMMR) DVLA managers  Diversity Unit	Undertake annual customer satisfaction survey and analyse by equality strands  MORI poll results for Local Office received  Continue link with NASS (HO body for disabled asylum seekers & refugees)  Links between gender and disability identified for customers accessing services  Employers Forum for Disability networking event to be hosted	Services meet customer needs and confirmed in survey feedback  External consultation takes place on access issues  DVLA staff and external voluntary sector and other public sector organisations participate	Survey undertaken annually from November 2006 Next survey  Results awaited  Link established and relationship ongoing Meeting with Picture Build representatives to be arranged  Disabled Go to undertake research. Questionnaires sent to UK groups  Top line report received. Analysis of questionnaires undertaken  Breaking Free Conference held.  Liaising with Employers Forum to establish viability of hosting conference in 2008	Nov 2007  July 2007  July 2007  July 2007  Aug 2007  Dec 2006  Jan 2008
3	<b>Equality and Diversity policies are relevant and meet legislative requirements and staff needs</b>	High All  High Disability Gender  Disability  Gender Disability Race	Diversity team, PASG Diversity Steering Group	All equality policies are checked and any necessary changes have been made to include human rights and all diversity strands  Policies developed to meet needs of female staff returning from maternity leave and disabled staff  Equal Pay review is carried out every 3 years	Policies are developed and updated  Pay awards are fairly assessed and reviewed regularly	Policies reviewed as required to meet legislative requirements and on a three year basis  DAL policy piloted amendments made and awaiting sign off  Home working policy developed and circulated for comment by 20/09/07  Stress policy developed following successful trial  Impact assessment on equal pay review to monitor effect	Ongoing  Oct 2007  Nov 2007  Completed  Jan 2008

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4	To assess policies and functions and minimise any adverse impact on target groups of staff and customers To assess policies and functions and minimise any adverse impact on target groups of staff and customers	High	Diversity team All Directorates	All relevant policies and functions are prioritised and impact assessed	All completed impact assessments sent to Diversity Unit	Impact Assessment timetable updated June 07 New policies identified and added to the timetable	July 2007
		All				Impact assessment template and guidance revised New policies identified and added to the timetable IA training timetable being developed. Next training Sept 07	Aug 07 Sept 2007
5	Collect equality and diversity data and monitor impact on staff and customers	High All	SSC (Shared Service Centre) retained HR Management information Unit Diversity Unit, Agency Complaints monitoring Team  Diversity Unit, CMMR, SSC and Business Units	Monitoring data by diversity strands collected on a range of HR functions via SAP system And staff surveys	Analysis shows potential for adverse impact on diversity strands to be addressed	HR monitoring data collected and analysed bi-annually (March and September) Staff surveys undertaken every two years	Ongoing
		High Gender Race Disability Age		Monitoring access to employment services includes gender 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	Meeting to be arranged with SSC to discuss arrangements for distribution DU to develop questionnaire	Aug2007 Sept 2007
		High All		Trends in harassment cases recorded and analysed	Action to overcome harassment identified	Reports received and analysed from HCOs	Ongoing
		High Race Gender Disable		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. Meeting to be arranged with CMMR to discuss feasibility of diversity monitoring of Private Motorist's Survey.	Ongoing
					Record of formal complaints and the outcome .	Information on customer complaints currently collected and analysed	Sept 2007 Ongoing

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6	<p><b>To inform staff and customers of the result of consultation and impact assessments and other equality issues</b></p> <p><b>To inform staff and customers of the result of consultation and impact assessments and other equality issues</b></p>	High All	Diversity team, 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 e.g. annual report Monitoring information made available on DVLA website and published annually by DfT	Customers and staff are kept updated and informed of results of consultation and impact assessments	Annual reviews following surveys Reports on customer and staff surveys published on intranet for 2004 and 2005 Next disability survey Next staff survey	Ongoing Completed Jan 2008 Mar 2008
		Medium All	Diversity Unit	Information on equality issues published	Information available to staff	Diversity Action Plan up-dated and published on intranet Reports published for 04/05 and 05/06 Articles published in News @ DVLA, staff newsletter, corporate briefs and consultation groups up-dated Calendar of religious festivals, Policies on Religion or Belief, Sexual Orientation, Disability, Equality and Diversity, Bullying and Harassment published Guidelines published on intranet in respect of transsexual issues and support available,	Sept 2007 Completed Ongoing Completed Completed
7	<p><b>To provide access to information and services to staff, job applicants and customers</b></p>	High All	ICG, DSD, Recruitment and SSC	Current guidance and information is on DVLA intranet and website DSD review in conjunction with Direct Gov. site	Up-to-date information on intranet and website. Information and advice on recruitment available to staff and job applicants	Information is published in respect of services and recruitment on the DVLA website Information is available on the Direct Gov. website	Ongoing
		High Race Disability	Diversity Unit, DSD, LOD and Fujitsu and Infrastructure Services	Meetings organised with DU, DSD, Fujitsu and LO reps.	DVLA website is easier to access for people with low literacy, reading skills, English as a second language, dyslexia and mild visual impairments	Disability champion from FJS appointed with responsibility for IT accessibility for disabled users Website now speech enabled. Free software provided to enable website	Completed

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<b>To provide access to information and services to staff, job applicants and customers</b>					visitors to hear the words on screen and can be customised to suit user's requirements.	Completed
	High Disability	Diversity Unit, IBM, Fujitsu, Innovation Services and DSD	Review of IT access followed by full audit	Access audit of current IT services available to DVLA customers and implementation of planned prioritised programme to remove or alter physical barriers.	Review undertaken	June 2007
	High Disability		Establish IT Accessibility Centre of Excellence Establish a case log monitor and review Revise and refine process Establish agreed turnaround targets testing, purchase and installation of IT kit for disabled users	Improved access to IT for home working	Working group of all responsible business units established. Meeting Aug 07	Aug 2007
	High Disability Gender		Ability Net to develop IT solutions.	Improved access to IT for disabled staff	Meetings held with Ability Net. IT matrix being developed. Visit arranged from Lloyds TSB Centre of IT User requirements draft to be agreed with IT partners. Turnaround times for software for disabled users to be agreed.	July 2007
		Diversity Unit	Disability officers available as a resource for managers and staff	Advice and support provided to staff and customers	Diversity Officers provide advice and support	Ongoing
	High Disability	Customer Services Directorate	Provide customers with greater access to complaints procedure	Customers who have difficulty in putting complaints in writing have alternative avenue	Customers are able to raise complaints by telephone through the Contact Centre.	Completed
	Medium Disability Race	Diversity Unit, DSD, information Age Team, CREC, Welsh Language Unit	General information tape prepared for approval. Translate for use on internet. Translation to be undertaken.	Translated leaflets and guidance available on internet	Available on tape and in Braille.	Completed
	Medium Race		IVR to be developed to enable accessible versions of information to be available.	Information is provided in accessible formats	Option for special needs available Monitor take-up	
	Medium Disability	Corporate Standards	Plain English versions of guidance notes available		Top 10 forms being reviewed for plain English and accessibility	Nov 2007+
				DVTV provides information for	Completed	

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	Medium Disability Race	Local Office Directorate	DVTV developed to be accessible for disabled customers	Customers are able to access information on screen at Local Offices	disabled customers and those whose first language is not English  Equality and Diversity statement available on tape and in Braille	Completed	
<b>8</b>	<b>Improve access to DVLA premises and facilities</b>	High Disability Gender	Estates Management Group and LOD  LST  Central Initiatives Group, LOD and LO HR	Undertake regular access audits of Swansea sites and LO network  Benchmark with other organisations  Review accommodation provision  Annual Charter Mark review  Service Level Agreement to determine standards	Improved access to buildings, lighting, heating, noise levels, car parking facilities, waiting areas, facilities, layout and signage  Compliance with DDA  Charter Mark Action Plan identifies improvements to be made 3 yearly access audit	Access audit for Swansea sites - contract awarded to Remploy. Action plan of issues to be address to be prepared.  Work plan to be developed for Local Offices following internal survey improved access for wheelchairs, pushchairs, provision of baby changing facilities  Monthly meetings held with Head of LOD and Customer Improvement Team on Charter Mark issues.  Benchmarking exercise undertaken with access audit Action plan shows responsible persons Regular feedback meetings and recommendations implemented from access audit	Nov 2006  Oct 2007  Sept 07  From Nov 06
<b>10</b>	<b>To address Health and Safety issues associated with diversity</b>	Medium Disability  High Gender	Occupational Health, Risk Management, Diversity Unit Estates Management  Occupational Health, Risk Management, Diversity Unit  Local Office Managers	Review Non-territorial working arrangements for staff and evacuation procedure  Provide healthcare support in the workplace arrange redeployment if necessary due to pregnancy	Non-territorial working does not adversely affect any equality strand  Female health needs are met following pregnancy/childbirth	Recommendations made taken on board.  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.  Local offices to make arrangements to	Completed  Completed/ Ongoing

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<b>To address Health and Safety issues associated with diversity</b>		Occupational Health, Risk Management, Diversity Unit	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	use rest/meeting rooms.  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	
	Medium Gender	Diversity Unit		Health issues highlighted	"The Hidden Disability" Conference scheduled for 2008	March 2008	
	High All	HR Business Units PASG	Managers implement stress policy	Senior managers briefed on stress policy	Trial of policy successful Line manager refer staff to OHA		
			Stress questionnaire to be developed	Feedback from questionnaires informs policy	Bristol HRBU working on stress questionnaire Results to be shared with PASG	Oct 2007	
11	<b>To have a diverse workforce that reflects the local population served by the Agency and meets Civil Service Targets</b>	High Race Gender Disability	Recruitment and Selection Services Team, LDG, DfT and Shared Service Centre	10 Point Plan approved by the Board	Workforce reflects 10 Point Plan targets	Liaison with DfT on SCS appointments and promotional opportunities Monitoring information against targets provided	Ongoing
				Recruitment, training and flexible working initiatives developed to increase representation of under represented groups	More under represented groups shown in monitoring statistics	Profiles for travel to work areas in LO areas to be investigated	Sept 2007
		Medium Disability				All posts open to flexible working arrangements unless specific business needs do not allow and this can be demonstrated	Ongoing
		Medium Disability	Diversity Unit	Central fund to be established to support staff who, due to a disability are not able to be 100% effective.	Disabled staff are able to continue in employment	SSC meeting arranged with WISE, Remploy and Shaw Trust for familiarisation visit	Sept 2007
		Medium				Work experience opportunities offered to disabled people and feedback from them informs policy	July 2007
				Fund agreed by Board	Completed		

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<b>To have a diverse workforce that reflects the local population served by the Agency and meets Civil Service Targets</b>	Gender	Diversity Unit All Directorates	Identify barriers to recruitment and retention of transsexual staff	Barriers for transsexual staff removed	Policy being developed	July 2007
	M Gender Sexual Orientation	PASG  Diversity Unit and Line Managers	Advertise in Stonewall Advertise in London Pride	LGBT applicants encouraged	Working with A:gender and business partners to identify issues and address for individuals. Information packs sent to managers. A4 page in Stonewall Employment Guide taken. A4 page on DVLA in London Pride	Nov 2007  Completed
	High Disability Gender	Diversity Unity and HR Staffing Recruitment and Selection	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 Diversity Unit	Ongoing
	High Disability	Diversity Unity and HR Staffing Recruitment and Selection and line managers	Make reasonable adjustments to working environment and hours including specific equipment and workplace assessment	Funding to support Access to work sought	Funding retained but not confirmed for future	
	High Gender	Diversity Unit and 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	Reassessment under review from DWP Follow-up assessment	May 2007 Oct 2007
	Medium Disability	Diversity Unit LDG	Support provided to people with caring responsibilities	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. Nursery moving to larger premises Childcare voucher scheme provided through Busy Bees. Carer's week supported.	Ongoing April 2008
			Disability Unit budget supports development opportunities	Provide development opportunities for disabled staff	LDG budget provides for disabled staff to attend SCS College Working in partnership with Crossroads "caring for carers" to	Ongoing

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		Diversity Unit			promote Action for Carers in employment scheme. Some employees have benefited from free respite care.	Ongoing	
12	Provide Equality and Diversity Training and promote good practice	High All	Diversity Unit Learning and Development Group SSC	Provide information on Human Rights in Induction Course	All staff are aware of their entitlements and responsibilities	Induction Course up-dated	Dec 07
		Gender		Provide equality awareness training for managers including gender and transsexual issues	Managers are responsive and sensitive to gender and transsexual issues. Women returning to work are offered support on returning from maternity or career breaks	Up-date provided on women and trans issues	
		High Disability	ICG	Customer training provided to new entrants includes diversity issues	Staff feel confident dealing with disabled customers	Disability matters included in leadership workshops.	
			LOD			DDA half day awareness course provided.	Nov 07
			Diversity Unit			Line Managers Guide on disability - in draft awaiting approval.	
			LDG			Sign language package available on CD and more advanced courses through Further Education Deaf awareness course organised. Basic 1 day sign language provided by RNID.	Sept 2007
			Diversity Unit and LDG			Training provided for meeters and greeters in LOD	Sept 2007
	High All				Training provided. CD Rom inc. disability awareness training available.		
					Considering training with SCOPE. LDG to review.	Nov 2007	

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<b>Provide Equality and Diversity Training and promote good practice</b>	High All		Provide e-learning on equality and diversity for all staff	All staff have a basic awareness of equality and diversity issues	Roll out of e-learning to all staff to be undertaken - awaiting confirmation that IT system is in place	Sept 2007	
			Share best practice with other DVO agencies	Initiatives developed to support diversity	DfT network meetings attended – next meeting	Oct 2007	
			Diversity Conferences held	Attendance at conference promotes equality and diversity	Conferences held in 2005, 2006. HIV conference to be held		
					DU represented at Capita Conference 2007 also Office of National Statistics and National Employment Panel of Cabinet Office	Jan 2007	
			Road shows to be held in around the UK	Staff in LOs and Swansea are aware of equality and diversity issues and have an opportunity to discuss issues relevant to their areas	Road show held in Bristol	July 07 Oct 07	
		Consider joining Employers Forum on Disability	Benefits of joining reviewed	Road show planned for Manchester SSC roadshow	Jan 2008		
<b>13</b>	<b>Integrate Equality and Diversity into business and delivery plans</b>	High All	All Directorates	Review of individual delivery plans by Steering Group delegates	All directorate plans include equality and diversity aspects associated with actions identified	Diversity Unit undertaking research into integration in business plans	Commencing Jan 2008

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14	<b>Assign Responsibilities for meeting and overseeing equality and diversity objectives</b>	High All Disability  All	Head of HR/Chief Executive	Diversity Champion appointed to include all strands and Human Rights  Quarterly meetings of Equality and Diversity Steering Group – delegates report on issues in their directorates  Responsibility for providing advice on key issues assigned to personnel in the Diversity Unit	Senior management have ownership of equality and diversity  Diversity Steering Group oversees and influences progress on equality and diversity  Contact points for all diversity strands and Human Rights issues assigned	Diversity Champion appointed and Accessibility Champion (David Hancock)  Diversity Steering group meets quarterly  All strands assigned to DU personnel	Agreed July 2007  Ongoing  Completed
15	<b>Make equality and diversity part of the Agency's core values and management responsibilities</b>	H All	Senior Management team	Build equality and diversity explicitly into PRIDE values	Staff feel that they are valued and respected	Objectives in PDRs for managers (David Evans) Build appropriate questions into Staff Survey Meetings to be held with new Director of HR and Chief Executive when in post to discuss further	Completed  April 2008