

(DRAFT) DVLA

RACE EQUALITY ACTION PLAN

2008- 9

Monitoring of DVLA Staff shows a statistically low number of staff identifying as from BME Groups and this makes it difficult to produce meaningful conclusions from the available data.

Out of 6927 staff total for year ending 2007 there were 6214 identified as white, unknown 469 and BME 244.

Out of 6662 staff total for year ending 2008 there were 5984 identified as white, unknown 456 and BME 222.

There was no evidence to suggest any issues arising for grievance and discipline cases: there were no cases brought on the grounds of race for years monitored and no evidence that there has been a disproportionately larger number of BME leavers than white leavers. No issues arose on training, although there may be a slight concern that fewer Asian women than other groups applied for but did not attend training.

However, one area of potential concern is that there appears to be a lower proportion of BME applicants for posts in Swansea compared to the Local Office Network. This may be due to the proportionally fewer people from a BME background living in the Swansea catchment area. Work needs to be done to assess the current demographic profile of the catchment area and compare this to the figures to be reported for 2008, as inward migration may have changed these demographics from those reported in the 2001 census, against which figures are routinely compared. Note should be taken however, that currently there is very little recruitment to the DVLA, with the exception of the Call Centre who take on fixed contract workers at irregular intervals.

Actions identified in the DVLA Race Equality Action Plan for 2008 -9 plan address this area.

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
<p>1. To consult on all policies and functions relevant to the RR(A)A.</p> <p>Actions identified through consultation with EMAG and Diversity Steering Group. Staff Survey 2005 showed evidence that staff required more consultation via networking focus groups.</p>	Ongoing	Consultation bodies established and developed.	<p>Ethnic Minority Advisory Group (EMAG) membership increased, terms of reference reviewed and regular meetings scheduled.</p> <p>EMAG standing members of Diversity Steering Group.(DSG)</p> <p>Religion or Belief (RB) networking group established, terms of reference and consultation arrangements agreed</p>	PRER
	November 2008			
	October 2008	Undertake bi-annual staff surveys	Analyse results and take appropriate action	Market research team / PRER
	April 2008 and ongoing	Continue to support and develop membership of external equality and diversity bodies. Membership of Race for Opportunity used to widen consultation and improve policies and functions.	Joined Race for Opportunity and commenced attending meetings and using their support for consultation.	PRER HRBU's Customer Services
2. To promote race equality and minimise any adverse impact on ethnic minority groups	Ongoing	Equality Impact Assessments undertaken on all new policies and functions and those currently identified as being relevant to the RR(A)A .	Impact assessments undertaken routinely and consultation with appropriate groups used in process by all Directorates when implementing new or amending existing policies.	All Directorates PRER

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
	Ongoing	<p>Improved monitoring information available. Analysis of monitoring information resulting in meaningful management reports</p> <p>Improved monitoring information available via SAP. Electronic systems for collection of information providing improved access and analysis.</p>	<p>New analyst appointed. Information collected separately for Local Office Network and main Swansea sites to reflect different racial mix</p> <p>Annual and ad hoc management information available to meet DfT and DVLA requirements</p> <p>Information systems in place to ensure all information is systematically collected where this does not currently exist. SAP system developed to meet monitoring needs.</p>	<p>Co-ordination Unit</p> <p>SSC</p> <p>SSC</p>
3. To inform staff and the public of the results of consultation and equality impact assessments	From April 2008	Results of consultation and impact assessments published and available to staff and the public	Reports on consultation exercises and equality impact assessments published and distributed through variety of communication channels, including published on DVLA intranet /internet.	PRER and groups undertaking IA's
4. To provide staff with access to information	Ongoing	Comprehensive information available to staff and ad hoc information published as required. Information to be accessible.	DVLA website and intranet site developed to include information and advice on recruitment, policies and procedures, benefits and services available to staff, contact details and current issues. Equality and diversity integrated in all relevant information.	PRER SSC HRBU's

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
			Articles published in Licence, a2b and other publications. Race Equality Action Plan to be published on DVLA intranet and in DfT RES on DfT internet.	PRER
5. To train staff on issues relevant to the general and specific duties of the RR(A)A	Ongoing	All staff trained in their duties under the RR(A)A according to their roles. Assessment of reasons for non-attendance at training analysed and actions taken to improve attendance of groups where any differential attendance is discovered.	Provide diversity awareness training for all staff and on induction Provide specific diversity training for customer facing staff Provide integrated and specific management training on diversity issues for staff with management responsibilities Analysis of figures to March 2008 made and any actions required taken.	Organisational Development Group / Local Office Directorate
6. To promote Race Equality throughout the DVLA	From Jun 2008 Oct 08 Ongoing	Develop initiatives to involve ethnic minority staff	Share best practice with other public and private sector organisations Hold a DVLA diversity conference Publish current information on website and intranet on new initiatives and developments	SSC and HRBU EMAG PRER

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
	Annually Ongoing		Publish calendar of religious and national festivals and advertise widely Publish articles to advertise current and recent initiatives	
7. To have a diverse workforce which reflects the local population in which it operates	September 2008	Monitoring statistics show that employees in local offices and Swansea locations reflect the local ethnic profile.	Monitoring statistics for year ending 2008 for Swansea and local offices analysed Swansea and Local Offices compare their staff profile with the local ethnic profile. Where there is an imbalance initiatives undertaken locally and nationally to encourage applications from under-represented groups when posts advertised. Attend recruitment fairs and advertise widely. Review recruitment procedures.	PRER Local Office Directorate SSC Local Office Management / RPU's and HRBU's
8. To assess and consult on policies and functions relevant to the RR(A)A which involve customers	Ongoing	Customers consulted on service provision and action taken. Customer Surveys used to assess Customer response by diversity strands.	Establish links with external bodies or use current consultees Analyse annual customer surveys by diversity strands and publish report. Act on any issues identified.	Customer Service Areas PRER Customer Service Areas.

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Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
9. To promote race equality and minimise any adverse impact on ethnic minority groups of customers	Annually	Improved monitoring information available Improved diversity practices through sharing best practice	Diversity monitoring included in all customer surveys / complaints procedures Share best practice with other public and private sector organisations	PRER Market research Group Customer Services Areas
10. To inform customers of the results of consultation and equality impact assessments	Annually	Results of consultation and impact assessments published	Reports on consultation exercises and equality impact assessments published	Customer Services Areas PRER
11. To provide access to information and services for customers	Ongoing	Comprehensive information available to customers Information available in different formats and languages Information available in different formats and languages	DVLA website developed to make information more accessible Act upon customer survey recommendations regarding preferred methods of access to information Translate leaflets and guidance on the internet to enable customers greater access. Simplify forms to improve accessibility. Provide information on customer services in different languages at local offices Review priority language translations on request	DSD Central Initiatives Group Welsh Language Unit Corporate Standards Group LOD Customer Service Improvement group

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Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
	Ongoing	Improve knowledge of staff to provide better access to information for customers.	Staff are trained in diversity issues associated with customer service	LOD Organisation Development