Driver & Vehicle Licensing Agency

Sustainability report

Interactive document
September 2019

Simpler | Better | Safer

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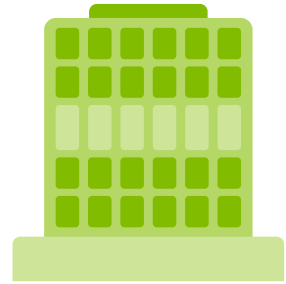# 18–19

Contents

01 Introduction

01

This sustainability report covers the 2018 to 2019 financial year and it is intended to support the DVLA annual report and accounts 2018 to 2019.

Boundary

The accounting boundary of this report matches the financial reporting boundaries of the annual report and accounts. It includes data related to our three Swansea sites.

Private Finance Initiative (PFI) contract

Our hard and soft services, facilities and estates management are outsourced through a PFI contract with Telereal Trillium. For business area activities, which are delivered under the contract (such as waste and energy management), we have taken direct reporting control.

Audit, scrutiny and verification

Our utilities and energy consumption are measured and reported through an energy bureau service through our PFI contract. We perform 100% audits on utility bills. The data we report against for our sustainability targets are also subject to audits by Government Internal Audit Agency (GIAA).

Estimates and amendments to prior periods

Any estimates used or amendments made to previously reported data are noted in the accompanying text.

02 Who we are and what we do

We are an executive agency of the Department for Transport (DfT).

Our core responsibilities are to maintain more than 48 million driver records and more than 40 million vehicle records and collect around £6 billion a year in Vehicle Excise Duty (VED).

We are proud to be based in Wales and we work with local schools, colleges, universities and other agencies to develop skills needed for our future.

Our estate consists of three sites in the Swansea area, covering around 61,000m² and employing around 5,400 full time equivalent staff. Most of our staff work at our main site, with the remaining 1,000 staff working at our printing facility, contact centre and training facilities.

We manage our environmental impacts through the ISO 14001:2015 certified management system.

03 At a glance

DVLA's environmental impact 2018-2019

Electricity

13,549,693 kWh =

3,662 homes average annual electric

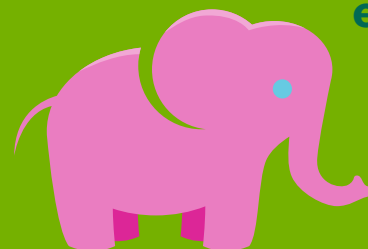## Winner at the Public Sector Paperless Award 2018

ISO:14001 2015 Certified

ISO:14001 2015

Gas

24,151,388 kWh =

2,012 homes average annual use

1,061 tonnes recycled =
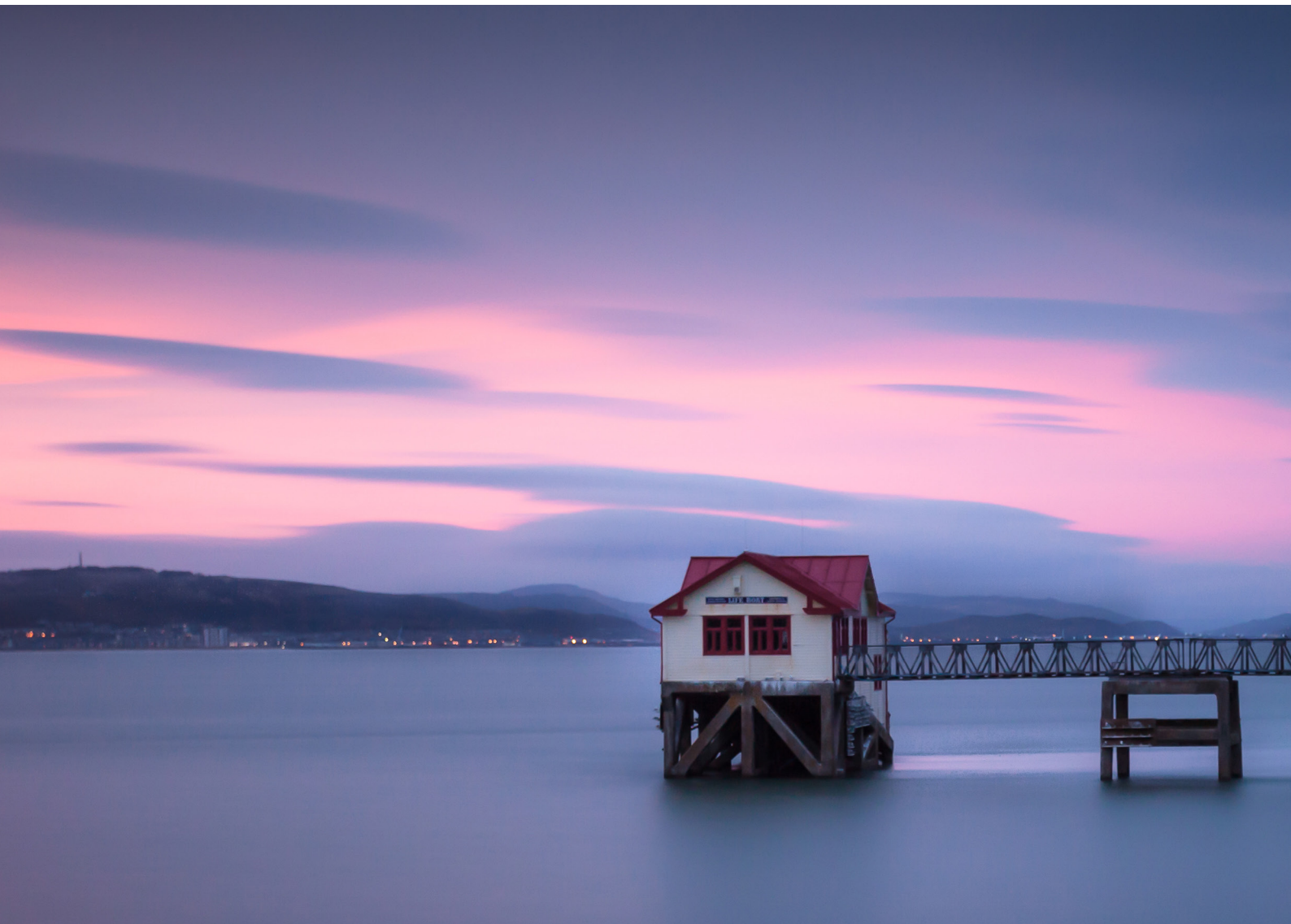
more than 156 elephants

04 Greening Government Commitments

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Our sustainability goals are to reach the government's Greening Government Commitments. The commitments demonstrate the UK government's recognition that there are environmental, social and financial benefits from leaner, greener operations, estate management and procurement.

The 2020 Greening Government Commitments programme sets targets to:

- cut greenhouse gas (GHG) emissions from the whole estate and UK business transport
- reduce the number of domestic business flights taken
- reduce the amount of waste generated, reduce waste sent to landfill and increase the proportion of waste which is recycled
- reduce administrative paper consumption
- reduce water consumption.

Most targets still use the 2009 to 2010 reporting year as a baseline.

How did we do in 2018-19?

| Measure	Target towards the GGC	Outturn 2018 to 2019	Successful
Greenhouse gas emissions (tCO$_2$e)	Achieve a further 2% reduction in our greenhouse gas emissions against the 2009 to 2010 baseline (36% in 2016 to 2017).	48.8%	✔
	Maintain our reduction of domestic business travel flights of more than 90% from the 2009 to 2010 levels (number of flights).	89%	✘
Waste	Send no more than 10% of our waste to landfill.	4.3%	✔
	Maintain a reduction in waste generated at 52% against our 2009 to 2010 baseline.	49%	✘
	Recycle and compost at least 70% of our waste.	89%	✔
Water	Reduce water consumption year on year (47,878 m³ in 2017 to 2018).	51,011m³	✘
Paper	Reduce the amount of administrative paper used every year (71% reduction in 2017 to 2018).	93%	✔

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Greenhouse gas emissions from our estate and business travel

By 2020 we have committed to reduce our greenhouse gases by 53% using the 2009/10 baseline. In 2018/19 we set a target to reach 48% reduction. We exceeded this by 0.8% achieving a 48.8% reduction.

Our greenhouse gas consumption is measured in equivalent tonnes of carbon dioxide. This includes all six greenhouse gases covered by the Kyoto Protocol (CO_2, SF_6, CH_4, N_2O, HFCs and PFCs).

Performance against our target is measured using emissions from our energy and business travel. In total we emitted 9,351 tonnes of CO_2e during 2018 to 2019.

Total greenhouse gas emissions
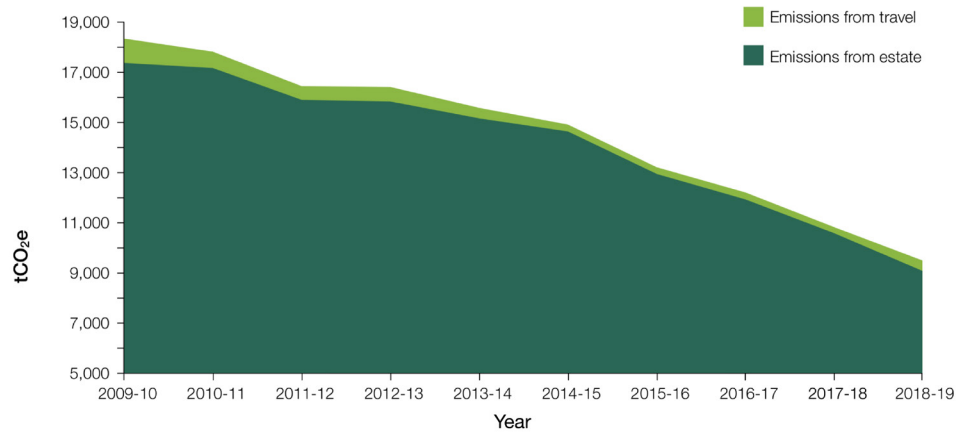
04

We achieved these reductions as a result of:

- a further reduction in the carbon equivalent conversion factor for grid electricity (see www.gov.uk/government/collections/government-conversion-factors-for-company-reporting for further information)

- investment in energy saving projects including upgrading uninterruptible power supply (UPS) systems and further replacement of lighting with LED

- managing our heating, ventilation and air conditioning systems as efficiently as we can

- utilising our combined heat and power plants to decrease our reliance on grid electricity.

We have reported greenhouse gas emissions which result from our consumption of electricity, gas and oil as energy to run operations across the estate. The main features of the estate which consume energy include our lighting, data centres, district heating, ventilation and air conditioning systems, two combined heating and power plants and IT and office equipment.

Emissions resulting from energy use across the estate were 9,074 tonnes of carbon equivalent (CO_2e). This is 11.3% less than the 10,228 tonnes reported in 2017/18. We have calculated emissions for each of the three sites as:

Main services

| Contact centre	2017 to 2018 **790**	2018 to 2019 **608**
Print facility	2017 to 2018 **1,043**	2018 to 2019 **831**
Main site	2017 to 2018 **6,929**	2018 to 2019 **6,525**

04

Using a normalisation method of emissions per full time equivalent (FTE) employee, we found that the carbon emitted by each of our office-based FTE staff increased by 0.17 tonnes of CO2e in 2018 to 2019. However, we consider normalisation against our interactions with customers a better indication of our efficiency. Interactions increased by 25% alongside an 11% reduction in emissions. This illustrates the continued success of our strategy to increase the efficiency of the services we deliver.

DVLA office estate			
Office greenhouse gas emissions (CO_2e) per FTE	2016 to 2017 1.5 tCO_2e	2017 to 2018 1.4 tCO_2e	2018 to 2019 1.57 tCO_2e

Interactions versus greenhouse gas emissions
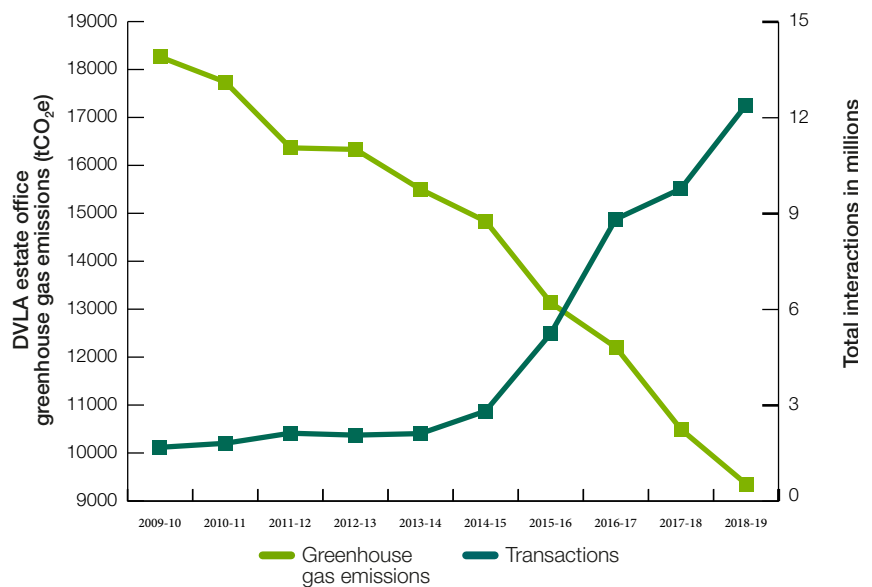
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Emissions from business travel

Our total emissions include those from business travel. These account for just under 3% of the total. Last year our staff completed 5,460 journeys. Travel emissions increased by 5.7% compared to the previous year, to 277. Travelling by road continued to be the most popular mode of business travel, equating to almost 70% of emissions.

4.9% of the increase is attributable to an increase in our in-house enforcement activities. Visible enforcement remains a successful deterrent to Vehicle excise duty (VED) evasion and keeping the level of VED evasion low remains one of our key priorities.

We've been very successful in implementing a further deterrent to staff using their own vehicles for business travel. This not only reduces health and safety risk and administration in vehicle checking but ensures that when travelling for business, our staff use our efficient fleet. Due to this change, mileage travelled by staff in their own vehicles dropped by over 63% in one year alone.

Flights in the UK

We decreased the number of domestic flights we took compared to the previous year bringing our total reduction in flights to 89% less than the baseline year 2009/10. The reporting year 2015/16 remains the lowest year for flight levels.

Every air travel request now requires approval from the relevant area's executive director. This ensures that approval is only granted when strictly necessary.

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Carbon emissions from travel per mode
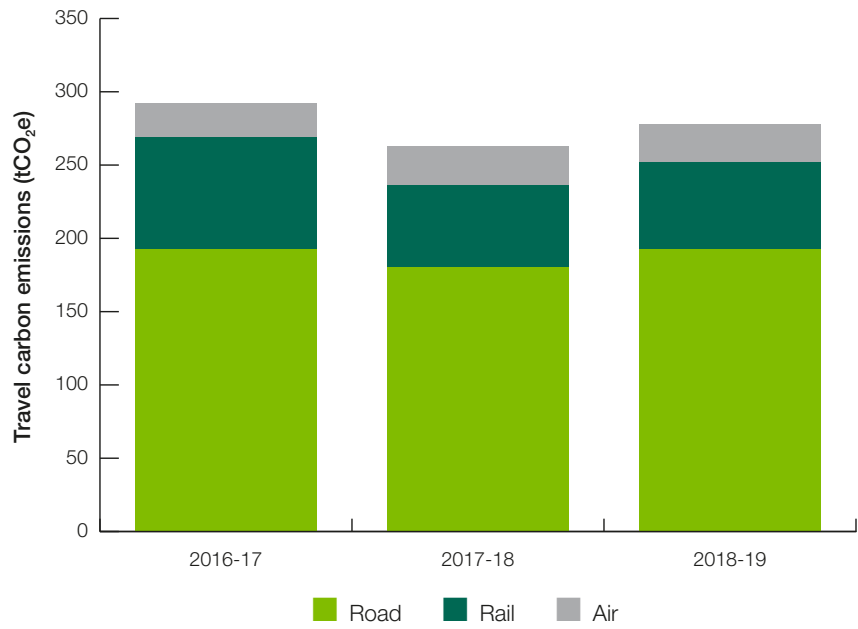
05 Waste minimisation and management

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We aim to:

- reduce the waste we generate year on year

- increase the amount of that waste that we recycle year on year

- send less than 10% of the waste we generate to landfill.

Waste generated

We produced 1,124 tonnes of waste in 2018/19. This is 49% less than in our baseline year of 2009/10. This is a decrease of 69 tonnes from last year. Paper waste reduced by 23 tonnes, a benefit strongly linked to our strategic goal to be a hub for digital motoring.

We are extremely proud to have achieved this reduction as we have conducted a number of refurbishment and building projects throughout the year which saw our construction waste increase by nearly 57 tonnes. However we reduced waste from a wide range of streams including general waste, IT and cardboard to counterbalance this.

In line with our waste avoidance policy, we donated many redundant items to local schools and charities in the last 12 months which lengthens lifecycles and diverts waste. In total over 14 tonnes of items, including IT equipment and furniture have been donated.
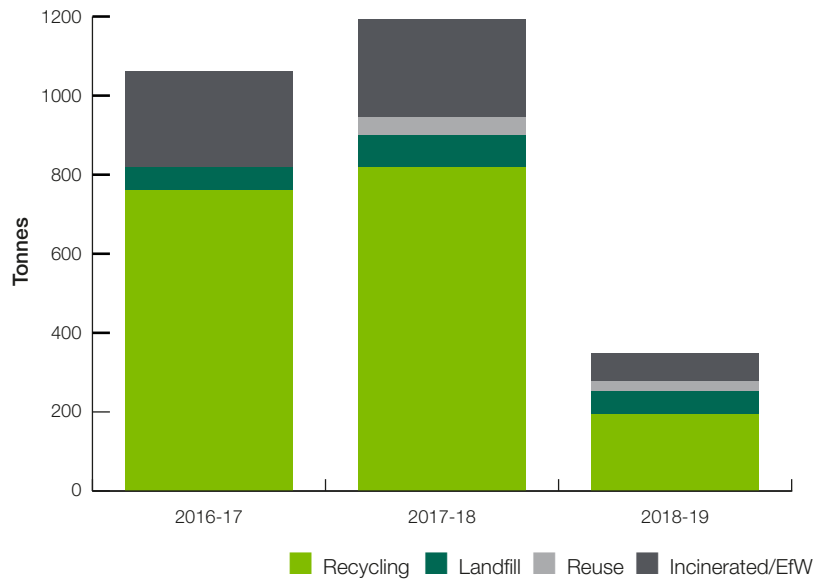
Total waste
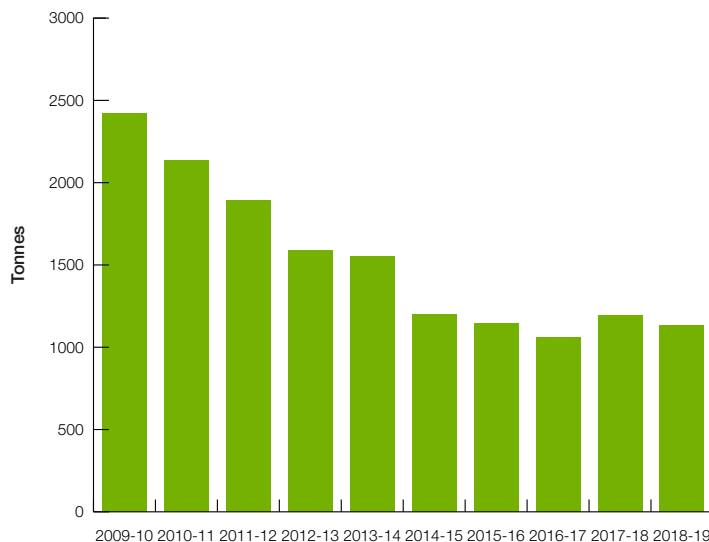
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Recycling rate

We prepared for recycling or reuse 89% of our waste last year. This is an impressive 17% higher than last year. This increase was due to new segregation bins in our office, rest, kitchen and catering areas.

Waste to landfill

We sent 4.3% of our waste to landfill last year. Logistical issues with the external waste storage in both of our smaller sites previously meant our waste treatment options were limited. To address this issue we now transport this waste to be collected at our main site and this allows for it to be diverted from landfill and the majority recycled.

Generally only construction waste goes to landfill, with the greater part of the year seeing no waste to landfill at all. In July and August 2018 large refurbishment projects resulted in 38.41 tonnes of construction waste going to landfill.

6.3% of our waste is incinerated with energy recovery (EfW) whilst 0.1% was incinerated without energy recovery. The 14% decrease in this treatment type is due to the improved segregation of our general waste in 2018/19.

05

- Landfill %
- Waste sent to energy recovery %
- Recycled or Reused %
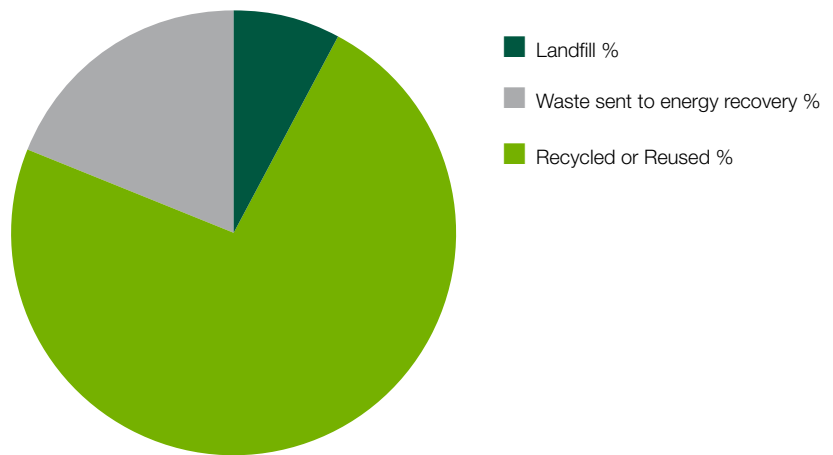
Normalisation

DVLA office estate

DVLA office estate waste (tonnes) per FTE	2016 to 2017 157kg	2017 to 2018 190kg	2018 to 2019 189kg

06 Finite resource consumption

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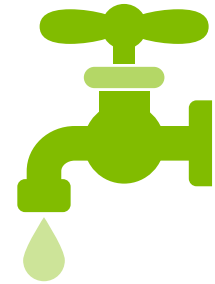
Water

We aim to reduce our water consumption year on year. We used 51,011m³ in 2018 to 2019 which is a 6% increase.

Water consumption
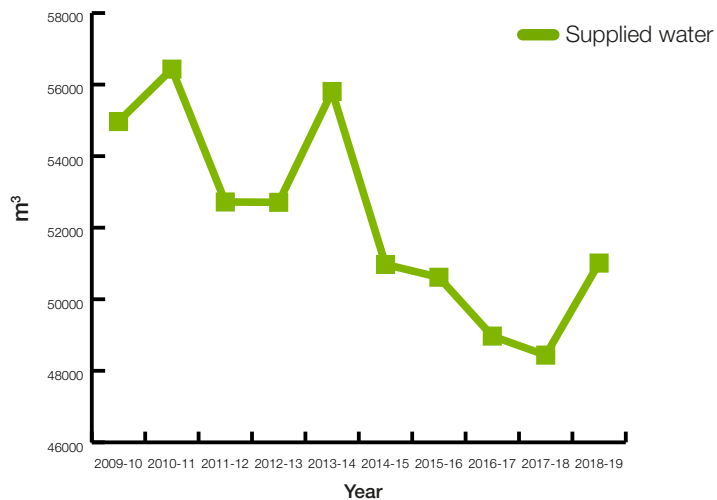
We remain committed to meeting our targets and have considered ways to improve our water consumption, including the use of more sub-meters and new technology to enable less water use.

Despite regular analysis and quick reaction to leaks, our water use rose significantly last year. In 2019-20 we will increase the amount of sub-meters in our highest use building to identify key areas for action. We will also upgrade a high water consuming piece of plant equipment for a more efficient alternative this year.

Normalisation

DVLA office estate

DVLA office estate waste (m³) per FTE	2016 to 2017 8m³	2017 to 2018 8m³	2018 to 2019 9m³

06

Paper

Our Greening Government Commitment is to reduce our use of administrative paper every year. In 2018 to 2019 we procured the equivalent of 4,884 reams of A4 paper for administrative use. The methodology for determining what is deemed administrative use was changed in 2017 to simplify and more accurately reflect the type of work we undertake.

All paper in our operations and customer service areas are now classed as operational and all support areas are administrative. However we are aware of the impact from our procurement of paper in all areas and are actively tracking this.

In 2018/19 we reduced the total paper we procured by 5,565 equivalent A4 reams. We actively work with all areas to find ways to reduce paper in our processes, from materials for training courses to implementing small IT fixes to prevent overprinting. An example of the efforts that were made last year to reduce our environmental impact through paper is our Personalised Registration online assign and retain service winning an award in the Public Sector Paperless Awards. We estimate we have avoided the use of around 6 million pieces of paper to date by introducing this service in 2015.

Total paper
(A4 reams equivalent)

Total paper procured (A4 reams equivalent)	2017 to 2018 57,944	2018 to 2019 52,379

A4 equivalent reams

	2016-17	2017-18	2018-19

|07 Sustainable procurement

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Sustainable procurement

Sustainability continues to play a pivotal role within our strategic supplier relationship model, where our strategic contracts are continually assessed against sustainability criteria. Our continuous improvement approach has identified process and organisational improvements such as clear timescales and milestones.

We have increased the level of awareness amongst our commercial staff about sustainability within the procurement process through:

- mandating ethical procurement training for senior management which includes elements on sustainability and social value

- mandating sustainability elements for commercial advisors in key and designated roles who are undertaking a Professional Diploma in Procurement and Supply.

We are proud to be represented on the government-wide Sustainable Procurement Group through DfT's Virtual Policy Group and continue to be committed to meeting the Government Buying Standards best practice specifications.

Our sustainability team are consulted on all procurement requirements (regardless of value) before proceeding to award. Our food and catering services are procured through our PFI contract with Telereal Trillium, who in turn outsource the service to Sodexo.

08 Biodiversity action planning

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Biodiversity action plan

We produced a Biodiversity Action Plan in 2017 which set objectives to encourage wildlife whilst also encouraging staff and community engagement. This is currently being reviewed and a new plan will be produced in 2020.

During the year protected species surveys have been completed to better understand how animals, such as bats, inhabit the estate. We identified which trees are protected and surveyed for the general health of other trees found on site.

A habitat management plan is being drafted in 2019 which will be used as a template to encourage environmental projects on the estate so further enhancements to the natural landscape can be created. This should have a positive impact on the diversity of the site.

Climate change adaptation

Our only identified risk in relation to climate change was possible flooding of our Swansea Vale sites which currently house our contact centre and training and event facilities. Swansea Council completed mitigating actions around the area which has reduced this risk, and it is no longer being managed formally through our risk management process. We continue to ensure adequate business continuity plans are in place and regularly tested.

Sustainable construction

Any construction projects undertaken are reviewed by our sustainability team. Control measures include the sustainability team's participation in fortnightly estates/facility project and life cycle replacement meetings, reviewing designs and all spend in the agency requiring sustainability approval, regardless of value, which includes construction projects.

08 Annex

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Greenhouse gas emissions Scope 1*		2009-10		2010-11		2011-12		2012-13		2013-14		2014-15		2015-16		2016-17		2017-18		2018-19	
		kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e
Fuel combustion and fugitive emissions*	Gas	30,143,865	5,545	27,715,449	5,127	19,765,094	3,629	25,553,712	4,732	17,316,345	3,186	21,226,114	3,927	33,469,655	6,173	23,556,858	4,438	26,434,399	4,868	24,052,241	4,425
	LPG	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Oil	120,142	33	120,142	39	120,137	33	120,138	33	119,956	32	171,603	47	189,287	51	375,681	104	256,134	71	283,800	78
	Fugitive emissions	–		–		–		–		–		–		–		–		–		–	
	Total tCO$_2$e	5,579		5,166		3,662		4,766		3,218		3,974		6,225		4,542		4,939		4,503	
Transport we own		251		437		370		140		129		112		98		292		129		143	
Total tCO$_2$e		5,830		5,603		4,032		4,906		3,347		4,086		6,323		4,834		5,068		4,646	

Notes   *Scope 1 – Direct greenhouse gas emissions. These occur from sources we own or directly control.

*Fugitive emissions are emissions from leaks or other unintended releases of gases, for example from refilling air conditioning units. These have been excluded from GGC reporting.

Figures may differ from previously reported due to reconciliation and amended conversion factors.

08

Greenhouse gas emissions Scope 2*		2009-10		2010-11		2011-12		2012-13		2013-14		2014-15		2015-16		2016-17		2017-18		2018-19	
		kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e	kWh	tCO$_2$e
Purchased electricity*	Mains standard grid electricity	5,905,240	2,916	5,927,347	2,877	6,236,144	2,819	6,710,672	3,087	1,133,713	505	0	0	0	0	15,634,961	6,442	13,757,070	4,836	14,879,428	4,571
	Mains green tariff electricity	15,634,130	7,720	16,385,913	7,952	16,046,086	7,254	12,776,521	5,878	23,170,114	10,322	19,692,825	9,733	13,269,324	6,133	0	0	0	0	0	0
	Good Quality CHP purchased electricity	437,657	216	421,285	204	2,493,512	1,127	2,647,699	1,218	226,743	101	0	0	0	0	0	0	0	0	0	0
	Total tCO$_2$e	10,852		11,033		11,200		10,183		10,928		9,733		6,133		6,443		4,836		4,571	
Purchased heat, steam and cooling (CHP)		0		0		0		0		0		0		0		0		0		0	
Total tCO$_2$e		10,852		11,033		11,200		10,183		10,928		9,733		6,133		6,442		4,836		4,571	

Notes   *Scope 2 – Indirect greenhouse gas emissions from energy. These results from energy consumed which is supplied by another party.

*Carbon for purchased electricity includes only that captured under Scope 2. A proportion (transmission and distribution losses from the grid) is reported under Scope 3.

Figures may differ from previously reported due to reconciliation and amended conversion factors.

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Greenhouse gas emissions Scope 3*	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Direct emissions from electricity losses (tCO$_2$e)	859	889	956	804	934	851	506	583	452	359
Business travel (non fleet) (tCO$_2$e)	720	217	196	450	265	149	154	292	133	134
Total tCO$_2$e	1,579	1,106	1,152	1,254	1,199	1,000	660	875	585	493
Other* (unknown scope or international air or rail travel)	–	13	12	13	30	7	12	8	17	48

Notes   *Scope 3 – Official business travel emissions (excluding those from our fleet) and transmission and distribution losses. This only includes official business travel which we directly pay for.

*Other – emissions that do not fall or is explicitly excluded from the scopes for example international air or rail travel.

Figures may differ from previously reported due to reconciliation and amended conversion factors.

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	Waste	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Non-financial indicators	Landfill	611	607	375	317	340	28	52	60	83	46
	Recycled or reused	1,585	1,517	1,520	1,275	1,213	1,116	1,028	759	863	1006
	Incinerated or energy from waste	–	–	–	–	–	56	65	243	247	72
	Other	0	0	6.72	5.63	2.66	3.22	2.66	–	–	–
	Total waste	2,196	2,124	1,894	1,592	1,553	1,119	1,148	1,061	1,193	1,124

		Finite resource consumption	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Non-financial indicators	Water (m³)	Supplied (Scope 2)	54,967	56,432	52,719	52,709	55,807	50,972	50,615	48,970	47,878	51,011
		Harvested	630	1,530	763	583	618	1,309	2,084	–	–	–
		Consumption per FTE	–	–	4	3.62	3.77	3.76	3.84	8.60	8.20	8.74
	Administrative paper (A4 reams equivalent)		67,065	–	35,464	33,144	26,549	27,890	25,728	22,528	19,262	4.884

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Financial indicators	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Total expenditure										
Energy	£3,985,523	£2,223,140	£3,287,732	£3,270,133	£3,603,472	£3,465,093	£2,645,033	£2,668,875	£2,565,649	£2,713,096
CRC gross	–	–	£196,980	£194,150	£202,632	£221,139	£192,356	£196,742	£154,335	£127,016*
Water and sewerage	£123,438	£138,237	£159,794	£174,043	£186,073	£146,783	£152,818	£153,982	£147,884	£144,523
Business travel								£ 602,436	£594,063	£603,345
Emissions reduction projects or low emissions solutions									£215,148	£714,075
Total revenue										
waste	£38,694	£53,115	£61,685	£28,002	-	-	-	-	-	-

Notes   Expenditure on waste disposal is included under DVLA's PFI contract. This includes disposal costs and purchase and management of licences.

*Carbon Reduction Commitment (CRC) expenditure for 2018/19 is due to be paid in September 2019.

Human Resources and Estates Management Group

Sustainability Report 2018-19

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