

Equality Monitoring in the Driver Vehicle and Licensing Agency 2008/9

Prepared by the In House Analytical Consultancy
for Human Resources

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Transport



GOVERNMENT OPERATIONAL RESEARCH SERVICE

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Contents

Contents	1
1 Management Summary	3
1.1 Introduction	3
1.2 DVLA structure and organisation	3
1.3 Key Findings: Gender	4
1.4 Key Findings: Ethnicity.....	4
1.5 Key Findings: Disability.....	5
1.6 Key Findings: Age.....	6
1.7 Key Findings: Differences with last year	6
1.8 Information Recommendations	6
2 Introduction	7
2.1 Equality Monitoring	7
2.2 General Approach.....	7
2.3 Analysis and Results.....	8
2.4 Data Groups and Subgroups	8
3 Comparison of the DVLA with the working-age population	10
3.1 Introduction	10
3.2 DVLA compared to the GB working-age population	10
3.3 DVLA in Swansea	12
3.4 Other offices.....	14
3.5 Overall Conclusions	15
4 Diversity across pay bands	16
4.1 Introduction	16
4.2 Gender	16
4.3 Ethnicity	17
4.4 Disability.....	17
4.5 Age.....	18
4.6 Work Pattern	18
4.7 Operational/Non-Operational	19
5 Staff in Post – Year on Year Comparisons	20
5.1 Introduction	20
6 Ceased Employment.....	22
6.2 Gender of employees leaving	22

6.3	Ethnicity of employees leaving.....	23
6.4	Disability status of staff leaving.....	24
7	Performance Assessment.....	26
7.1	Introduction.....	26
7.2	Pay Band.....	26
7.3	Gender.....	26
7.4	Ethnicity.....	26
7.5	Disability.....	26
7.6	Work Patterns.....	26
7.7	Operational/Non-operational Staff.....	26
8	Training and Development.....	28
9	Grievances and Discipline.....	29
A.	Annex A: Working-age populations used for Equality Monitoring comparisons.	30
A.1.	Reporting Locations.....	30
A.2.	Key Data Sources.....	30
A.3.	Population.....	31
A.4.	Disabled Status.....	31
A.5.	Ethnicity.....	31

1 Management Summary

1.1 Introduction

- 1.1.1 This report contains an analysis of staff equality and diversity in the Driver Vehicle Licensing Agency (DVLA) based on the requirements of the Race Relations (Amendment) Act. The data used in the analysis was collected on the staff that had been in post between 1st April 2008 and 31st March 2009.
- 1.1.2 The analysis looks at staff in post, cessations, training, performance management, grievances and discipline and considers whether there are significant differences with respect to gender, ethnicity, disability, pay band, role, age and work pattern. Where possible, comparisons have also been made against the previous year.
- 1.1.3 The inequalities and differences identified have been described in non-statistical terms throughout this report. However, where differences have been found to be statistically significant, this has been highlighted.

1.2 DVLA structure and organisation

- 1.2.1 The primary purpose of the DVLA is to maintain accurate driver and vehicle registers, then to provide flexible secure access to this data to those who need it most notably our delivery partners the Police, Courts and Local Authorities. The majority of DVLA's staff are based in Swansea, however, there are a number of small regional offices around Great Britain.
- 1.2.2 At midnight on the 31st March 2009, there were 6,337 staff in post below the level of the SCS. 4931 (77.8%) of staff were based in Swansea, there was also 1,173 in local offices and enforcement centres across Great Britain outside of London and a further 233 staff in the London offices. For the purposes of this report, the local offices have been grouped by London offices and "Other" offices.
- 1.2.3 Staff were classified as "operational" (roughly front line) and "non-operational" (or business support). There were 5,217 operational and 1,120 non-operational staff. The majority of staff, 4,978 (78.6%) were full-time while 1,359 (21.4%) were part-time. Most staff 5,615 (88.6%) were in the three junior of seven pay bands, with 3,110 (49.1%) in pay band 2. (Pay band 1 is the most junior, pay band 7 the most senior).

1.3 Key Findings: Gender

- 1.3.1 DVLA, comprised 3,993 female and 2,344 male staff – 63.0% female and 37.0% male. In Swansea, the London offices and Other offices, there were a significantly higher proportions of females than would be expected based on the local working-age populations.
- 1.3.2 The distribution of males and females was not consistent across the pay bands. There were significantly more males in pay bands 4, 5 and 6 and more females in pay band 2 than would be expected - even allowing for the higher number of females in DVLA as a whole.
- 1.3.3 A significantly higher proportion of females than males worked part-time, and a significantly higher proportion of females than males were operational.
- 1.3.4 More male staff left the DVLA than expected given the overall gender mix. This was particularly acute in pay band 2 where the leaving rate for males was almost double that for females.
- 1.3.5 Males in pay band 1 took part in more training courses than females at this pay band.
- 1.3.6 Overall and particularly in pay bands 1 and 2, there was a significantly higher proportion of male disciplinary cases than expected.

1.4 Key Findings: Ethnicity

- 1.4.1 5,932 (93.6%) of staff declared their ethnicity, 405 (6.4%) were unknown – this was an improvement on last year, with numbers for unknown ethnicity dropping by 7.5%.
- 1.4.2 Of those that declared their ethnicity, 203 (3.4%) of the staff that declared their ethnicity were from an ethnic minority background compared to 11.0% in the GB working-age population. Although DVLA are well below what might be expected, this is due to the uneven distribution of the minority ethnic populations across Great Britain. In Swansea, for example, 2.0% of staff that declared their ethnicity said they were from an ethnic minority, which was representative of the locality – 2.9%. Similarly, the proportion of ethnic minority staff in London offices (23.1%) was not significantly different from the local area. However, the remaining offices (Others) did have a significantly lower proportion of ethnic minority staff – 6.5% - than the GB population -11.0%.
- 1.4.3 ,Overall, significantly fewer ethnic minority staff were in pay band 1 and more in pay band 2 than we would expect. Some of this imbalance was explained by the fact that the majority of posts in London were in

pay band 2, where there was a higher overall proportion of staff from an ethnic minority.

- 1.4.4 A significantly higher proportion of staff from an ethnic minority compared to white staff were operational.
- 1.4.5 Significantly fewer white staff and more staff of unknown ethnicity left than we would expect. However, the proportion of staff leaving from the ethnic minorities was not significant.
- 1.4.6 Pay band 2 had fewer of its staff from an ethnic minority among the top 20% of performance management scorers than would be expected
- 1.4.7 Ethnic minority staff appeared equally likely to take part in training as white staff.

1.5 Key Findings: Disability

- 1.5.1.1 5,584 (88.1%) of staff declared their disability status. Of these, 973 (17.4%) were disabled. In comparison 18.4% of the GB working-age population is disabled.
- 1.5.2 The analysis considered just those staff that declared their disability status. In Swansea, 18.6% were disabled – significantly fewer than the 21.0% in the local working-age population. In the London offices 19.7% were disabled – which was representative of the local working-age population. At Other offices, 12.0% were disabled and this was significantly lower than that of the GB working-age population (18.4%).
 - 1.5.2.1 Lower pay bands had higher proportions of disabled staff than higher pay bands across all locations. In pay band 1 there were more disabled staff than expected and in pay band 3 there were fewer than expected.
- 1.5.3 12.1% of leavers from the DVLA declared themselves to be disabled, significantly fewer than the 17.4% we would expect from the overall figures for the DVLA. There were also fewer non-disabled and more staff with no declared disability status leaving than one might expect.
- 1.5.4 There were significant differences in the performance ratings received by disabled and non-disabled staff in the consolidated pay band group 1-3. There were fewer disabled staff from this group among the highest scorers (20%) than expected, 13.4%, compared to the proportion of disabled staff - 18.0%.
- 1.5.5 Overall, non-disabled staff attended more training than disabled staff. Non-disabled staff members attended 1.2 training courses on average, while disabled staff attended 1.0 on average.

1.6 Key Findings: Age

- 1.6.1 The age profile of staff in the DVLA was significantly different from the profile of the working-age population of Great Britain.
- 1.6.2 In Swansea, the London and Other offices, there were higher proportions of staff aged between 25 and 29. Swansea and the Other offices also had a second peak for staff aged 45-49, while in the London offices there was a peak for staff aged 50-54. Overall, there was a significantly higher proportion of staff aged 25-29 and 45-49 than in their respective local working-age populations.
- 1.6.3 As expected, higher pay bands tended to have more staff in the older age groups.

1.7 Key Findings: Differences with last year

- 1.7.1 Compared to last report for 2007/08, the number of staff fell from 6,500 to 6,337 – a 2.5% decline. There were several significant differences between the staff in post in 2007/08 and 2008/09. This included the age profile of staff – there was an increase in the average age of staff from 38.7 to 39.5 years – and an increase of 7.6% in the number of part-time staff. There were also more disabled staff (30.1% increase) which was mainly due to the fact that more staff declared their disability status (up 10.9%).

1.8 Information Recommendations

- 1.8.1 There has been a significant increase in the number of staff declaring their disability status in DVLA since the last report. However, the proportion of undeclared was still relatively high – just under 12% - and helps to undermine the analysis given that the proportion of disabled staff is only slightly higher – just over 17%.
- 1.8.2 The proportion of staff providing their ethnicity was higher than for disabled – just under 94%; however, since only 3% of staff said they were from an ethnic minority there were still more than twice as many unknowns as staff from an ethnic minority background. This means that the analysis by ethnicity has to be treated with some caution, as it cannot be assumed that the staff not declaring their ethnicity would be in the same ethnic proportions as those that did.
- 1.8.3 The report recommends therefore that DVLA tries to improve these rates for 2009/10.
- 1.8.4 The recruitment information received could not be used for analysis, and we recommend that DVLA consider how they could provide recruitment data in the format suggested by IHAC.

2 Introduction

2.1 Equality Monitoring

- 2.1.1 In April 2009, DfT(C) Human Resources asked the In House Analytical Consultancy (IHAC) to undertake an analysis of staff equality within DfT and its agencies.
- 2.1.2 This report contains an analysis of information collected on Driver Vehicle and Licensing Agency (DVLA) staff in post at midnight on 31st March 2009; and cessations from 1st April 2008 to 31st March 2009. In addition, the report considers training, discipline and grievances and an analysis of performance management for the 2008/09 reporting year.
- 2.1.3 The aim of the analysis was to determine whether staff diversity (gender, ethnicity, disability, age etc) was a significant factor in the roles and pay bands staff occupy. It also considers the way staff were treated in terms of their performance rating, training etc.
- 2.1.4 Note that for the purpose of this report, the Senior Civil Service (SCS) for DVLA (and DfT's other Agencies) have been included along with DfT(C)'s SCS. This report excludes the DVLA SCS – to avoid double counting.

2.2 General Approach

- 2.2.1 Initially, the report looks at the staff in post and considers whether their diversity mix reflects the geographical region of where they were based. This was based on the working-age population of the catchment area – which is discussed in Annex A. To do this we considered Swansea and the London offices separately – with all other staff being put into an Other offices category. One of the questions we asked here, for example, was whether the proportion of ethnic minority staff reflected the working-age population of the surrounding area?
- 2.2.2 The next step was to look at the diversity mix of each pay band to see whether there was over/under representation at pay band level. For example, as there were more females than males in DVLA as a whole was this reflected in each pay band?
- 2.2.3 The report also looked at those staff that left DVLA, raised grievances and were disciplined. Again, the analysis considers whether diversity was a factor –e.g. was the number of females that left in proportion to the staff in post. Staff performance management reports were analysed to see if any of the diversity groups had been marked differently.

2.3 Analysis and Results

- 2.3.1 The analysis presented in this report is described in non-statistical terms throughout. However, statistical tests have been carried out to check whether the differences were significant – in other words, whether it could be said that the difference was “real” or due to random factors. Where differences were statistically significant, this has been highlighted. It should be noted that there may be some occasions where graphs appear to show a considerable difference between groups of people, but the difference was not necessarily significant. There are also some occasions where it was not possible to carry out the statistical test due to small numbers of staff in certain groups, and therefore it is not possible to say whether the apparent difference is statistically significant or not.
- 2.3.2 The raw data provided by DVLA, on which the analysis was based is not provided in this report. A summary of this information was provided to DVLA as part of the data validation prior to analysis.

2.4 Data Groups and Subgroups

- 2.4.1 Data on staff gender, age and pay band are held for each member of staff in the DVLA, but data on disability and ethnicity are voluntarily provided and often have significant numbers of unknowns or undeclared. Understandably, some staff may have been reluctant to provide this information and, as a result, these data often have significant numbers of unknowns or undeclared statuses.
- 2.4.2 Staff in post figures exclude staff on maternity leave or career breaks.
- 2.4.3 Pay band groups**
- 2.4.4 The pay bands and pay band groups referred to in this report are given below together with what they represent.

PB1-3		
Pay Band 1	Pay Band 2	Pay Band 3
AA	AO	DV_ACT Acc Trainee
DV_PB1_AA	DV_PB2AO	DV_EO
DV_PB1SGB2	DV_PB2_SGB1	DV_SPS
DV_PB1Typist	DV_PS	EO
SGB2		

PB4-5		PB6-7	
Pay Band 4	Pay Band 5	Pay Band 6	Pay Band 7
DV_ACQ Acc Qualified	DV_ACS Acc Snr Qual	DV_B1 Med Advisor	DV_Grade 6
DV_ACQ Auditor Qual	DV_ACS Auditor Snr Q	DV_B2 Med Advisor	G6
DV_HEO	DV_SEO	DV_B3 Med Advisor	Grade 6
DV_HPTO	SEO	DV_Grade 7	
HEO		G7	
		Grade 7	

2.4.5 Age groups

2.4.6 The age groups and age groups used in this report were:

<20	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-60	60-64
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2.4.7 Each member of staff's age is based on how old they were in years on the 31st March 2009. Therefore someone born of the 31st March 1959 would be counted as 50 years old while someone born on the 30th March 1959 would be counted as 49 years old. Where average ages are given for a group of staff these are based on the age of each staff member in whole years.

2.4.8 Performance Management

2.4.9 The performance management system assigns each staff member a score between 1 and 120. To allow analysis of this, the scores have been split into two categories, with staff achieving scores of 111 and above being classed 'High Scorers' or 'High Achievers'. The breakdown of staff in these categories was then analysed to see if there were any significant differences between the higher and lower scorers. Roughly 20% of staff received a score of 111 or more.

3 Comparison of the DVLA with the working-age population

3.1 Introduction

- 3.1.1 On the 1st April 2009 there were 6,337 staff below SCS in post in the DVLA: the majority of which, 4,931 (77.8%), were based in Swansea. The DVLA also had 39 local offices and 12 enforcement centres across Great Britain. In the London offices there were 233 staff, while outside of London there were 1,173 staff.
- 3.1.2 The section begins by considering the diversity mix of staff in DVLA as a whole. It then considers whether the diversity makeup of the staff reflected the local working age populations in the locations where DVLA is based.
- 3.1.3 To undertake a geographical analysis a sufficient number of staff at each location were required. We have therefore considered Swansea and a group comprising the London offices separately, and compared them with the surrounding areas' working age populations. For staff outside Swansea and London, a consolidated grouping of "Other" offices was used and we have compared their diversity with the GB working age population as a whole.

3.2 DVLA compared to the GB working-age population

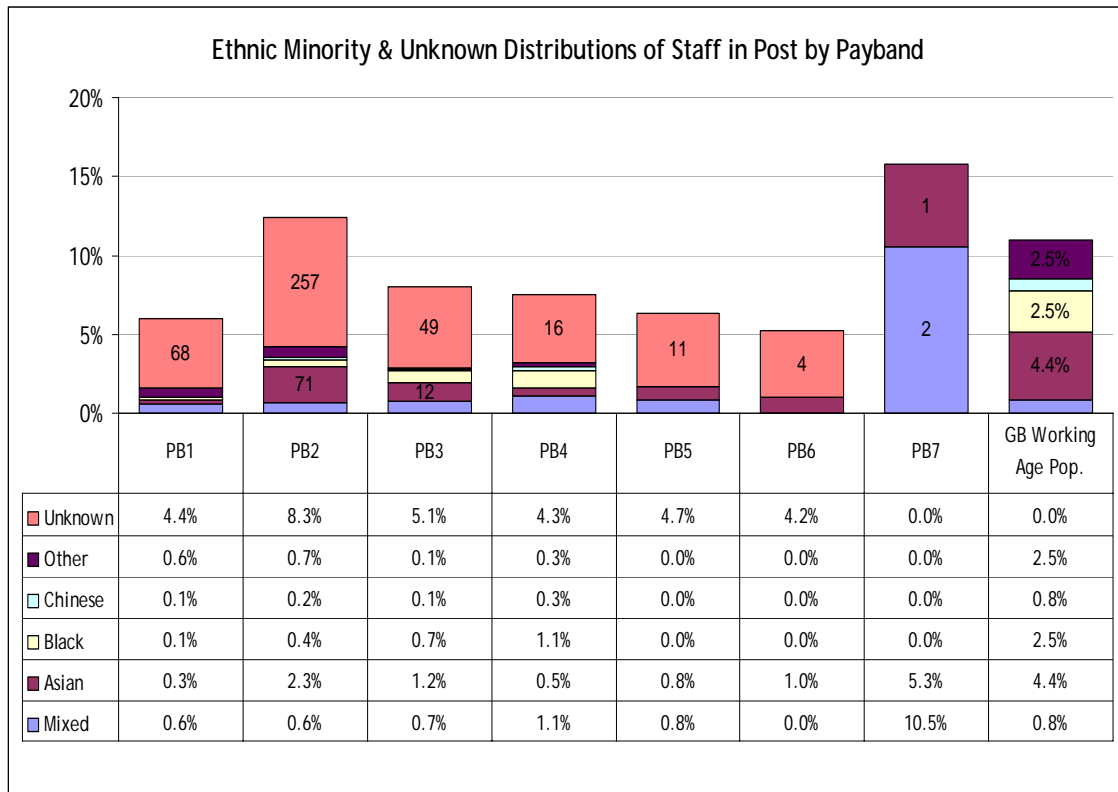
3.2.1 Gender

- 3.2.1.1 The DVLA had more female staff than males – 3,993 (63.0%) and 2,344 (37.0%) respectively. This is a higher proportion of females than in the GB working-age population (47.8%).

3.2.2 Ethnicity

- 3.2.2.1 5,932 (93.6%) staff declared their ethnicity. Of these, 203 (3.4%) were from an ethnic minority. In comparison, 11.0% of the GB working-age population were from an ethnic minority.
- 3.2.2.2 Compared with the GB working age population, the DVLA had a higher proportion of white staff – but this is largely due to the uneven distribution of the ethnic minority populations across Great Britain and the fact that the majority of DVLA's staff are located in Swansea - where there is a relatively low proportion of people from an ethnic minority.
- 3.2.2.3 The graph below shows the disaggregated ethnic minority composition of DVLA in 2008/09 compared with the ethnic minority composition of Great Britain. The graph excludes staff with unknown ethnicity (6.4% of staff in post). For ease of reading, the remaining

proportion of white staff is not shown on the graph. The numbers are shown where possible, but some are omitted for the sake of clarity; however it should be possible for the reader to determine the figures that have been omitted. As we can see, there are a lot of staff of unknown ethnicity, and the distributions of specific ethnic groups seem to differ greatly from the GB working age population.

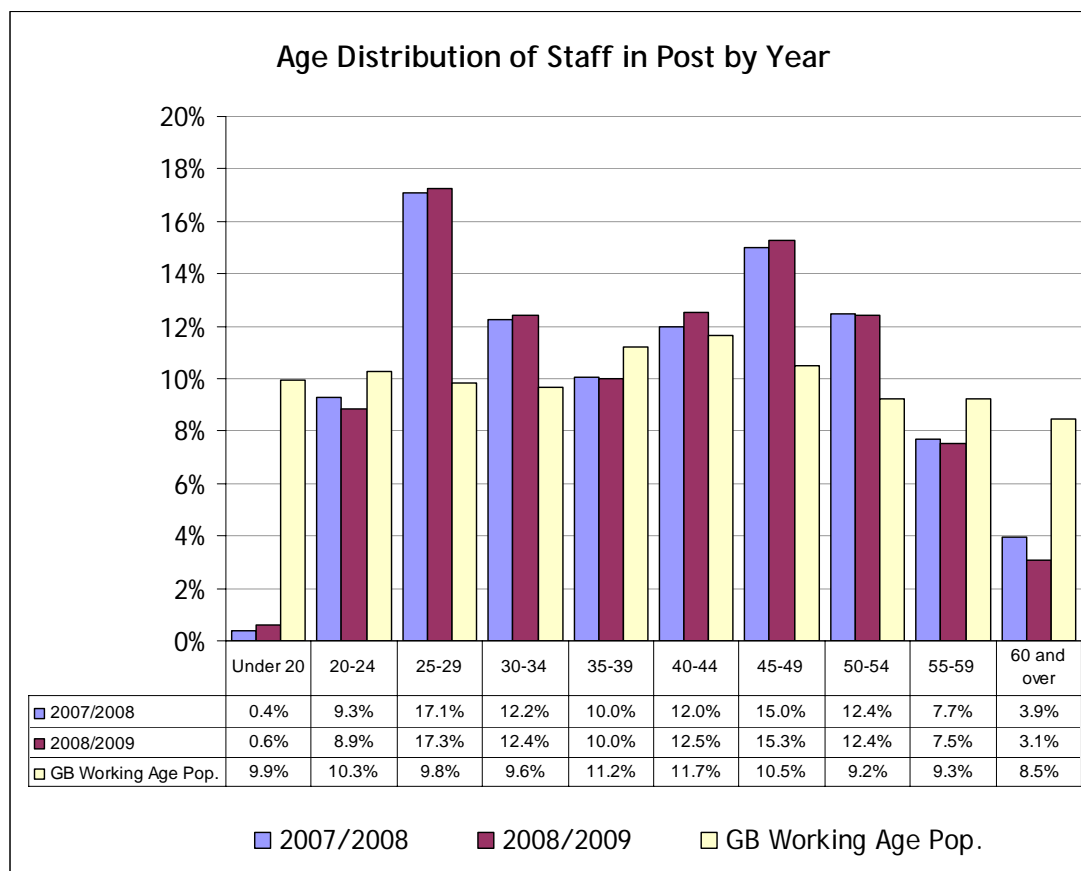


3.2.3 Disability

3.2.3.1 5,584 (88.1%) staff declared their disabled status. Of these, 973 (17.4%) were disabled. In comparison, 18.4% of the GB working-age population were disabled.

3.2.4 Age

3.2.4.1 The graph below compares the age distribution of staff in the DVLA with the age distribution of the working-age GB population.



3.2.4.2 There were two clear peaks in the age profile. There were significantly more staff aged 25-29 and 45-49 than any other age groups, and a higher proportion at these age groups than in the GB working age population.

3.2.4.3 It is worth restating here that staff on maternity leave and career break are omitted from the analysis. This is significant because almost two thirds of DVLA's staff were female and the trough between the 30-44 age bracket may be due to child care commitments.

3.3 DVLA in Swansea

3.3.1 4,931 of DVLA's 6,337 staff or 77.8%, were based in Swansea and the diversity mix of these staff was compared to the working-age population of Swansea and the following neighbouring counties: Carmarthenshire, Powys and Neath Port Talbot.

3.3.2 Gender

3.3.2.1 3,104 (62.9%) of staff in Swansea were female – a significant difference from the local working-age population (47.6%). Each of pay bands 1 to 3 contained significantly more females than the working-age population would suggest they should have. There was no significant difference between the gender distribution in the higher pay bands and the local working-age population.

3.3.3 Ethnicity

3.3.3.1 There were 211 (4.3%) staff whose ethnicity was not recorded. This was more than the total number of staff from an ethnic minority (95 or 1.9%), and means that the analysis here should be treated with some caution as it cannot be assumed that the ethnic split amongst the staff declaring their ethnicity will be the same as those that did not.

3.3.3.2 Excluding the staff that did not record their ethnicity, there are fewer staff from an ethnic minority than might be expected. 95 (2.0%) of staff were from an ethnic minority – compared with 2.9% of the local working-age population. This was statistically significant.

3.3.3.3 At pay band level, there was no significant difference between the proportions of staff from an ethnic minority and the local working-age population. However, pay band group 1-3 have fewer staff from an ethnic minority background than would be expected.

3.3.4 Disability

3.3.4.1 551 (11.2%) of the staff did not declare their disability status. For those staff where the disability status was known, 813 (18.6%) declared themselves disabled. This was significantly lower than the 21.0% in the local working-age population.

3.3.4.2 At pay band level, only pay band 3 has significantly fewer disabled staff than expected – 99 (14.8%).

3.3.4.3 As with ethnicity, the analysis of disability should be treated with some caution as it cannot be assumed that the disabled split amongst the staff declaring their disabled status would have been the same as those that did not.

3.3.5 Age

3.3.5.1 Staff had a significantly different age profile compared to the local working-age population. There were two distinct peaks in the age ranges 25-29 and 45-49.

3.3.5.2 The majority of staff were in pay bands 1 to 3 - 4,302 or 87.2%. Therefore the age profile of the staff in Swansea was largely a reflection of the age profile of the staff in these pay bands.

3.3.5.3 The more junior pay bands tended to have younger staff which contributed to the first peak, while higher pay bands tended to have older staff which contributed to the second peak. The dip in the proportions of staff aged 30-34 and 35-39 may be a reflection of the fact that DVLA employs a relatively high proportion of females and these age groups are more likely to have child care commitments.

3.3.6 London Offices

3.3.7 In this section of the analysis, all the London offices have been considered together, and compared with the local population (London and its adjacent counties). In total, there were 233 staff in the London offices.

3.3.8 163 (69.6%) of these staff were female: a significantly larger proportion than in the local working-age population (48.3%).

3.3.9 60 (25.8%) of staff did not declare their ethnicity. Of the 173 staff that did, 40 (23.1%) were from an ethnic minority. This was not significantly different from the local working-age population.

3.3.10 39 (19.7%) of London employees were disabled; a higher proportion than the 15.6% in the local working-age population – but not significantly. As in Swansea, however, a higher proportion of disabled staff was found in the lowest pay bands – all 39 disabled London employees were in pay bands 1 to 3.

3.3.11 In terms of age, the staff in the London offices had a similar age profile to the staff in Swansea: a peak for staff aged 25-34, and a second peak between 45 and 54. 223 of the 233 (95.7%) staff in London were in pay bands 1 to 3 and again, the age profile is largely driven by those staff: In particular, a lack of under 20 year olds and the peak at age 50-54 meant that in London, DVLA's staff had an age profile significantly different from the local population.

3.4 Other offices

3.4.1 The Other offices had 1,173 staff, the majority, 902 (76.9%) of whom were in pay band 2.

3.4.2 In order to undertake a comparison with the local working population, overall GB averages were used.

3.4.3 There was a significantly higher proportion of female staff 726 (61.9%) than in the GB working-age population (47.8%).

- 3.4.4 134 (11.4%) did not declare their ethnicity. Of the 1,039 that did, 68 (6.5%) were from an ethnic minority. There were significantly fewer staff than we might expect from the proportions in the GB population - 11.0%.
- 3.4.5 187 staff did not declare their disability status. Of the 1,006 that did, 121 (12.0%) declared themselves to be disabled. This was significantly below what was expected based on the GB population - 18.4%.
- 3.4.6 The age distribution of the DVLA outside London and Swansea had a similar pattern to those offices – peaks at age 25-34 and again at 45-49. Again, the age profile tends to be a reflection of the staff in lower pay bands, with the higher pay bands contributing towards the second peak.

3.5 Overall Conclusions

- 3.5.1 DVLA's staff profile had a significantly higher proportion of females than males in each location – Swansea, the consolidated London and Other offices. This is in stark contrast to the remainder of the DfT family where males significantly outnumbered females.
- 3.5.2 There was a high proportion of staff who were aged between 25 and 29 and 45 to 49. This pattern was fairly consistent between Swansea, the London offices and the Other offices.
- 3.5.3 In Swansea and the Other offices, there were significantly fewer staff from an ethnic minority and also those declaring their disability status than might be expected. It should be noted, however, that the high proportion of unknown/undeclared for ethnicity and disability may make some of this analysis unreliable.

4 Diversity across pay bands

4.1 Introduction

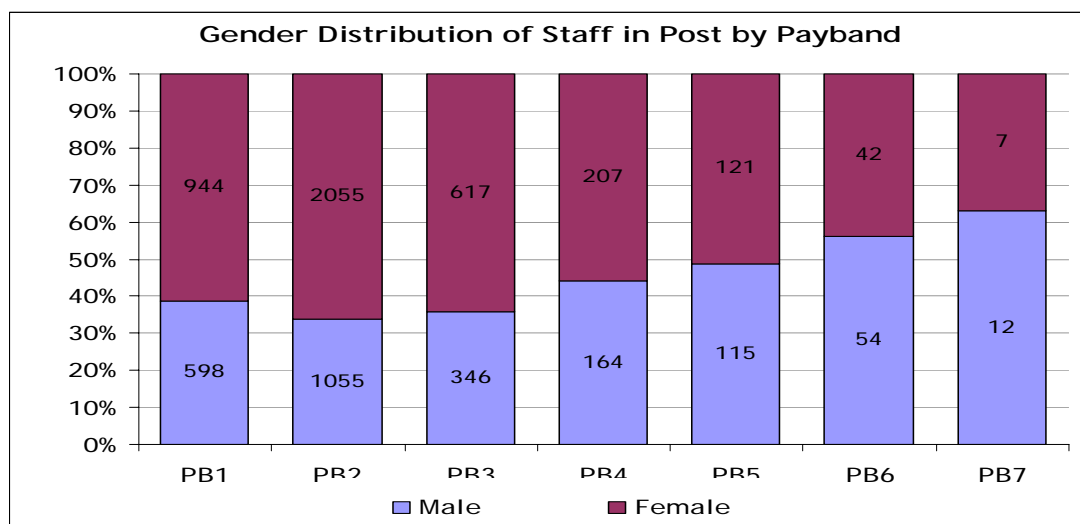
4.1.1 The previous section looked at how the DVLA compared with the local working populations in Swansea, the London offices and Other offices. This section looks at the staff in DVLA as a whole and focuses on how female, ethnic minority and disabled staff were distributed across the pay bands.

4.1.2 For example, we know that in the DVLA there were roughly two females to every male but was this true for each pay band? To analyse this, each pay band was considered in turn and compared to the remaining pay bands to see if the diversity variables – gender, ethnicity and disability – were significant.

4.1.3 In this section, therefore, if a pay band was found to have significantly more males than females than expected (for example) it means there were significantly more males compared to the other pay bands.

4.2 Gender

4.2.1 As we have already seen, DVLA had more females than males. 3,933 out of 6,337 of the staff were female – i.e. 63.0%. However, there were significantly more females than expected in pay band 2 than the other pay bands. Conversely, at pay bands 4, 5 and 6, there were significantly more male staff than expected compared with the other pay bands.

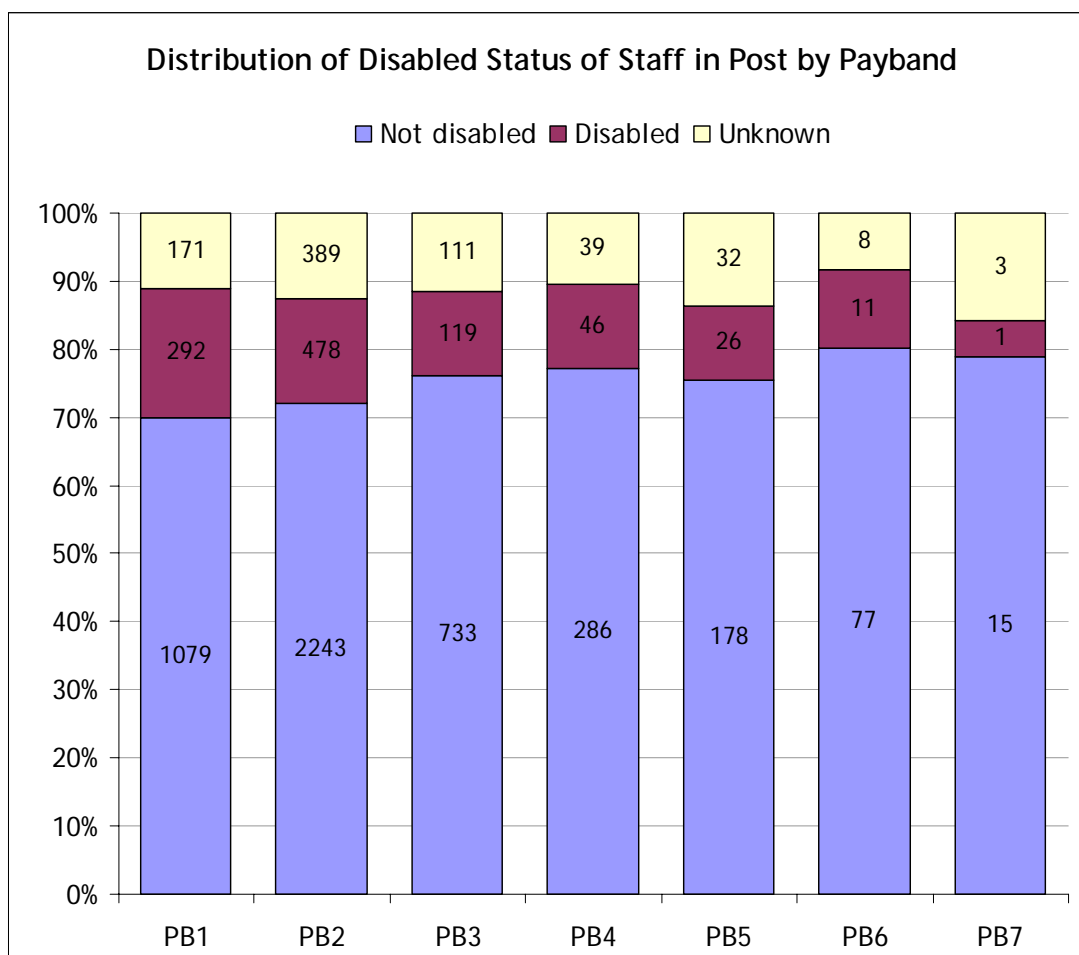


4.3 Ethnicity

- 4.3.1 405 (6.4%) of staff did not declare their ethnicity. The highest number and proportion of unknowns in pay band 2 - 257 (8.3%).
- 4.3.2 Overall, 203 (3.4%) of staff were from an ethnic minority but significant differences were seen in both pay band 1 and 2: In pay band 1, there were fewer ethnic minority staff than expected 25 (1.7%), while in pay band 2 there were 130 (4.6%) staff from an ethnic minority, which was more than expected.
- 4.3.3 Some of this imbalance was explained by the fact that the majority of posts in London were pay band 2, where there was a higher overall proportion of ethnic minority staff.

4.4 Disability

- 4.4.1 The following chart shows the staff by disability status by pay band:-



- 4.4.2 973 (15.4%) staff declared themselves to be disabled, while 753 (11.9%) declined to give the disability status. Excluding the staff with

unknown disability status, 17.4% were disabled. Generally, lower pay bands had higher proportions of disabled staff than higher pay bands. Pay band 1 had significantly more disabled than other pay bands - 292 (21.3%). In pay band 3 there were fewer disabled staff than expected 119 (14.0%). Pay band group 4 to 5 had significantly fewer disabled than the other pay band groups – 126 (12.5%).

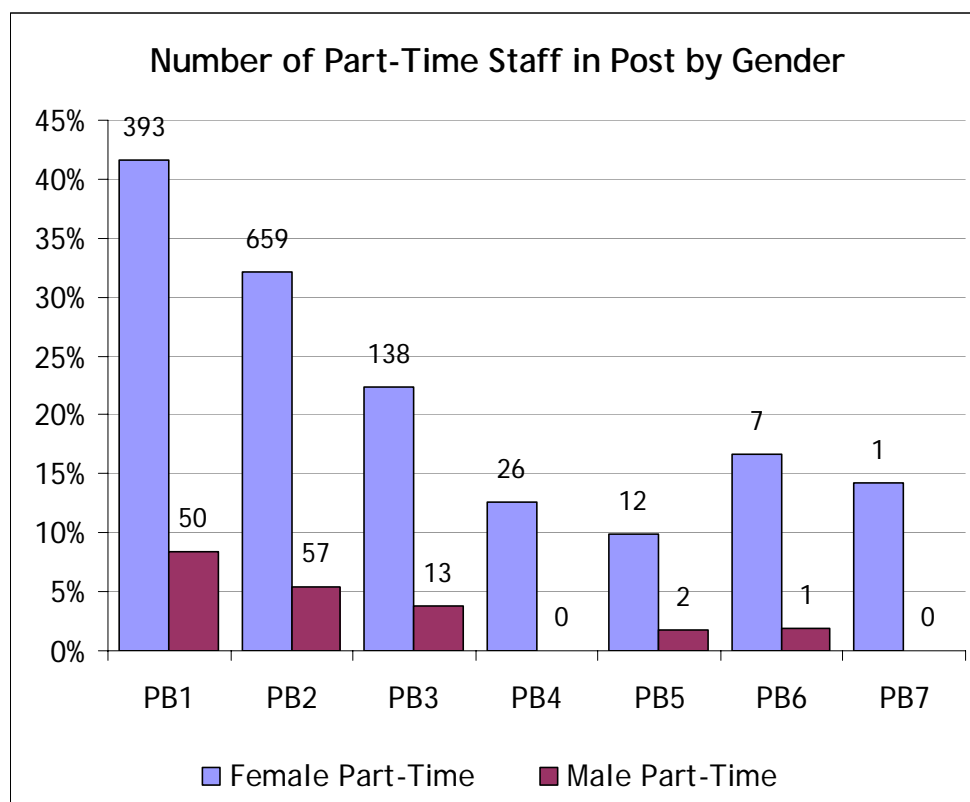
4.5 Age

4.5.1 The age distribution for females was significantly different from the distribution for males.

4.5.2 The age profile of disabled staff was also significantly different compared to non-disabled staff – generally disabled staff had proportionately fewer staff in the younger age groups more staff in the older age groups.

4.6 Work Pattern

4.6.1 1,359 (21.4%) of staff worked part time and part-time working was more common in the lower pay bands.. Of those working part-time the majority 1,236 (90.9%) were female. Pay bands 1 and 2 both had significantly more part-time staff when compared to other pay bands and conversely pay bands 3, 4, 5, 6 and 7 had significantly fewer part-time staff.



4.7 Operational/Non-Operational

- 4.7.1 DVLA designated their staff to be either operational or non-operational. Operational staff are effectively front line – answering telephones, making up licences etc. Non-operational staff provide business support and include areas such as HR, finance and policy.
- 4.7.2 There were 5,217 (82.3%) operational staff and 1,120 (17.7%) non-operational staff. There were significantly more operational staff in the lower pay bands, 1 to 3. Operational staff were also more likely to be younger and be working part-time.
- 4.7.3 In terms of gender, operational staff comprised 1,876 (36.0%) males and 3,341 (64.0%) females, while non-operational staff comprised 468 (41.8%) males and 652 (58.2%) females. Significantly more females 83.7%, than males 80.0% were designated as being operational.
- 4.7.4 Operational comprised 4,674 (96.2%) white staff and 185 (3.8%) staff from and ethnic minority, while non-operational comprised 1,055 (98.3%) white staff and 18 (1.7%) staff from and ethnic minority. Significantly more of the staff from an ethnic minority 91.1% were operational, while only 81.6% white staff were.
- 4.7.5 In considering disability, 3,834 (82.5%) of operational staff were non-disabled and 816 (17.5%) of staff were disabled. With non-operational staff, there were 777 (83.2%) non-disabled and 157 (16.8%) disabled. The difference in the distribution of disabled staff across operational and non-operational was not significant.

5 Staff in Post – Year on Year Comparisons

5.1 Introduction

5.1.1 This section looks at how DVLA has changed in terms of its diversity in the year since the last report.

5.1.2 On the 1st April 2008, DVLA comprised 6,500 staff while on the 1st April 2009 it comprised 6,337 staff – a fall of 163 or 2.5%. The number of staff appearing in both years were 5,888 or 90.6% of the staff in post on the 1st April 2008. The table below show the main changes by diversity area.

Main changes in each diversity area

Staff Type	April 1 st 2008	April 1 st 2009	Change using 2008 as the base
Total Number	6,499	6,337	-2.5%
Female	4,071	3,993	-1.9%
Ethnic Minority	216	203	-6.0%
Unknown Ethnicity	438	405	-7.5%
Disabled	748	973	30.1%
Undeclared Disability	845	753	-10.9%
Part-Time	1,263	1,359	7.6%
Average Age (years)	38.7	39.5	0.8

5.1.3 The significant differences were:

5.1.3.1 An increase in the number of older staff (this might be expect given that a high proportion of staff had remained in post and were therefore a year older than the previous year).

5.1.3.2 More part-time staff (particularly in pay bands 1 to 3).

5.1.3.3 More disabled staff and fewer staff not declaring their disability status,

5.1.3.4 Fewer staff in pay band 1 and more staff in pay bands 3 and 5.

5.1.4 In summary, the areas where DVLA has significantly improved in terms of diversity are 1) an increase in the number and proportion of disabled staff and 2) a reduction in the number and proportion of those staff not declaring their disability status. This was a relative improvement, however, as DVLA are generally underrepresented compared to the number of disabled staff in the working-age populations where they are based. The chart below illustrates some of these changes.

Year on Year Comparison of Diversity Results
Diversity Groups as a Proportion of all Staff in Post, by Year

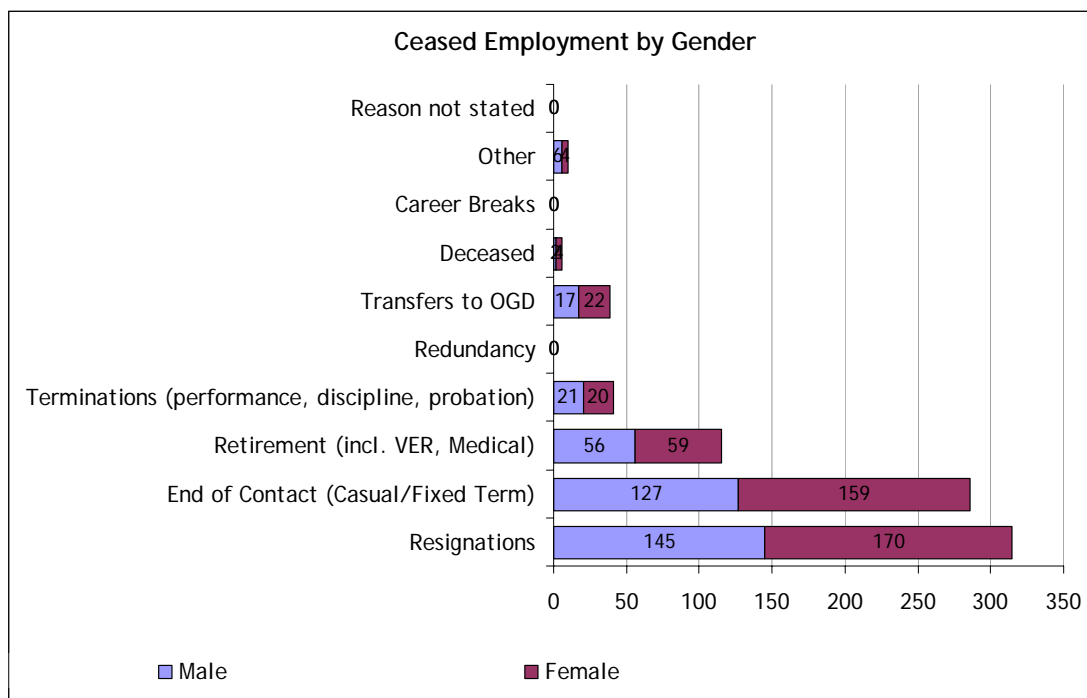


6 Ceased Employment

- 6.1.1 812 staff left the DVLA in 2008-09 for a variety of reasons: most commonly resignation or the end of a casual or fixed term contract. (Staff going on maternity leave or career breaks have not been categorised as leavers.)
- 6.1.2 In order to analyse the staff leaving, a comparison with the staff in post was made to see if any differences were significant. – the expectation being that the staff leaving will have had a broadly similar diversity makeup as the staff remaining in post.
- 6.1.3 Overall, there were significantly more leavers from pay bands 1 and 2 with fewer leavers from pay bands 3, 4 and 5 than expected (compared to the number of staff in post).

6.2 Gender of employees leaving

- 6.2.1 The chart below shows the number of employees that left by gender and by reason.

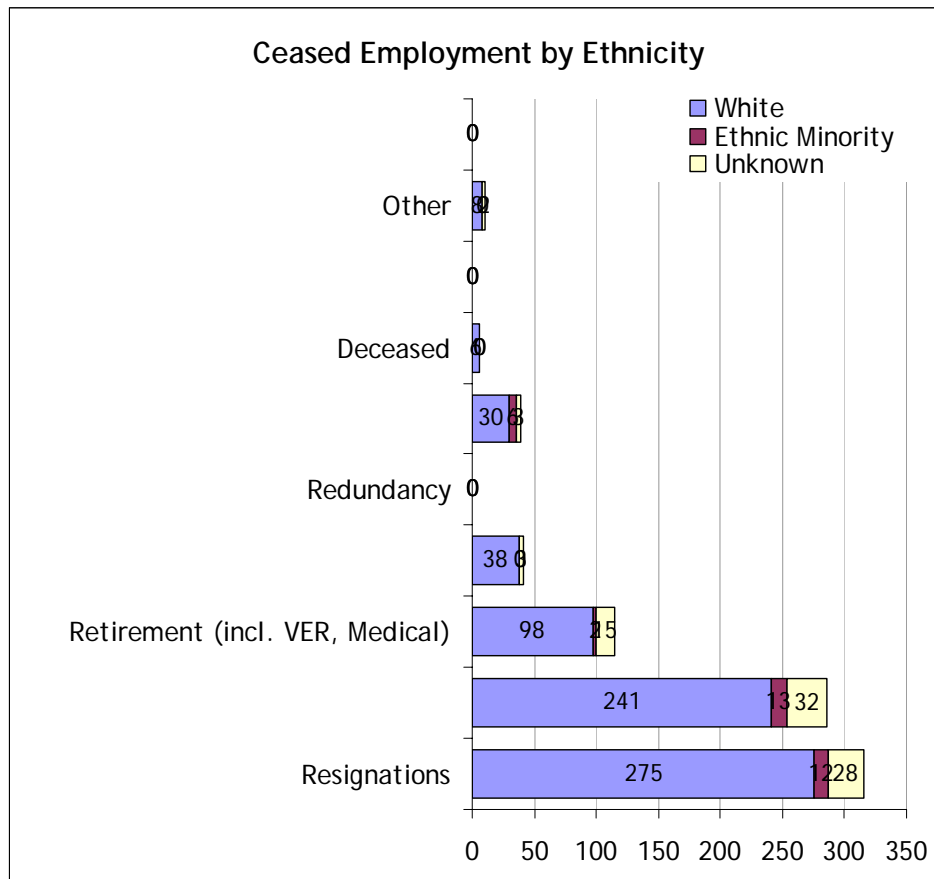


- 6.2.2 438 (53.9%) of all leavers were female – significantly below the female proportion of staff in post - 3,993 (63.0%). At pay band level, significantly fewer females 239 (54.0%) left pay band 2 than expected compared to the 2,055 (66.1%) of female staff in post.

6.2.3 The only pay band where there was a significant difference in leaving rates was in pay band 2. This pay band contained the most staff – 3,110 (49.1%), comprising 2,055 female and 1,055 male staff. Here 239 females and 204 males left– with the leaving rate for males almost twice that for females.

6.3 Ethnicity of employees leaving

6.3.1 The graph below shows the ethnicity of employees that left DVLA.



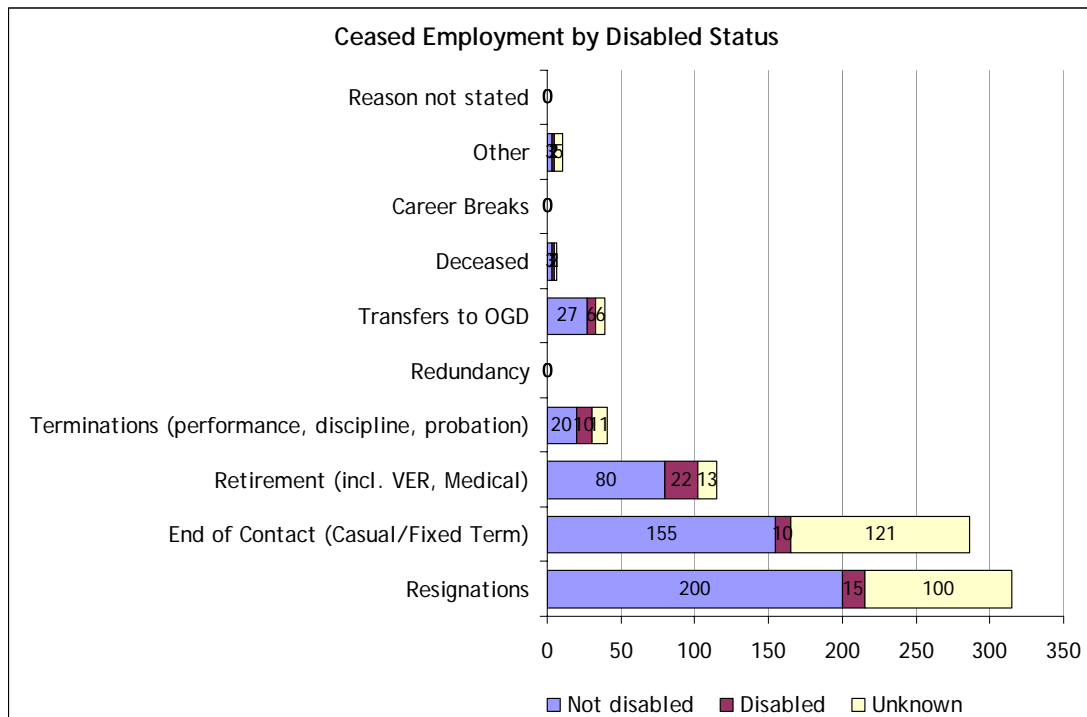
6.3.2 Of the 812 leavers, the ethnicity was known for 729 – i.e. 83 unknowns. Excluding these unknown, 33 (4.5%) of the staff that left were from an ethnicity minority – there were 203 (3.4%) staff in post – a difference that was not significant. However, among the leavers, the number of white staff was significantly lower and the number of staff with unknown ethnicity was significantly higher than expected.

6.3.3 At pay band level, there were significantly more staff leaving the unknown ethnicity in pay band 1 and more white staff leaving in pay band 2 than would be expected based on the ethnic proportions of staff in post.

6.3.4 As with staff in post, there was a large number of staff where the ethnicity was not known. The analysis should therefore be treated with some caution as it cannot be assumed that the ethnicity split amongst the staff declaring their ethnicity would have been the same as those that did not.

6.4 Disability status of staff leaving

6.4.1 The graph below shows the total number of disabled staff, non-disabled staff and staff with disability status undeclared that left in 2008/09.



6.4.2 Excluding the staff who had not declared their disability status, 67 (12.1%) of all leavers declared themselves disabled. Compared to the 973 (17.4%) for staff in post, this was significantly lower than expected. There were also significantly fewer non-disabled and more undeclared disability than expected.

6.4.3 In pay bands 1 and 2, there were significantly more staff leaving with disability not known than the number of staff in post would suggest there should be. Conversely, there were significantly fewer staff in these pay bands who left that were disabled or non-disabled.

6.4.4 As with ethnicity, there was a relatively high number of staff where the disability status was not known. The analysis should therefore be treated with some caution as it cannot be assumed that the disability

split amongst the staff declaring their disabled status would have been the same as those that did not.

7 Performance Assessment

7.1 Introduction

7.1.1 2008/09 saw the introduction of the new performance rating system, where every member of staff was given a mark between 0 and 120 – a higher mark indicates a better performance. To analyse this, we considered the top 20% of performance ratings (here the cut off point is 111), and analysed and compared the top 20% and bottom 80% of staff. The underlying principle being that an individual's diversity aspects, pay band etc should not be a factor in determining their performance rating.

7.2 Pay Band

7.2.1 Of the highest achieving staff, there were significantly more pay band 3 staff and significantly fewer pay band 1 staff than expected. 269 (18.2%) of pay band 1 staff achieved the highest performance ratings. Contrasted to this, 237 (25.3%) of pay band 3 were among the highest scorers.

7.3 Gender

7.3.1 There was no significant difference in performance ratings by gender.

7.4 Ethnicity

7.4.1 Overall, there was no significant difference in performance ratings according to ethnicity. The only significant difference at pay band level was in pay band 2 which had fewer staff from an ethnic minority among the highest scorers than would be expected, with 13 (10.2%) of pay band 2 ethnic minority staff being among the highest achievers.

7.5 Disability

7.5.1 There were significant differences in the performance ratings received by disabled and non-disabled staff overall. This was mostly due to the effects of PB1-3, which contained the vast majority of staff. 135 (15.6%) of disabled staff in PB1-3 achieved the highest marks, while 873 (22.2%) of non-disabled staff did.

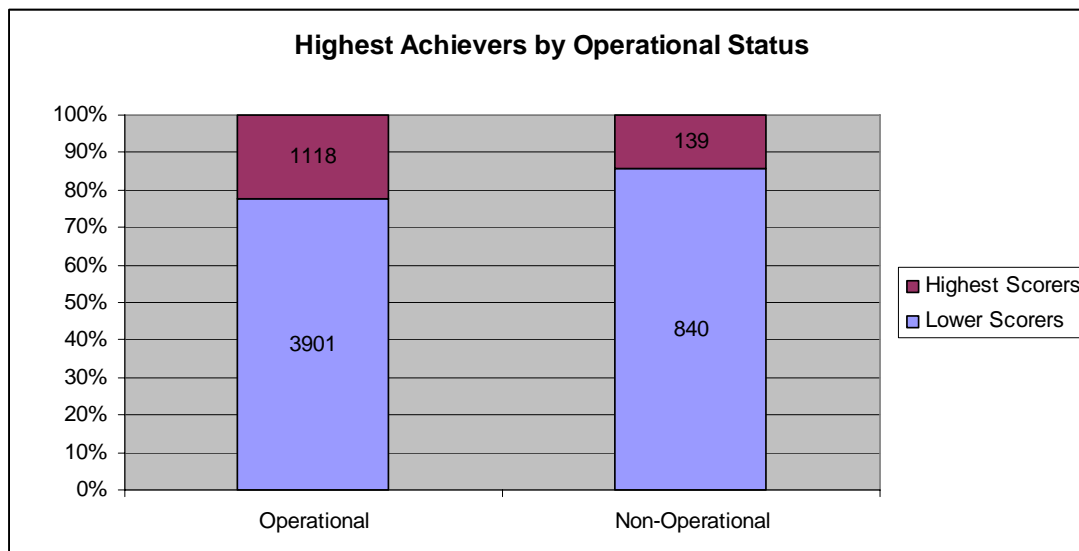
7.6 Work Patterns

7.6.1 Significantly more of the highest scoring staff from pay band 2 worked full-time.

7.7 Operational/Non-operational Staff

7.7.1 Significantly more of the highest scoring staff were operational staff. Overall, 1,118 (22.2%) all operational staff achieved high performance ratings, compared to 139 (14.2%) non-operational staff.

7.7.2 The graph below shows illustrates this breakdown

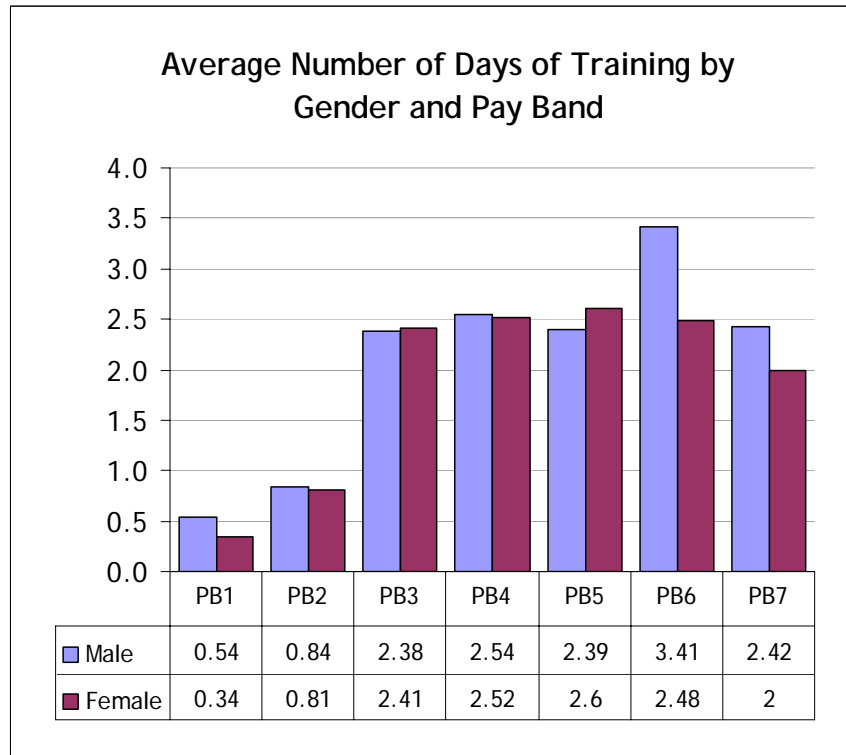


7.7.3 The demographics of high scoring staff vary a great deal depending on operational/non-operational status. For non-operational staff, there were significantly more staff from pay bands 3 and 4 than expected achieving the highest scores. This was particularly prominent for pay band 4, with 43 (20.8%) of pay band 4 staff achieving a high score.

7.7.4 For operational staff, the demographic of high-scorers is very different. Here there were significantly more staff from older age groups, more full time staff and non-disabled staff and staff with more training recorded. In particular, 899 (24%) non-disabled operational staff were among the highest scorers.

8 Training and Development

- 8.1.1 In total, 7,358 days training occurred - 1.2 training days per staff member.
- 8.1.2 There were some significant differences in the number of training days attended by staff. In total, 935 training days were attended by the 973 disabled members of staff, meaning each disabled staff member averaged 1.0 days (to one decimal place). Compared to this, non disabled staff attended significantly more, with 1.2 days on average.
- 8.1.3 The gender distribution in pay band 1 was also significantly different from what we would expect. Male staff attended 0.5 days on average, whilst females attended 0.3 days on average. This was significantly fewer than expected.
- 8.1.4 The distribution of operational/non-operational staff was different to what we would expect, with non-operational staff receiving significantly more training than we would expect. The average operational staff member attended 1.0 course, while the average for non-operational was 1.9 days.
- 8.1.5 The following graph shows the average number of days attended by males and females across all pay bands..



9 Grievances and Discipline

- 9.1.1 There were 30 grievance cases and 76 discipline cases in DVLA during 2008/09.
- 9.1.2 There were no significant differences between the distributions of grievance cases for gender, ethnicity or disability status.
- 9.1.3 Of the discipline cases, there was a statistically significant difference between male and female staff. 44 (57.9%) discipline cases were for males, 32 for females. This was despite the fact that males comprised 37.0% of staff.
- 9.1.4 In pay bands 1 and 2 particularly, there were significantly more discipline cases for males than for females. In pay band 1, there were 598 (38.8%) male staff, but males accounted for 15 (57.7%) of the discipline cases. Similarly, in pay band 2, males accounted for 27 (62.8%) discipline cases, despite comprising 33.9% of the staff in pay band 2.
- 9.1.5 There was no statistically significant difference between discipline cases for white and ethnic minority staff or between disabled and non-disabled staff.

A. Annex A: Working-age populations used for Equality Monitoring comparisons

A.1. Reporting Locations

- A.1.1. To compare the diversity of staff in post with the local working-age population, we attached each building where staff were located to a Reporting Location, e.g. London, Swansea, etc.. This meant that all of the staff based in London, for example, were considered as being in one location, irrespective of which part of London they were located in.
- A.1.2. For each Reporting Location we identified a catchment area and generated local working-age population figures based on data for that catchment area.
- A.1.3. A catchment area would typically include the relevant Local Authority area for the Reporting Location, plus neighbouring Local Authorities, as agreed with each Agency. For the London Reporting Location, we used the working-age population of all the London boroughs as well as those counties that border them.

A.2. Key Data Sources

- A.2.1. The GB population data at Local Authority¹ level is from the **Annual Population Survey (APS)**. This survey is a combined survey of households in Great Britain, updated quarterly and available at Local Authority level and above. It is a residence-based labour market survey which includes population and economic activity, broken down by gender, age, ethnicity, industry and occupation².
- A.2.2. The majority of DfT agencies have staff based only in Great Britain, but the Maritime and Coastguard Agency (MCA) also has staff working in Northern Ireland. Data for Northern Ireland was taken from the **Northern Ireland Labour Force Survey (NI LFS)**.
- A.2.3. APS data used in the 2008-09 Equality Monitoring reports was based on the one year period October 2007 - September 2008, and downloaded from www.nomisweb.co.uk ("Nomis") on 14th April 2009.
- A.2.4. The equivalent data from the Northern Ireland Labour Force Survey was also available via Nomis and was downloaded on the same day. These figures were used to represent the population of Northern Ireland (see section A.5.5 below).

¹ Local authorities including County Councils rather than District Councils.

² Further information on the survey can be found at <http://www.ons.gov.uk/about-statistics/user-guidance/lm-guide/sources/household/aps/index.html>.

A.3. Population

- A.3.1. Population data at local authority level from the APS was combined with **mid-year (30 June) population estimates** for 2007. These were also at Local Authority level and were based upon results from the 2001 Census with allowance for under-enumeration. These figures covered the entire population, not just the working-age population, so to estimate this we took the number of males aged 15-64 years and females aged 15-59 years (only five year age bands were available).
- A.3.2. Equivalent NI figures from the Northern Ireland Statistics and Research Agency (NISRA) were downloaded on 14th April 2009 from <http://www.nisra.gov.uk/demography/default.asp17.htm>.

A.4. Disabled Status

- A.4.1. The APS asks respondents whether they are currently DDA disabled³, work-limiting disabled, both DDA disabled and work-limiting disabled, or not disabled. The population data on proportions of the working-age population that are disabled used in this report cover DDA disabled, work-limiting disabled, and both DDA and work-limiting disabled
- A.4.2. Northern Ireland disability statistics from the NI LFS were obtained via Nomis.

A.5. Ethnicity

- A.5.1. APS data was available for the following ethnic groups:
- Mixed;
 - Indian;
 - Pakistani/Bangladeshi;
 - Black/Black British; and
 - Other.
- A.5.2. We have described the remaining proportion as “White” and grouped Indian and Pakistani/Bangladeshi to create a broader “Asian” ethnic group.
- A.5.3. It should be noted that no separate APS data was available for the Chinese ethnic group, which was contained within the Other group. As a result, it was not possible to perform analysis against the Reporting Location population for the Chinese ethnic group.

³ As defined in the Disability Discrimination Act.

- A.5.4. In order to represent this group in our charts, we used a set figure for the proportion of those of Chinese ethnic background in England of 0.78%. This figure is taken from mid-year **Population Estimates by Ethnic Group (Experimental) 2007**. More details on this data can be found at <http://www.statistics.gov.uk/StatBase/Product.asp?vlnk=14238&More=Y>.
- A.5.5. Northern Ireland ethnicity figures from the NI LFS were obtained via Nomis.

