



Driver & Vehicle
Licensing
Agency



Sustainability Report

2013-2014

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Introduction

Purpose of this document

This report details DVLA's performance against the Greening Government Commitments and our overall Sustainability performance. It is intended to supplement the summary included in the main body and annex A of DVLA's Annual Report and Accounts 2013-2014. The annex of this report consists of detailed tables containing the minimum reporting requirements in accordance with the [HM Treasury Sustainability Reporting Guidance 2013-14](#) and the [Greening Government Commitments Guidance](#).

Boundary

The accounting boundary of this Sustainability report matches the financial reporting boundaries of the Annual Report. It includes data related to our main site and the network offices. Closed network office sites that we continue to hold the leases for are also included.

PFI Contract

Whilst our PFI contract carries out business on our behalf for activities such as waste and energy management, we have assumed direct control of these for the purposes of annual reporting. This is mainly because we maintain financial responsibility for the paying of the utility bills and have significant influence over how these activities are carried out.

Omissions, estimates and amendments to prior periods

There are no known omissions in the data set provided. Where estimates have been used and/or amendments have been made to previously reported data, these are noted in the accompanying text.

Greening Government Commitments

DVLA's objectives and targets stem from the Greening Government Commitments (GGCs). The GGCs were set as a means to achieve the Government's vision; to have the greenest ever operations and procurement with greater transparency on performance. The commitments aim to significantly reduce the Government's negative impact on the environment through reducing emissions of greenhouse gases, reducing waste, reducing water consumption and making public procurement more sustainable. The targets cover the period from 2009/2010 to 2014/2015 with the first year as the baseline measurement.

Table 1: Overview of Performance against the GGCs.

Measure	Greening Government Commitment	2013-14 (Year 4/5)		2014/2015 (Year5/5)	
		DfT reduction target	% reduction achieved	GGC reduction target	Forecasted % reduction
Greenhouse Gas emissions (tCO ₂ e)	Total Business and Travel carbon emissions ⁱ¹	20%	15.25%	25%	31%
Waste	Reduce Waste arising by 25% by 2014-15, relative to 2009-10 levels. (Tonnes)	20%	29.3%	25%	41%
Water	Reduce Water consumption to an average of less than 6m ³ per person per year. (m ³ /FTE) N.B. includes "Office" accommodation only.	Achieve 6m ³	4m ³	Achieve 6m ³	4m ³

¹ There has been a change to all previously reported figures for Greenhouse Gas emissions in-line with [current guidance](#) from DEFRA concerning the recalculated conversion factors for electricity. All conversion factors are now based on a single average factor for the particular year (previously a 5 year rolling average).

Whilst we are slightly behind on this year's DfT reduction target we are on track to meet the three main Greening Government Commitments which come to an end in 2014/15.

The Greenhouse Gas emissions have further reduced over the past twelve months. We achieved a reduction of 7.7% this year above the 5% reduction expected.

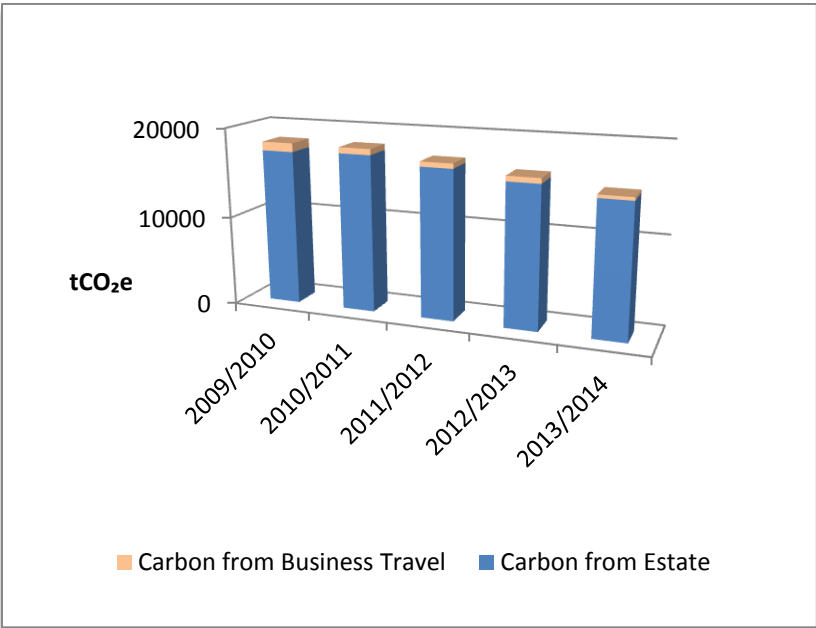
The energy saving measures we have implemented this year include:

- Installation of LED lighting in areas to increase efficiency of energy use.
- Installation of thermal jacket insulation jackets on pipe work.

Plans and proposals for the coming year and beyond which will assist in the successful achievement of the GGCs' 2014-2015 25% reduction target include:

- An assessment of the way in which we manage our energy across the whole estate including reviewing the way in which we utilise our CHPs.
- Further consideration for Photovoltaic (PV) solutions for our whole estate.

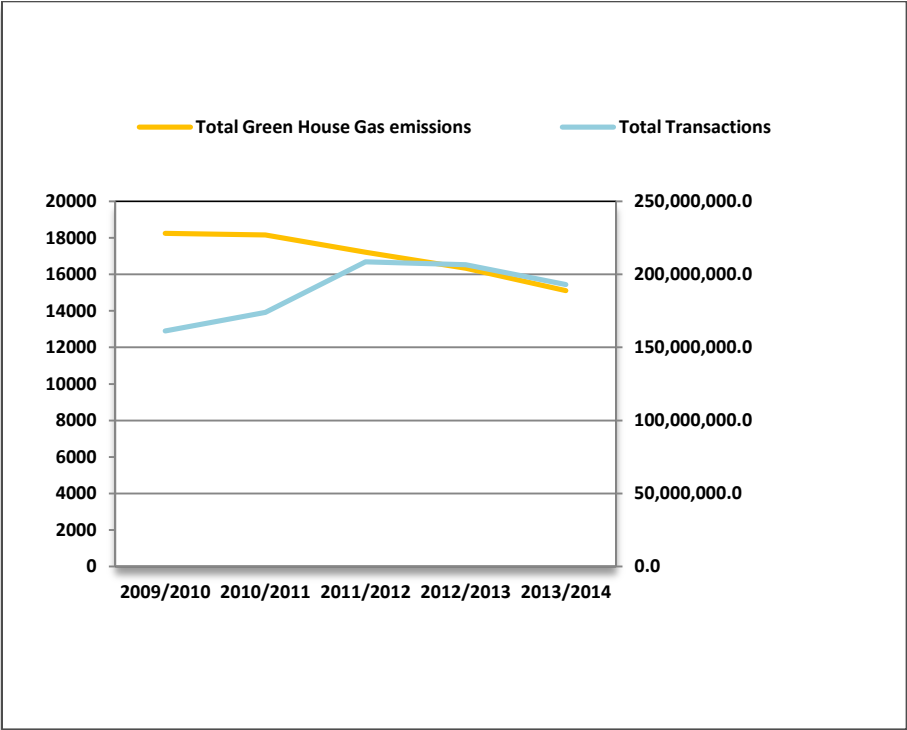
Figure 1: Total Green House Gas Emissions 09/10- 13/14



To keep on track with the 2014/15 GGC target, our parent department (DfT) set us the aim of achieving a 20% reduction by this year from the baseline of 2009/10.

We had only expected to achieve half of this target due to the programme of work to close our local offices (completed in December 2013) meant an increase in our business travel and dual running of some of our operations. However, we exceeded our initial forecast with a 15.25% reduction. We believe that both the energy efficiency projects that have taken place on our main site, and the early release of some of the LSN site leases have assisted us in exceeding where we planned to be. The closure of our local office network has provided a significant decrease in energy use and the full benefit of this restructure will be realised when all the leases have come to an end.

Figure 2: Total GHG emissions v Total Transactions



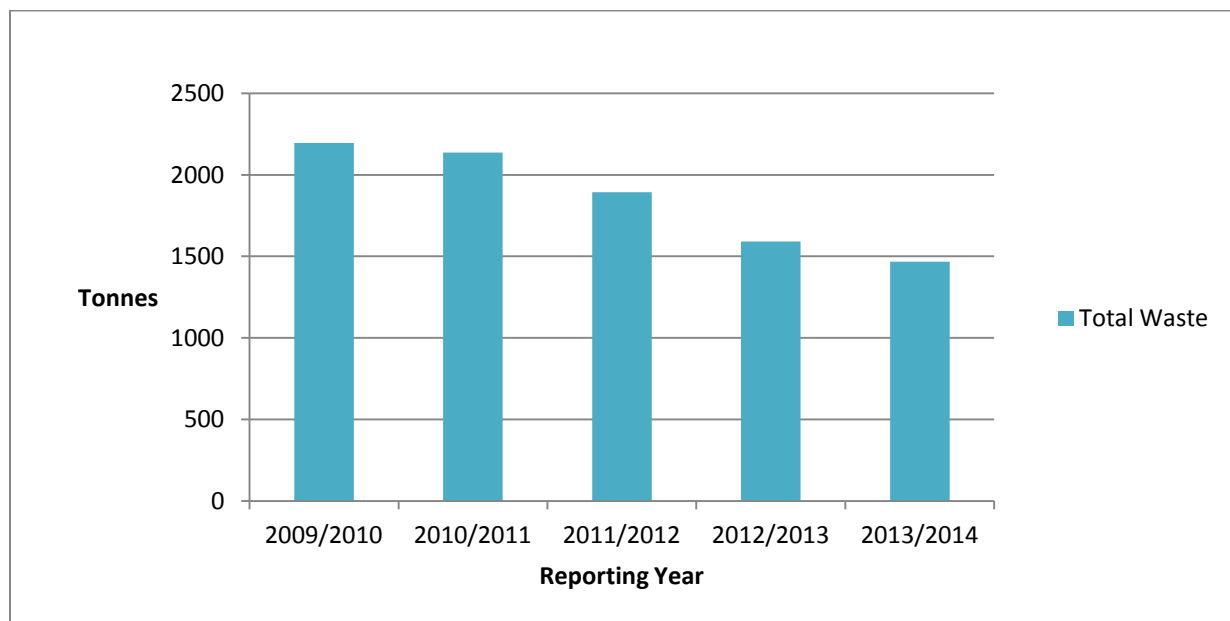
The chart above shows how we are improving the carbon efficiency of our business. We began by increasing our transactions whilst decreasing our GHG emissions. It is our intention to continue this trend with our plans for improving the efficiency of the estate and exploring options for the use of renewable energy technology.

Waste Minimisation and Management

During 2013/14 we continued to further reduce our waste and are on course to exceed our 2014-2015 waste minimisation targets. We are likely to achieve in excess of a 40% reduction in waste from the 2009/10 base line year.

Our biggest success with waste management this year was the significant amount of waste we diverted from landfill with the closure of our local offices. We reused as much as we could within our Agency, what we couldn't reuse or store for future use we shared with other government agencies, charities, community groups and schools, not for profit organisations, start up businesses, libraries and hospitals. The data we have points to a minimum of 119 organisations benefiting from the donations and we can confidently estimate that over 90% of potential waste from the office closures was diverted from landfill by being reused or recycled.

Figure 3: Total Waste



Finite Resource Consumption

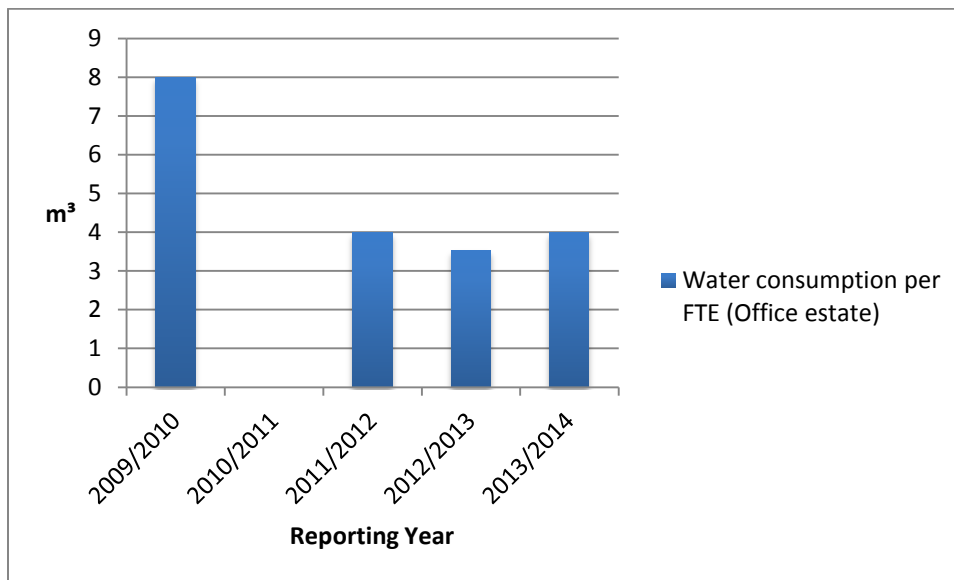
Water use

We continue to achieve good practice consumption figures for our water consumption at 4m³ per FTE (good practice is between 4-6m³ per FTE).

However we are aware the overall water consumption on our main site is increasing despite waterless urinals and low flow toilets, this we believe is due to the increasing levels of staff due to the dual operation running discussed earlier. We are currently considering ways to reduce water consumption further.

To supplement the water we are supplied, we also harvest rainwater at two of our sites. This year we collected 618 cubic metres which we use towards flushing our toilet facilities.

Figure 4: Water Consumption per FTE (Office Estate)²



² 2010/2011 m³ per FTE (office estate only) is unavailable.

Administrative paper

A one-off target was set across government to reduce administrative paper consumption in 2010-2011 by 10% from 2009-2010 levels. The agency achieved a 47% reduction in 2011-2012. Our consumption in this area has continued to fall with a 61% reduction from 2009-2010 levels estimated for 2013-14.

Operational paper

DVLA strategy to increase our digital services will mean a significant reduction in paper usage. For example we have estimated that the abolition of the tax disc and the move to direct debit payment methods will save in excess of the equivalent of 50 million pieces of paper (or approximately 6000 trees per annum) and estimated financial savings of nearly £167m over the next 10 years. For more information on this please refer to the [Business Plan 2014 to 2015](#). Other efficiency savings planned for the coming year are the abolition of the paper counterpart driving licence and the option for fleet operators not to hold vehicle registration certificates. Each will allow us to significantly reduce our volume of operational paper.

Transparency Commitments

The Greening Government Commitments also include demonstrating transparency in related matters. The GGCs state that the 'Government has committed to be open and transparent on the areas below, to increase accountability and to lead by example'. The following paragraphs summarise some of the highlights of the work we are doing in each of the five areas of the transparency commitments.

Sustainable procurement

All common goods and services are procured by the Crown Commercial Service (CSS), acting as a delivery agent, on behalf of the Agency. The framework agreements/contracts established by the CCS include a full range of sustainable products that meet the Government Buying Standards (GBS). The GBS are easy-to-use product specifications, enabling public authorities to develop tenders which procure sustainably.

As part of pre-procurement activity (i.e. preparation) for all procurement exercises, including common goods and services procured by the CCS, the Agency undertakes a Sustainable Risk Assessment on all requirements. This assessment is intended to ensure that environmental, social and economic (sustainability) issues are assessed, understood and managed in all key commercial decisions that relate to the procurement of goods and services.

At present we do not capture supply chain emissions but an essential part of the tender process is to ensure that we are clear about the sustainable requirements we place on suppliers in order to influence their performance in this area.

Climate change adaptation

Our latest climate change risk assessment has identified just one major risk to our business- a potential flood risk at our Swansea Vale site. The local council are currently carrying out mitigating actions and as a business we have developed a continuity plan to ensure our resilience against this possible impact.

Bio-diversity and the natural environment

As an agency, we have a legal requirement as well as a commitment under the GGCs to report on and have regard to Biodiversity. Encouraging and enhancing biodiversity not only has a positive impact on the natural environment, but also on DVLA employees and our surrounding neighbours' quality of life through aspects including health and well-being.

The Agency's first Biodiversity Action Plan was published in 2012/13. Activities progressed this year as part of the action plan include:

- Installing bird boxes on main site (Donated by our PFI Service Provider Telereal Trillium) to encourage a larger bird population.
- Changing the grass cutting regime on 2 sites to allow a more natural growth pattern to exist.
- Changing the planting list to only allow planting of native species with a view to encouraging more wildlife.
- Undertaking a small mammal survey.
- Liaison with the South Wales Amphibian and Reptile Conservation Trust to help improve the habitat surrounding our pond and conservation area.

Food and catering services

DVLA's Private Finance Initiative (PFI) contract with Telereal Trillium for food and catering services is sub contracted to Elior UK. During 2013 Elior UK were awarded Platinum Status in the BITC Corporate Responsibility Index 2013 for their focused commitment on sustainable business practices.

Their new 'You & Life' scheme promotes healthy eating values and enables people to make healthier choices by, for example, offering undressed salad bar choices and ensuring that low in sugar and low in fat products (including spreads, baked beans, mayonnaise and yoghurts) are used as standard.

Elior's procurement policy is based on supporting UK farmers and growers through a regional and local supply chain and where they are unable to buy locally they take account of welfare

and sustainable guidelines such as Marine Conservation Society's "Fish To Eat" and "Fish To Avoid" lists and the Red Lion certification for eggs.

More information on Eloor UK can be found on their [website](#).

Sustainable construction

We have not engaged in any construction work during the last financial year. All minor projects have required waste to be recycled wherever possible.

People

At DVLA we are committed to being a responsible business and understand that we have a responsibility to support the people that work with us and the communities in which we work.

Over the past year we have undertaken many activities to support our staff and communities, below is a snap shot of some of these.

- **Health and Well Being**

The Agency actively promotes a healthy lifestyle and has a focus on sustaining a healthy working environment in support of building a high performance culture and management. The "Changing Minds" and "Fit for the Future" campaigns delivered a number of initiatives tailored to the needs of staff in support of physical and mental wellbeing. Our work on mental wellbeing has been showcased as best practice across the Civil Service and beyond with a case study on DVLA featuring in the Annual Report of the Good Day at Work wellbeing network.

- **Volunteering**

The agency complies with our parent departments' policy to allow staff to take paid special leave to volunteer. The agency has not proactively endorsed any volunteering schemes, but it will be reviewing its approach in this area over the next 12 months.

- **Staff Engagement**

The Civil Service People Survey 2013 produced an overall engagement score of 56% in DVLA, this is an increase of 2% from the previous CS People Survey held in 2012. While the headline score showed a positive move, some clear steps were identified to improve staff engagement. The Agency has taken note of this feedback as well as that from the Investors in People reviews of 2010 and 2013. Leading and managing were identified as our key driver of engagement and much of the Agency's planning has been focussed on these areas.

- **Work Experience**

DVLA completed its participation in the government's 'Get Britain Working' work placement programme which is a programme designed to offer work experience to unemployed people who are claiming Job Seekers Allowance and who have volunteered for work experience. A total of 356 people participated in the programme and analysis undertaken by DWP in 2013 revealed that 53% of these successfully found paid work, some of which were posts in DVLA.

- **Diversity**

To increase our staff's representation from the black and minority ethnic (BME) job market a number of activities have taken place. A BME targeted job fair took place in December; attendees were encouraged to register onto Civil Service Jobs with a view to applying for DVLA job opportunities. In addition, an ongoing work placement initiative primarily with disabled support groups has been extended to BME support groups.

- **Community**

As part of our contribution to our local community, the Agency created a scheme called 'Getting Swansea Online'. These events were designed to help people who have little or no experience of using the internet get hands on experience and support. The Agency teamed up with a local school to help teach skills such as how to setting up email accounts, learning how to talk to friends and family across the internet and uploading and sending digital photos.

This year has also seen staff nominate a local 'Charity of Choice' to receive the fruits of our fundraising efforts. The first charity to be supported is the Wales Air Ambulance, with the first few events raising over £5000 for the charity.

Annex

Overview					
Measure	Greening Government Commitment	2013-14 (Year 4/5)		2014/2015 (Year5/5)	
		Dft reduction target	% reduction achieved	GGC reduction target	Forecasted % reduction
Greenhouse Gas Emissions (GHG) (tCO ₂ e= equivalent tonnes of carbon dioxide)	Total Business and travel carbon emissions	20%	15.25%	25%	31%
Waste	Reduce Waste Arising by 25% by 2014-15, relative to 2009-10 levels. (Tonnes)	20%	29%	25%	41%
Water	Reduce water consumption to an average of less than 6m ³ per person per year. (m ³ /FTE) N.B. includes "Office" accommodation only.	Achieve 6m ³	3.83m ³	Achieve 6m ³	4m ³

GHG emissions Summary	2009/2010	2010/2011	2011/2012	2012/2013	2013/2014	Target 2013/2014	Performance to date
Total tCO ₂ e attributable to the whole estate and business related transport	18,261	17742	16385	16,342	15,476	13,881	15.25% Reduction against baseline

Green House Gas Emissions		2009-2010		2010-2011		2011-2012		2012-2013		2013-2014	
Scope 1*											
Fuel combustion and fugitive emissions*		kWh	tCO ₂ e	kWh	tCO ₂ e	kWh	tCO ₂ e	kWh	tCO ₂ e	kWh	tCO ₂ e
	Gas	30,143,865	5545	27,715,449	5127	19,765,094	3629	25,553,712	4732	17,316,345	3186
	LPG	0	0	0	0	0	0	0	0	0	0
	Oil	120,142	33.22	120,142	39	120,137	33	120,138	33.37	119,956	31.6
	Fugitive emissions	0		0		0		0.13		0.17	
	Total tCO ₂ e	5579		5166		3662		4766		3218	
Transport we own		251		437		370		140		129	
Total tCO ₂ e		5829.5		5603		4032		4906		3347	
Notes		<p>*Scope 1- Direct GHG emissions. These occur from sources we own or directly control.</p> <p>*Fugitive emissions are emissions from leaks or other unintended releases of gases, e.g. from refilling air conditioning units.</p> <p>Figures may differ from previously reported due to reconciliation and amended conversion factors</p>									

Green House Gas Emissions		2009-2010		2010-2011		2011-2012		2012-2013		2013-2014	
Scope 2*											
Purchased electricity*		kWh	tCO ₂ e	kWh	tCO ₂ e	kWh	tCO ₂ e	kWh	tCO ₂ e	kWh	tCO ₂ e
	Mains Standard Grid Electricity	5,905,240	2916	5,927,347	2,877	6,236,144	2819	6,710,672	3087	1,133,713	505.05
	Mains Green Tariff Electricity	15634130	7720	16,385,913	7,952	16,046,086	7254	12,776,521	5877.5	23,170,114	10,321.82
	Good Quality CHP purchased electricity	437657	216	421285	204	2,493,512	1127	2647699	1218	226,743	101.01
	Total tCO ₂ e	10,852.5		12,342		11,201		10,182.5		10,927.88	
Purchased Heat, Steam and cooling (CHP)		0		0		0		0		0	
Total tCO ₂ e		10,852.5		11,033		11,201		10182.5		10,927.88	
Notes		<p>*Scope 2- Indirect GHG emissions from energy. These result from energy consumed which is supplied by another party.</p> <p>*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.</p> <p>Figures may differ from previously reported due to reconciliation and amended conversion factors.</p>									

Green House Gas Emissions		2009-2010	2010-2011	2011-2012	2012-2013	2013-2014
Scope 3*						
Direct emissions from electricity losses (tCO ₂ e)		859	889	956	804	934.37
Business Travel (non fleet) (tCO ₂ e)		720	217	196	450	265
Total tCO ₂ e		1580	1106	1152	1254	1199.37
Other * (unknown scope or international air or rail travel)		0	12.9	12.16	13.06	30.04
Notes	<p>*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.</p> <p>*Other- emissions that do not fall or is explicitly excluded from the scopes e.g. international air or rail travel.</p> <p>Figures may differ from previously reported due to reconciliation and amended conversion factors.</p>					

Waste		2009-10	2010-11	2011-12	2012-13	2013-14	Target 2013-2014	Performance to date		
Non-Financial Indicators	Landfill	570	607	375	317	340				
	Recycled/Reused	1656	1517	1520	1275	1213				
	Incinerated/Energy from waste	71	0	0	0	0				
	Other*	0	0	6.72	5.63	2.66				
	Total Waste	2,196	2,124	1,894	1592	1553	1757	29% reduction against baseline		
Notes	*Other is composted food waste, included in 'Recycled/Reused' figure									

Finite Resource Consumption			2009-10	2010-11	2011-12	2012-13	2013-14	Target 2013-14	Performance against target
Non-Financial Indicators	Water (m ³)	Supplied	54,967	56,432	52,719	52,709	55,807	48,552	1.5% increase against baseline
		Harvested	630	1530	763	583	618	-	-
		Consumption per FTE	-	-	4	3.62	3.77	6	Achieved
	Administrative paper (A4 Reams equivalent)		67,065	-	35,464	33,144	26,549	35,464*	25% less than target
Notes	*Target for administrative target is to maintain 2011-2012 levels. Figures may differ from previously reported due to reconciliation.								

Financial indicators		2009-2010	2010-2011	2011-2012	2012-2013	2013-2014
Total Expenditure						
	Energy	£3,985,523	£2,223,140	£3,287,732	£3,270,133	£3,603,472
	CRC Gross			£196,980	£194,150	*
	Water and Sewerage	£123,438	£138,237	£159,794	£174,043	£186,073
Total Revenue						
	Waste	£38,694	£53,115	£61,685.17	£28,001.5	£0
Notes	<p>Expenditure on waste disposal is included under DVLA's PFI contract. This includes disposal and purchase and management of licences.</p> <p>*CRC Gross expenditure is current paid retrospectively due in September 2014.</p>					