Equality Monitoring 2013/14
Driver & Vehicle Licensing Agency

January 2015

Summary of diversity analysis

1. Introduction

This report contains an analysis of the diversity of DVLA staff for 2013-14.

The aims of the analysis were to:

- summarise the diversity characteristics of staff and applicants;
- compare the diversity of DVLA staff with the diversity of local working-age populations;
- identify differences between diversity groups within DVLA; and
- highlight any changes since previous years.

Data on staff, job applicants and leavers, plus performance management, sickness absence and grievances and disciplines were analysed to determine whether there were statistically significant differences with respect to protected characteristics.

Characteristics considered were gender, race, disability, pay band, age, sexual orientation, religion and belief, job type and working pattern.

Results described in this report are based on the outcomes of statistical tests. These tests are used to identify statistically significant differences between groups – that is, differences larger than the likely range of natural variation. Throughout this report, if a difference is reported as being significant this means it was statistically significant.

The presence of a statistically significant result does not imply causation.

Full details of the analytical approach (including notes on the data) can be found in the technical annex published separately.

2. DVLA background

The DVLA is an executive agency of the Department for Transport (DfT). Its primary purpose is to ensure that complete and accurate registers of drivers and vehicles are held and that they are as accessible and as flexible as possible, for those who have the right to use them - most notably the police, courts and local authorities.

During 2013/14 DVLA undertook a transformation and modernisation programme, which involved centralisation of work in Swansea and the phased closure of 39 local offices. Staff involved were either redeployed to other government departments, or left on voluntary terms. Over the course of the year, over 1500 staff left, and 728 were offered a post through a recruitment process.

At the end of March 2014, DVLA employed 5452 staff[1], a net fall of 951 (or 15%) since March 2013.

At 31st March 2014, the majority of staff (82%) were in operational roles (essentially "front line" staff, for example those answering telephones, processing

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[1] Staff figures exclude those on long term leave such as long-term sickness absence, loans and

secondments. Staff on maternity leave are, however, included.

licences etc.). These roles were typically in the lower pay bands (PB1 and 2).

The remainder were in non-operational roles such as human resources, finance and policy.

The vast majority of staff (5,414, or 94%) were based in Swansea.

3. Diversity statistics

The following table gives DVLA's summary diversity statistics.

	% of those who declared	% all staff declared[2]
40 years and older	52%	100%
Female	62%	100%
Part-time	28%	100%
BME	1.2%	82%
Disabled	17%	77%
Lesbian, gay man, or bisexual	2.3%	23%
Declared a religion or belief	73%	15.9%

4. Diversity analysis key findings

DVLA compared with local working-age populations

The majority of staff were in Swansea, and the staff population differed from the local working-age population in all three of the characteristics tested – age, gender and race:
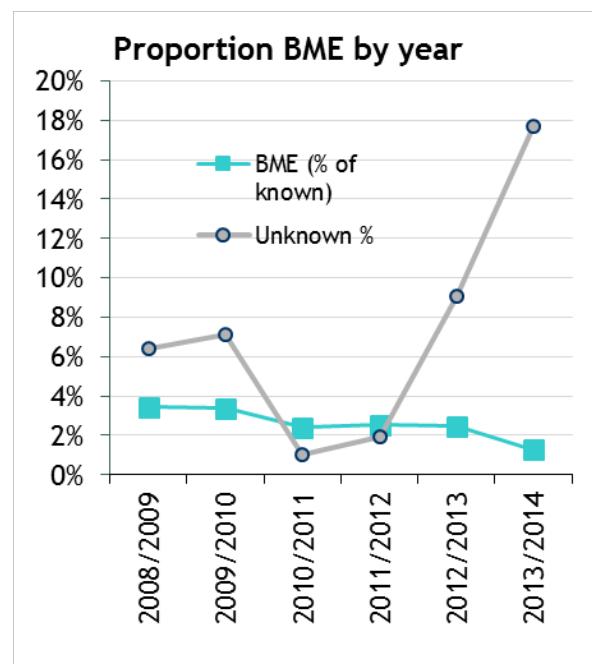
- there were more staff in the 30-34 age range, and fewer at either end of the age spectrum than expected;

- there were more females than expected;

- fewer staff were BME than expected.

Only 6% of staff were outside Swansea, and as a group they were generally older than the GB working-age population profile would suggest. Most notably, over a third of the staff were in the 45-49 age group.

Trends in key diversity statistics

Over the last six years, there has been a gradual but statistically significant fall in the proportion of BME staff.

60% of the BME staff in post last year (only 1% of staff in post overall) have left DVLA, largely due to the closure of local offices.
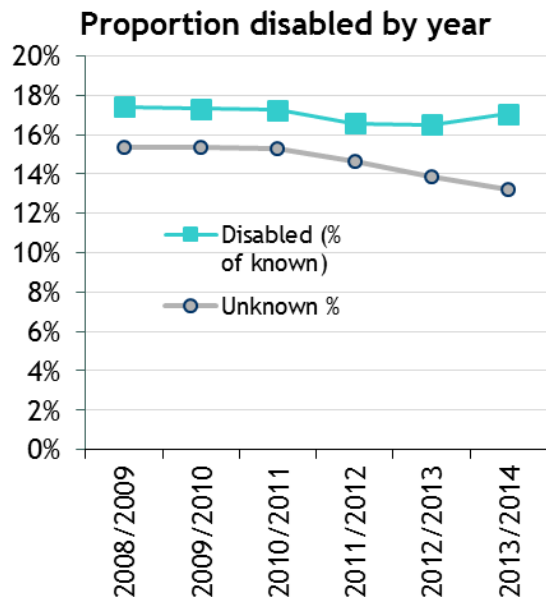

In addition, in the most recent year, there was a significant increase in the proportion of staff of unknown or

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Declarations of "prefer not to say" are treated as unknown/not declared.

undeclared race, and the proportion of white staff.

Conversely the declaration rate for disability has been gradually improving – although there has been no significant trend in the proportion of staff who have declared themselves disabled.

Proportion disabled by year

The proportion of females has not significantly changed since 2008/09.

Recruitment – diversity of applicants

8,341 applications were made to DVLA in 2013/14, 9% (728) of which resulted in a job offer.
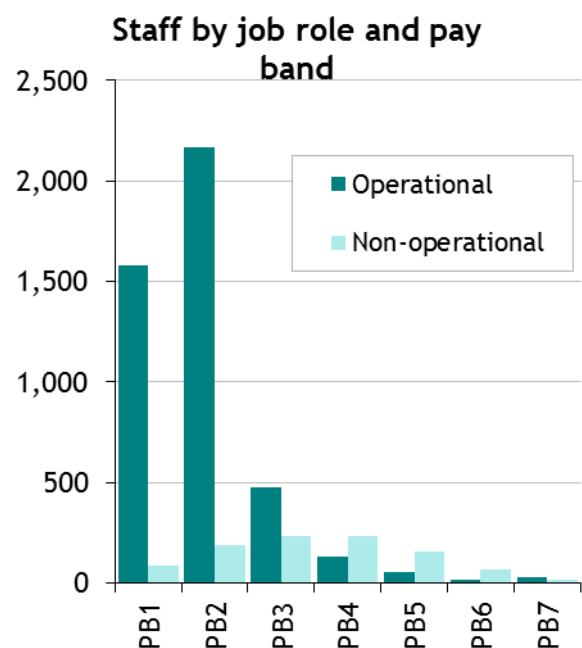
Most applications were to operational posts in PB1 and PB2 located in Swansea, where there were more female applicants than expected given the local working-age population. In contrast, fewer females than expected applied to non-operational PB4 posts in Swansea.

257 applications were made to posts in other locations, all in PB2. 25% of applicants were BME, which was more than expected compared with the GB working-age population.

Diversity differences within the organisation

The analysis considered how the minority groups were distributed across the pay bands.

Job role was the most significant factor associated with pay band. The majority of operational staff were in pay bands 1 and 2. A large number were also in pay band 3. The analysis considered staff within each job role separately as well as for DVLA as a whole.

Staff by job role and pay band

Diversity factors relating to pay band were similar for DVLA and both individual job roles.

There were differences in pay band for most diversity characteristics tested: working pattern and age were correlated with pay band for the organisation as a whole and both job roles separately, while gender, race and disability status were sometimes correlated with pay band.
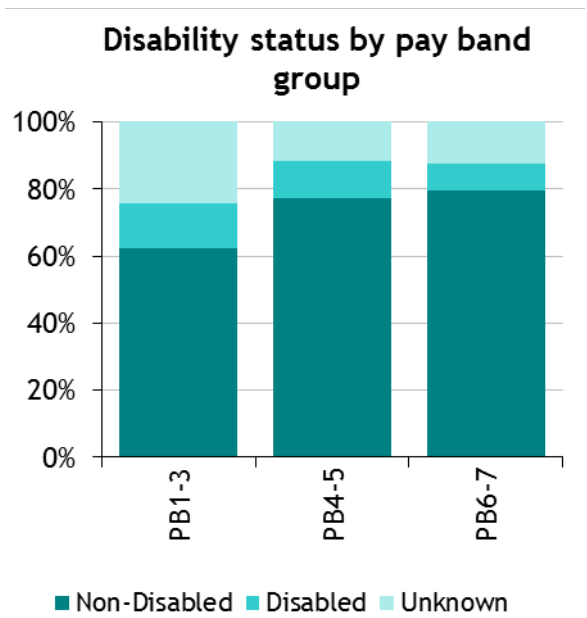
As pay band increased:

- the proportion of part-time staff decreased;

- age tended to increase;
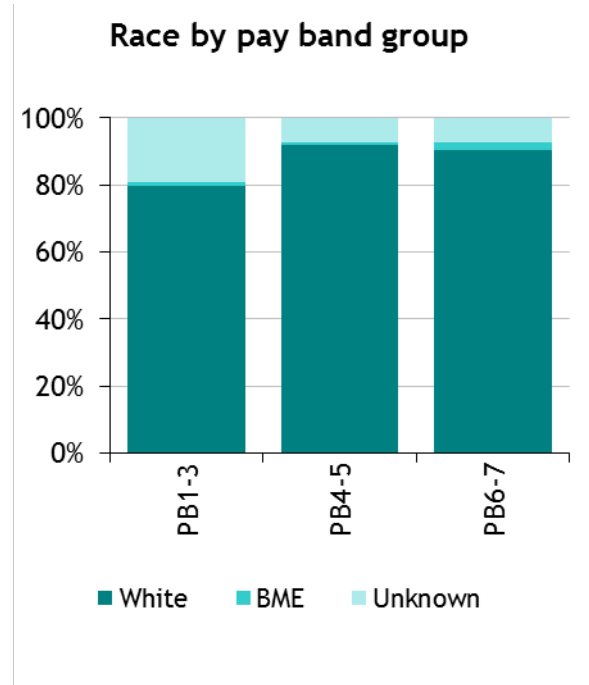- The proportion of females decreased;

Working pattern, gender and age by pay band

(chart showing Part time (all), % 40 and over, and % female by pay band PB1–PB7)

Legend:
- Part time (all)
- % 40 and over
- % female

- The proportion of disabled staff decreased (or non-disabled staff increased);

Disability status by pay band group

(stacked bar chart for PB1-3, PB4-5, PB6-7)

Legend: Non-Disabled · Disabled · Unknown

- For race, the most significant results sometimes related to staff of unknown race, rather than BME or

white. At DVLA level, there were more white staff at PB4-5 than expected; and amongst operational staff, more staff were of unknown race in PB1-3 than expected..

Race by pay band group

(stacked bar chart for PB1-3, PB4-5, PB6-7)

Legend: White · BME · Unknown

Correlations within staff data

There were some significant correlations in the diversity characteristics of staff:

- Older staff were more likely to have made declarations of diversity data
- Female staff tended to be older than male staff
- Disabled staff tended to be older than non-disabled staff
- Females were more likely to work part time.
- Operational staff tended to be younger than non-operational staff, and were more likely to be female, work part time and have higher levels of non-declaration of diversity information.

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Success through the recruitment process

When successful applicants were compared with those who were unsuccessful at each stage, analysis showed that the job roles and pay bands differed.

All but three applicants to **PB1 operational posts** were successful at sift. For both of the later stages (interview/online assessment and appointment), successful applicants were more likely to be of unknown race.

More differences in diversity were found between successful and unsuccessful applicants for **PB2 operational posts**:

- at **sift**, successful applicants were more likely to be white and non-disabled;

- at **interview/assessment**, successful applicants were less likely to be older (aged 50-59); and

- applicants who were offered a job were also less likely to be older, as well as being less likely to be BME.

Successful and unsuccessful applicants to **non-operational posts** tended to be more comparable than those for operational posts.

Most applications were to posts in PB4. The only highly significant differences in diversity were for this pay band at the **sift** stage, where successful applicants were less likely to be older.

Cessations

Nearly a quarter of those who had been in post at 31st March 2013 left the Agency during the year (1,560). The majority (70%) had been based outside Swansea.

80% of the leavers left on voluntary terms (redundancies) or in transfers to other government departments.
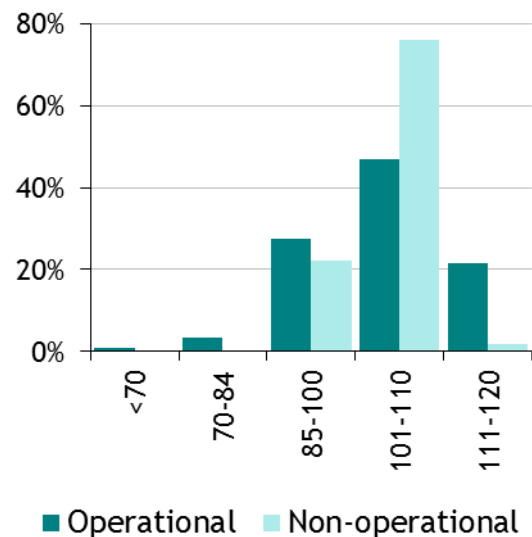
Compared with those who were in post at the end of the year, the leavers were:

- less likely to have been in PB1

- more likely to have been in PB2 or PB3;

- more likely to have been BME;

- older; and

- more likely to have had an unknown or undeclared disability status.

Performance assessment

4,688 performance management reports were returned containing a mark between 0 and 120. The distribution of marks by job role is shown in the following chart.

Distribution of PMR marks by job role (%)

Although the average mark was similar for operational and non-operational staff, analysis revealed different characteristics were linked with having received a higher mark for each job role.

Operational staff were more likely to have received a higher mark if they (in order of statistical importance):

- had fewer days sickness absence;
- were white (as opposed to BME or of unknown race);
- were female;
- were non-disabled (as opposed to disabled or of known disability status); and
- managed other staff.

Non-operational staff were more likely to have received a higher mark if (in order of statistical importance) they:

- had fewer days sickness absence;
- were not in PB1;
- were non-disabled;
- had reportees; and
- were younger.

Learning and development

Tables of e-learning recorded by Civil Service Learning have been provided in the annexes. However a diversity analysis of learning and development was not possible because information on face-to-face training could not be consistently matched to staff diversity information, and information on training not provided through civil service learning was not available.

Grievances & discipline

There were no grievances recorded in 2013/14.

Of the 47 discipline cases, most involved operational staff in pay bands 1 – 3, and significantly more than expected involved males given the proportion of males in the agency.

Sickness absence

Both the likelihood of having absence and the amount of absence were analysed.

For both analyses, pay band, disability status, race and working pattern were significant.

The incidence and amount of absence was higher for:

- staff in PB2;
- disabled staff;
- staff with unknown race; and
- part-time staff.

In addition younger staff were more likely to have been absent and staff in PB5 were less likely. Female staff tended to have more days of absence, as did staff in PB1.

5. Information quality

The data was generally of good quality. The main area of deficiency was the training data which could not reliably be matched to the Agency's staff datasets.