

Evidence that shapes our equality and diversity priorities

The key legislation which underpins diversity is the Equality Act 2010. There is a legal requirement for organisations to evidence that they are meeting their public sector equality duties under the Act. This duty is made up of general duties supported by specific duties. The development and delivery against these objectives are a way of demonstrating that the requirement is being met.

On an annual basis, we will update this page to show the information that we consider will help us fulfil our equality objectives and ensure that our associated activities are progressing.


This process is supported by internal structures:

- An agency diversity network group (consisting of employee representatives)
- A diversity champion
- A reasonable adjustments officer


Accreditations and engagement

The following accreditations are held by VOSA and demonstrate our commitment to enhancing staff engagement and supporting excellent customer service.

Customer Service Excellence

<p>The Customer Service Excellence standard was developed by the government to offer public services a practical tool for driving customer-focused change within their organisation. The Standard includes the treatment of diverse groups and needs and is assessed and measure for our staff by a Cabinet Office assessor. VOSA's Contact Centre, Testing and Support Services and Central Licensing Office all hold the standard.</p>	 The logo for Customer Service Excellence, featuring the text 'CUSTOMER SERVICE EXCELLENCE' vertically on the left, and three icons on the right: a crown, the letters 'UK', and a star. Below the icons is the text 'The Government Standard'.
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Positive about disabled people – ‘two ticks’

<p>VOSA holds the ‘two ticks’ disability symbol which is awarded by Job Centre Plus. This symbol is presented to employers who have made commitments to employ, keep and develop the abilities of staff with disabilities</p>	 The logo for 'Positive about disabled people', featuring the text 'POSITIVE ABOUT DISABLED PEOPLE' in a circular arrangement around a stylized graphic of two people.
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Customers

Our front line staff adhere to the principles contained within service level agreements approved by the Trade Associations and VOSA.

<http://www.dft.gov.uk/vosa/repository/The%20service%20we%20give%20you%20leaflet%20Oct%202011.pdf>].

In respect of service delivery, VOSA adhere to DfT's Accessibility and Equality Action Plan <https://www.gov.uk/government/publications/equality-action-plan>]

Staff

To enable us to deliver fair and inclusive services, we want to recruit the best people for the job, regardless of their background, ethnicity, accent, sex or other individual characteristics. This means actively working to attract people from talent pools across different communities and to make sure that all our staff have equal opportunity to develop to their potential.

<http://www.dft.gov.uk/vosa/repository/DfT%20Diversity%20Objectives%20and%20VOSA.pdf>

<http://www.dft.gov.uk/vosa/repository/Equality%20Monitoring%20in%20VOSA%202011-12.pdf>