

## Diversity Objectives 2012 - 2016

### Service Delivery

**Objective 1- To maintain a high level of accessibility to all testing services for those groups with protected characteristics.**

#### **Why are we doing this?**

- To ensure that access to driver/rider testing is available to all, where possible.
- To ensure that everyone who uses our testing services feels that they are treated fairly and inclusively.
- To operate in a way that seeks to best serve all members of Society, irrespective of background or protected characteristic.

#### **Evidence**

Testing services are currently delivered on the following basis:

- Gender – c53% male & c47% female.
- Age – 16 – 19 Yrs (c33%), 20 – 24 Yrs (c17%), 25 – 34 Yrs (c22%), 35 – 44 Yrs (c 9%), 45 – 54 Yrs (4%) & over 55 Yrs (15%). Testing is undertaken irrespective of age, subject to having the correct licence entitlement.
- Race – Details of ethnicity is captured on a voluntary basis as part of the Theory test booking process. c40% of candidates respond to the data request, c33% confirm their ethnicity and c7% actively affirm their preference 'not to say'.
- Disability – Disability status is not captured in the theory or practical test booking processes. However, details of special needs is captured with almost 1.5% of tests resulting in a related adjustment. Although some candidates provide free text

details of their disability, there is no mechanism for capturing or reporting on a link between special needs tests and disability, race or any other protected characteristic.

Where a special needs test is conducted, it can result in the following adjustments being made:

- Use of interpreters (language and hearing)
  - Use of voiceovers (theory test only)
  - Additional time to conduct the test
  - Use of adapted vehicles
  - Adjusted testing instructions, e.g. use of signs for hard of hearing
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- Information relating to all other protected characteristics are not captured or reported on.

Other DSA practices include an increasing number of test centres with disability access and facilities, prayer rooms (multi purpose test centres only) and testing in the welsh language.

### DSA's Action Plan for Objective 1

Action	Owner	Outcome
Engage with expert advisors on special educational needs	Head of Engagement & Equality and Head of E-Assessment (Joint)	<p>Greater awareness and better understanding of the issues that are faced by special educational needs groups.</p> <p>A testing regime that optimises accessibility for all persons, irrespective of background or protected characteristic.</p>
Engage with a broad range of stakeholder groups to better understand the issues that protected characteristic groups experience, in order to ensure that the design of both the practical and theory test are as accessible as possible.	Operations	<p>Greater awareness and better understanding of the issues that are faced by protected characteristic groups.</p> <p>A testing regime that optimises accessibility for all persons, irrespective of background or protected characteristic.</p>
Improve DSA staff awareness and understanding of the issues that are faced by protected characteristic groups	Engagement & Communications Team, supported by Operations and Heads of Branch.	Better informed and improved customer service.