

DSA's Single Equality Scheme Action Plan – Service Delivery-Side

	¹ Public Sector Duties	Action	Who is responsible	By March 2011	By March 2012	By March 2013	Outcome
1	All	Ensure that Equality Impact Assessments become an integral part of policy development by integrating the Equality Impact Assessment (EIA) process into our core policy making activities.	All HoBs and managers with policy-making responsibilities	All relevant existing and new policies will have been assessed.	All relevant existing and new policies will have been assessed.	All relevant existing and new policies will have been assessed.	<p>DSA will meet its legal requirement to conduct meaningful EIAs.</p> <p>Policies and services will be improved following assessments.</p>
2	All	Keep a record of all completed EIAs on the EIA log and ensure all completed EIAs are published.	All HoBs and managers with EIA responsibilities.	Log will be up-to-date and completed EIAs published.	Log will be up-to-date and completed EIAs published.	Log will be up-to-date and completed EIAs published.	<p>DSA will meet its legal requirement on EIAs.</p> <p>External and internal stakeholders are able access information about how policies and practices impact on them, how we plan to deal with adverse impact and promote equality.</p>
3	All	Reinforce the	All managers	We have raised	Diversity is in the	Staff believe	

		importance of equality and diversity at all levels by creating a climate that encourages creativity, innovation and enables staff to contribute different views and take managed risks in a safe environment.		the profile of equality across the organisation.	mainstream of our core business.	that they are valued for contribution that they bring to the organisation.	
4	All	Integrate equality and diversity into branch local action plans	Directors and HoBs	All branches try to consider diversity in all aspects of work	Diversity is integrated into all relevant work	Diversity is integrated into all relevant work	Diversity is considered to be in the mainstream of DSA work
5	2,3, 6,8. 9.12	Diversity/Equality Champions to lead and support their particular staff network with the emphasis on promoting an inclusive culture within DSA and	All Diversity Champions	Champions meeting regularly with Staff Network Chairs and raising issues as necessary at board level.	Champions meeting regularly with Staff Network Chairs and raising issues as necessary at board level.	Champions meeting regularly with Staff Network Chairs and raising issues as necessary at board level.	Leadership is given to raise the profile and understanding of equality and diversity issues by all staff.

		externally in service delivery.					
6	3.1	Investigate means to gather meaningful data on candidates' ethnicity.	Testing and Assessment	The method of gathering candidates' ethnicity will have been investigated and chosen	A system for gathering ethnicity data will have been implemented and used	Data will have been collected and analysed	Customers will know that DSA takes race equality seriously. DSA will have another way of judging whether different people receive fair tests.
7	All	Continue to monitor the number and nature of customer complaints – on grounds of race or ethnicity, disability, gender, transgender, sexuality, age and religion or belief and take action to address these as they arise.	Testing and Assessment	Review system to ensure complaints are recorded on equality grounds, where relevant, instead of as 'examiner conduct'.	Number of complaints is recorded and the data analysed and acted upon.	Number of complaints is recorded and the data analysed and acted upon.	All incidents reported in a timely manner and effectively addressed. Gaps identified in policies and training are addressed to promote best practice. Number of cases brought about on the grounds of discrimination have decreased.
8	All	Ensure road safety education is targeted at hard-to-reach	Testing and Assessment	The current education programme will have been	The new project will be put into action.	Pass rates, broken down by equality areas, will be	

		groups, in addition to mainstream services.		reviewed. The needs of hard to reach groups will have been considered.		linked to and targeted towards those groups with low pass rates.	
9	All	Introduce a system to monitor DEs' opportunities to train for vocational testing	Testing and Assessment	A system will be in place which allows the user to analyse to data	Results will be analysed and action will be taken to change any perceived unfairness	Results will be analysed and action will be taken to change any perceived unfairness	Operational staff will receive opportunities based on merit.
10	All	Ensure the policies of the department are fully inclusive and meet the needs of all members of society by consulting and involving the DfT(C) Staff Networks and Trade Unions and external stakeholders as necessary.	E&D Manager, all branches	A system/process is created to ensure future consultation is inclusive.	All relevant branches are making use of the system/process and there is evidence of wide-range consultation.	All relevant branches are making use of the system/process and there is evidence of wide-range consultation.	Relevant stakeholders will have been consulted from a wider pool to ensure fair and inclusive policies.
11	All	Build a culture in which the way we operate day to day takes full	All staff	Awareness has been raised and staff take other people's needs	Awareness has been raised and staff take other people's needs into account	Awareness has been raised and staff take other people's	We are able to demonstrate we value the contribution of all our staff irrespective of their personal commitments

		account of diversity e.g. in arranging meetings to accommodate people with child care responsibilities or observation of religious festivals.		into account		needs into account	as evidenced in the annual Staff Engagement Survey results.
12	All	Publicly report on our progress every year through an annual equality report in response to the actions we have taken to address our Statutory Equality Duties.	Equality and Diversity Manager, Testing and Assessment	A progress report is produced and published in line with the legal requirement	A progress report is produced and published in line with the legal requirement	A progress report is produced and published in line with the legal requirement	DSA is accountable, transparent and open about what has and has not been achieved.
13	All	Review our Procurement Strategy and ensure it meets our Equality Duties. Ensure compliance by our contractors.	Procurement	Procurement strategy is reviewed and changes implemented.	DSA monitors compliance of contractors to ensure legal duties are met.	Successful tenders are judged, partly, on the diversity of contractors' staff and their equality and diversity policies.	Contract managers ensure that contractors support DSA's aims and objectives and, in particular, our commitments to promote diversity.
14	All	Review our	Procurement,	Procedures have	Procedures are up-	Procedures are	DSA's disabled staff and

		booking and procurement procedures to ensure that external venues and hotels are fully compliant with the Disability Discrimination Act 2005.	staff who book external venues	been reviewed and any necessary changes made	to-date and followed by staff	up-to-date and followed by staff	customers feel valued and their needs are met. DSA is legally compliant.
15	4-9	Review general access and building services to ensure that these meet the needs of our disabled staff and disabled visitors.	Facilities and Estates Branches	General access and building services have been reviewed and relevant action taken.	General access and building services have been reviewed and relevant action taken.	General access and building services have been reviewed and relevant action taken.	Disabled staff and visitors and able to access offices and facilities. DSA is legally compliant.
16	All	Continue to work with our Staff Networks to identify barriers that particular groups experience in the workplace and identify solutions to overcome them.	Staff Network Groups (SNG) Diversity Champions, HR, Equality and Diversity Manager, Testing and Assessment	An over-arching SNG group is formed to encourage cross-group working. The groups choose their actions from the SES.	The groups are working effectively together and with managers. Managers are used to consulting with SNGs.	The groups are working effectively together and with managers. Managers are used to consulting with SNGs.	We have a clear understanding of barriers faced by our staff and action is taken to address and remove these obstacles. Our staff feel more confident in DfT(C) as an employer as evidenced in the Staff Engagement Survey results.
17	All	Analyse the data	Engagement	All data is	DSA works on	All data is	Satisfaction of all customers

		gathered from customer satisfaction surveys and focus groups.	and Communication	analysed and results acted upon.	improving the satisfaction of less satisfied groups, such as ethnic minorities.	analysed and results acted upon.	is increased. Customers are aware that their opinions are valued.
18	2.6, 7.9	Communicate clearly the standards to be used in publishing content on the DSA website, intranet and publications, and put in place effective monitoring arrangements.	Engagement and Communication	All our publications are accessible to the communities we serve. Information is presented to highest and current accessible standards. All information published is up to date at the time of publication.	All our publications are accessible to the communities we serve. Information is presented to highest and current accessible standards. All information published is up to date at the time of publication.	All our publications are accessible to the communities we serve. Information is presented to highest and current accessible standards. All information published is up to date at the time of publication.	All customers are able to access information about DSA.
19	2.3	Encourage staff who would like to make use of the facilities for prayer and quiet contemplation.	All line managers and Estates Branches	Staff are aware of the availability of facilities.	Facilities are checked and improvements/repairs made when necessary.	DSA will consider use of these rooms by customers.	Our staff are aware of this facility, know how to access it. Our staff feel confident in asking their line manager to allow them to use these

		Ensure that welfare rooms/prayer facilities are suitable for the needs of staff and improvements made, where necessary.					facility during working hours (using flexi or annual leave).
20	3.1, 1.9	Monitor Approved Driving Instructors (ADI) on the grounds of ethnicity and gender.	ADI Registrar	Data already collected will be unencrypted.	Data will be analysed and relevant action taken.	Data will be analysed and relevant action taken.	DSA will be able to see who accesses this service and improvements in the service will be attempted.
21	All	Ensure that diversity is considered when planning changes to the driving test.	Standards and Regulations	All 'Learning to Drive' EIAs are completed and published, and any recommendations are acted upon.	Monitor the implementation of any changes to ensure fairness for all.	Monitor the implementation of any changes to ensure fairness for all.	DSA has an improved, fairer test which is accessible to all members of the community we serve.
22	3.1	Ensure guidance in the DT1 is up-to-date	Standards and Regulations	DT1 is checked and updated, if necessary.	DT1 is checked and updated, if necessary.	DT1 is checked and updated, if necessary.	DSA's examiners are aware of the correct terminology when describing the candidate on the DT1. Customers are reassured that DSA is meeting their needs.

23	All	Theory test case studies are produced using a variety of characters, taking diversity into account.	E-assessment, case study writers	Case studies are produced using characters who reflect the diversity of DSA's customers.	Case studies are produced using characters who reflect the diversity of DSA's customers.	Case studies are produced using characters who reflect the diversity of DSA's customers.	Customers are aware that DSA is meeting their needs.
24	All	Ensure that equality and diversity is considered throughout the theory test process.	E-assessment, Testing and Assessment	<p>Number of translations is reviewed and updated, if necessary.</p> <p>Services for disabled people are reviewed and updated as necessary.</p> <p>Policy and guidance on religious dress is produced for Pearson staff.</p>	<p>Number of translations is reviewed and updated, if necessary.</p> <p>Services for disabled people are reviewed and updated as necessary.</p>	<p>Number of translations is reviewed and updated, if necessary.</p> <p>Services for disabled people are reviewed and updated as necessary.</p>	<p>DSA are meeting the needs of customers with special requirements.</p> <p>Complaints from customers will have reduced.</p>