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for Transport



GOVERNMENT OPERATIONAL RESEARCH SERVICE

Equality Monitoring 2014/15

Equality Monitoring in DVSA

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In House Analytical Consultancy

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Summary of diversity analysis

1. Introduction

This report contains an analysis of the diversity of DVSA staff for 2014-15.

The aims of the analysis were to:

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

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

This year's report contains, for the first time, an analysis of progressions during the year (i.e. staff who moved up at least one grade).

Characteristics considered were gender, race, disability, grade, 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.

This summary generally reports differences that were statistically significant at the 99% confidence level. Where appropriate, differences found to be significant at the 95% confidence level have also been mentioned, but described as having been at a lower level of statistical significance.

The presence of a statistically significant result does not imply causation, although in some cases there may be an obvious explanation for at least some of the difference seen.

2. DVSA background

The Driver and Vehicle Standards Agency (DVSA) is an executive agency of the Department for Transport. It was formed in April 2014 by merging the Driving Standards Agency (DSA) and the Vehicle and Operator Services Agency (VOSA).

DVSA is responsible for making sure drivers, riders, vehicle operators and MOT garages understand and follow road worthiness standards by providing a range of licensing, testing, education and enforcement services.

On 31st March 2015, DVSA employed 4,407 staff (excluding staff on long term leave¹).

¹ Long term leave includes employees who were on long-term sickness absence, loans and secondments.

Staff on maternity leave are, however, included in these figures.

There were 1,510 support staff, who work in administrative offices, and customer service, licensing, and training centres. The remaining 2,897 staff were service delivery staff, of which 1,716 were driving examiners and 1,181 were vehicle/traffic examiners. Vehicle/traffic examiners include vehicle standards assessors and traffic examiners.

DVSA had four main offices: Berkeley House in Bristol, the Ellipse in Swansea, Nottingham 'Axis' Office, and the Newcastle Local Area Office. The majority (56%) of support staff were based at these offices.

Driving examiners and vehicle/traffic examiners were generally located in regional offices and test centres spread across the whole of Great Britain (less than 1% of service delivery staff were located in the four main offices).

There was a net decrease of 10 staff from 31st March 2014. This differed by job type: the number of vehicle/traffic examiners decreased by 111 but the numbers of driving examiners and support staff increased by 17 and 84 respectively.

3. Diversity statistics

The table below shows the key diversity statistics for DVSA.

	% all staff making specific declaration against characteristic²	...of whom % declaring particular characteristic shown in brackets ³
Age (40 years and older)	100%	81%
Gender (Female)	100%	29%
Working pattern (Part-time)	100%	15%
Race (BAME)	80%	5%
Disability status (Disabled)	88%	9%
Sexual Orientation (Lesbian, gay man, or bisexual)	40%	3%
Religion and belief (Declared a religion or belief)	37%	72%

4. Diversity analysis key findings

DVSA compared with local working-age populations

For the Ellipse, Berkeley House, Nottingham, and Newcastle offices, local working-age populations have been drawn from Swansea, Bristol, Nottingham and Newcastle and their

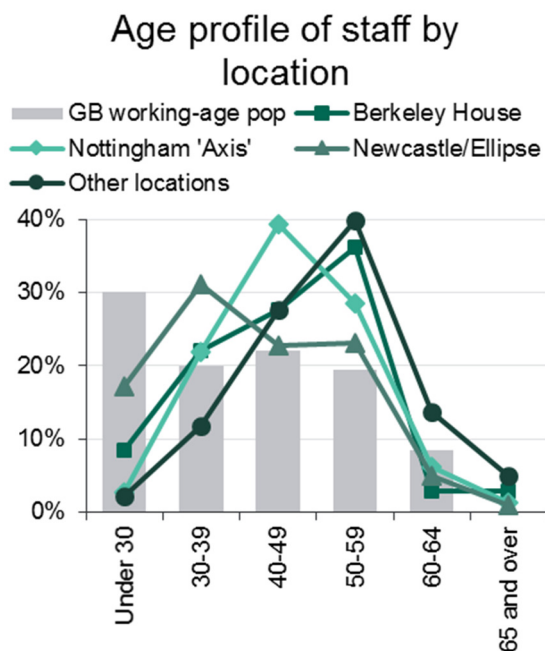
²In this column, the % relates to the proportion of staff for whom the **overall** diversity characteristic is known (e.g. how many have declared a sexual orientation). Declarations of "prefer not to say" are treated as unknown/not declared.

³ This column shows the proportion of staff who have declared that they are (e.g.) BAME or Disabled. It is based only on staff who have made a specific declaration – not including "prefer not to say" (Declarations of prefer not to say are treated as unknown/not declared).

respective surrounding local authority areas.

The rest of DVSA's offices and test centres have been grouped into 11 regions and comparisons have been made with the working-age populations in the local authorities in those regions.

All locations, except the Ellipse and Newcastle offices, had older age profiles than the local working-age populations.



There were more male staff than expected compared with local populations at the eleven regions but not at the four main offices. This corresponds to how the job types were distributed across locations: service delivery staff were more likely to be male than other staff. The Newcastle office had significantly more female staff than the local working-age population.

Similar results for gender were present in the recruitment data: at all locations where analysis was possible, service delivery posts had significantly fewer female

applicants compared with the local working-age populations.

Four locations (Berkeley House, North East, Scotland and West Midlands) had fewer disabled staff than expected compared with local working-age populations⁴.

Considering recruitment, there were significantly lower proportions of disabled applicants for posts advertised at various locations and support staff posts in South West, Wales, West Midlands, and Yorkshire & Humberside.

DVSA locations in the North West had more white staff than expected compared with local populations.

There were significantly more BAME applicants for driving examiner posts at various locations and support staff posts in the West Midlands and the South West, compared with the local working-age populations.

Diversity differences within the organisation

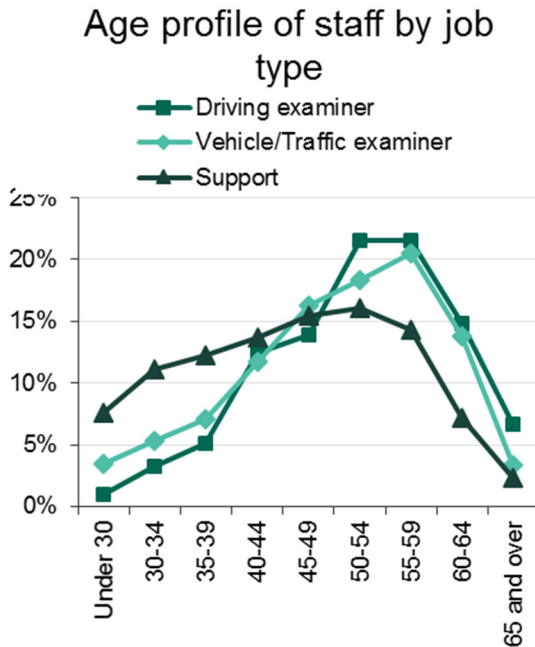
The staff in the different job types had different diversity profiles:

- Service delivery staff (driving examiners and vehicle/traffic examiners) were less likely to be female than support staff.
- Compared with the other job types, driving examiners were less likely to be white, non-disabled, and full-time. They also tended to be older than other staff.
- Vehicle/traffic examiners were more likely to be white and full-time than other staff. They were less likely to be disabled than other staff.

⁴ Note that definition of disability in the population data is not worded in the same way as the disability declaration text for staff. It is possible that the figures

are not precisely comparable. The Technical Annex has further details.

- Support staff were more likely to be female and part-time than other staff. They tended to be younger than other staff.

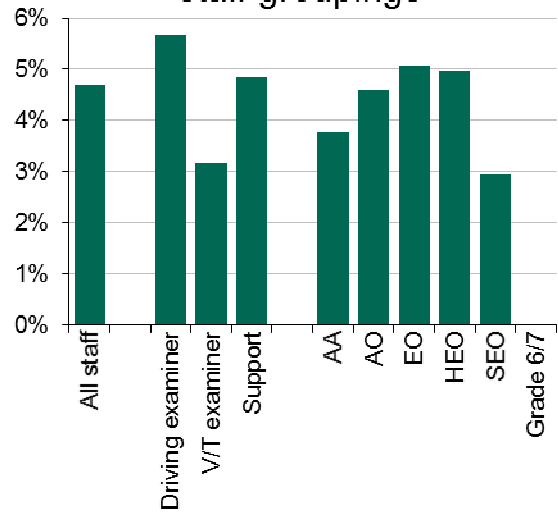


There was a mix of job types in each of the grades: driving examiners were predominantly in grade EO (91% of driving examiners were EO); vehicle/traffic examiners tended to be in grades AO and EO (38% and 52% respectively); and support staff were more evenly spread across the grades, although 40% were in grade AO.

As there were small numbers of driving examiners outside of grade EO, there were very few significant differences between grades for driving examiners.

For vehicle/traffic examiners and support staff, higher grades were more likely to be white than lower grades.

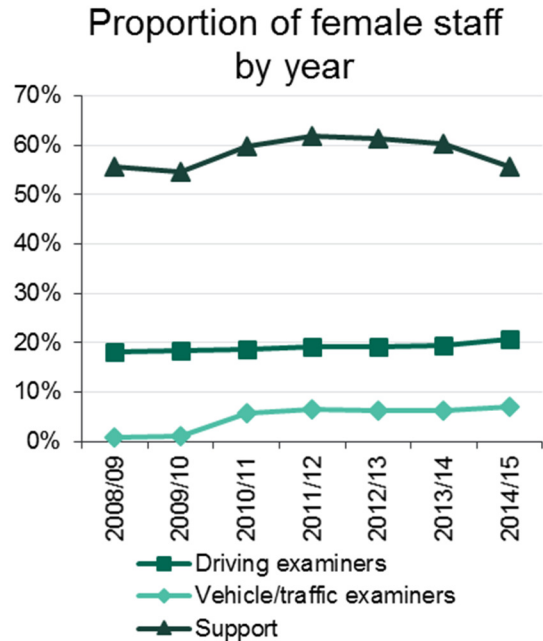
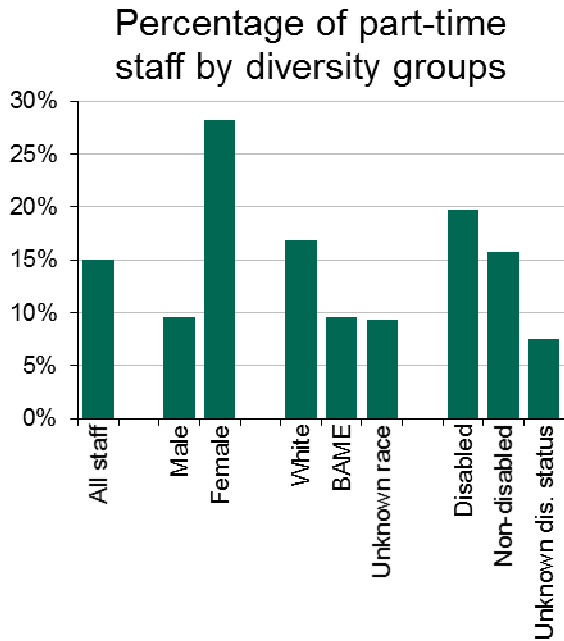
% BAME of staff with known race in different staff groupings



For support staff, staff in lower grades (AA-EO) were more likely to be female and staff in higher grades (HEO-Grade 6) were more likely to be male. In contrast, for vehicle/traffic examiners, AO staff were more likely to be male and EO staff were more likely to be female than other grades.

Within each job type, EO staff tended to be younger than other grades. For driving examiners and support staff, staff in higher grades tended to be older than staff in lower grades.

Part-time staff were more likely to be white, older, female and in lower grades than full-time staff.



Trends in key diversity statistics

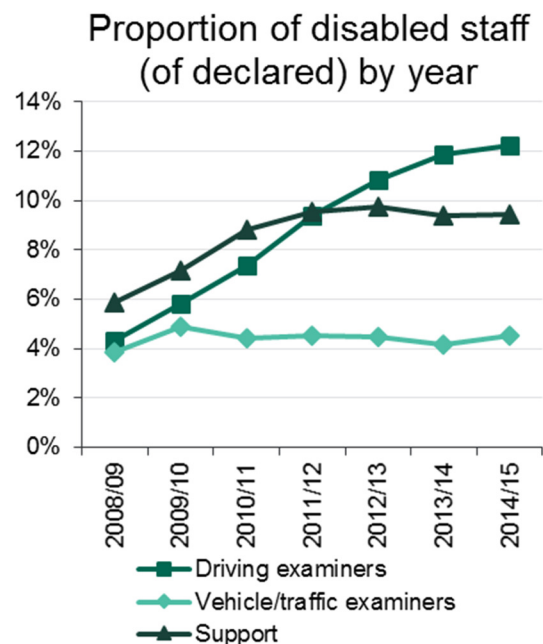
For previous years, the datasets for DSA and VOSA have been combined to produce a comparable dataset for DVSA.

The only significant difference in the diversity profile of DVSA staff this year compared with the previous year was a slight increase in the age of staff – the average age increased from 48.8 to 49.2.

The declaration rates for race and disability status had decreased significantly from 2013/14 to 2014/15, down from 84% and 91% to 80% and 88% respectively. These decreases are part of long term decreasing trends in the declaration rates, which should be taken into consideration when looking at the trends in the proportion of BAME and disabled staff.

Since 2008/09, the proportions of female driving examiners and female vehicle/traffic examiners have increased significantly (+0.4% and +1.1% per year on average, respectively).

The proportions of disabled driving examiners and disabled support staff have increased significantly since 2008/09 (+1.4% and +0.6% per year on average, respectively).



There were no significant trends in the proportions of black, Asian, and minority ethnic (BAME) staff.

Recruitment

10,453 applications were received for posts at DVSA. 450 applicants (5% of those whose outcome was known) were offered a post.

For driving examine posts, non-disabled applicants were less likely to be successful at sift, unknown race applicants were more likely to be successful at interview/ assessment, and BAME applicants were less likely to be offered a post, compared with other applicants.

For vehicle/traffic examiner posts, applicants for EO posts and applicants aged under 25 were less likely to be successful at sift and interview/assessment, and less likely to be offered a post.

BAME applicants for vehicle/traffic examiner posts were less likely to be successful at sift and a lower proportion were offered a post, compared with white and unknown race applicants.

In addition, vehicle/traffic examiner applicants aged 55-59 were more likely to be successful at sift. Female applicants and applicants aged 30-34 were more likely to be successful at interview for vehicle/traffic examiner posts, compared with other staff.

Support staff applicants for AO posts were less likely to be successful at sift and less likely to be offered a post. Applicants for EO posts were more likely to be successful at sift and applicants for AA posts were more likely to be successful at interview/ assessment than other applicants for support staff posts.

Support staff applicants aged under 25 were less likely to be successful at sift and less likely to be offered a post.

Heterosexual applicants for support staff posts were more likely to be successful at sift than LGB and unknown sexual orientation applicants.

Cessations

326 DVSA employees left during the year, 7% of those who had been in post at the beginning of the year.

Significantly higher proportions of older staff, staff who had not declared their disability status⁵ and Grade 6 staff⁶ left during the year, compared with staff in post at the end of the year.

For vehicle/traffic examiners, staff who left were more likely to be female compared with staff in post at the end of the year.

Performance assessment

4,219 performance ratings were analysed. 15% of all staff received a performance rating 1 and 4% received a performance rating 3.

Results by job type are given in the table below (due to rounding the percentages may not add up to 100%).

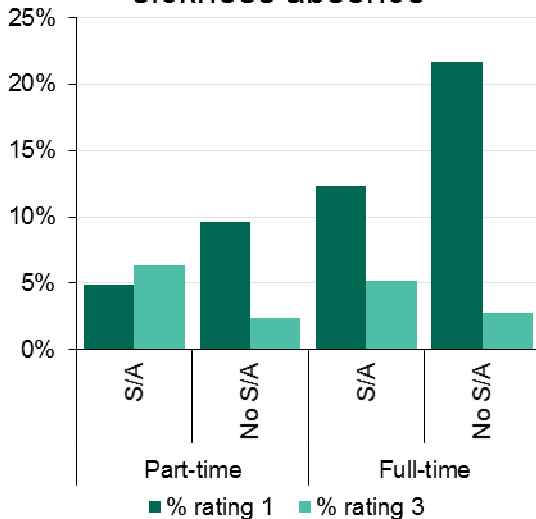
Performance rating	% of driving examiners	% of vehicle/traffic examiners	% of support staff
1	12%	17%	16%
2	81%	80%	80%
3	6%	2%	4%

⁵ Declaration of disability status was correlated with how long staff had worked at the agency – new staff were less likely to have declared their disability status.

⁶ There was a restructuring of senior management during the year.

Staff who had worked more days (combination of FTE and sickness absence), younger staff and staff in higher grades were more likely to have received a performance rating 1 than other staff.

Performance ratings by working pattern and sickness absence



In addition, considering support staff only, white staff, staff who managed more staff and staff with less sickness absence were more likely to have received a performance rating 1 than other support staff.

Staff with less sickness absence and white staff were less likely to have received a performance rating 3. EO staff were more likely to have received a performance rating 3 than staff in other grades.

Progression

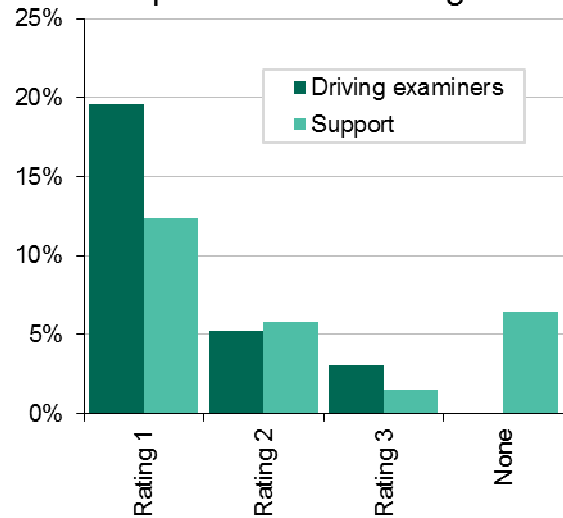
4,054 staff were in post on both 31st March 2014 and 31st March 2015. Of these, 212 (5%) had progressed up the grade structure. 100 were driving examiners, 18 were vehicle/traffic examiners and 94 were support staff.

Vehicle/traffic examiners were significantly less likely to have

progressed up the grade structure than other staff.

Driving examiners who had higher FTEs, received a performance rating 1 in the previous year or were in grade HEO were more likely to have progressed up the grade structure than other driving examiners.

Proportion of staff whose grade increased by performance rating



Support staff who were older, in grades AO and HEO, had not declared their disability status or had lower FTEs were less likely to have progressed up the grade structure than other support staff.

Learning and development

Limited diversity analysis of learning and development for driving examiners has been possible using information held centrally. It includes only training booked and recorded through the DSA learning team, which includes face-to-face training, but does not include e-learning.

It is therefore likely that this understates the total amount of learning and development activity actually undertaken.

In total, 6,121 days of recorded training were undertaken by driving examiners.

On average, driving examiners had 3.6 days of recorded training each.

Younger examiners, examiners with unknown race or disability status, full-time examiners, and examiners with no sickness absence were more likely to have training recorded and tended to have more days of recorded training than other examiners.

HEO examiners were more likely to have training recorded than other examiners.

SEO examiners, white examiners and female examiners tended to have more days of recorded training than other examiners.

CSL data on e-learning were available for the entire agency. 11,097 hours of e-learning were recorded. Each member of staff had 2.5 hours of e-learning on average.

A breakdown of e-learning by diversity groups can be found in the annex tables.

Grievances and disciplines

During 2014/15, there were 52 grievance cases and 60 discipline cases, covering a mixture of diversity groups.

Significantly more grievance cases were brought by driving examiners (58%) than vehicle/traffic examiners (25%) and support staff (17%).

For both grievances and disciplines, there were no significant differences by gender, working pattern or religion/belief. There was insufficient data to test by race, disability status and sexual orientation.

Sickness absence

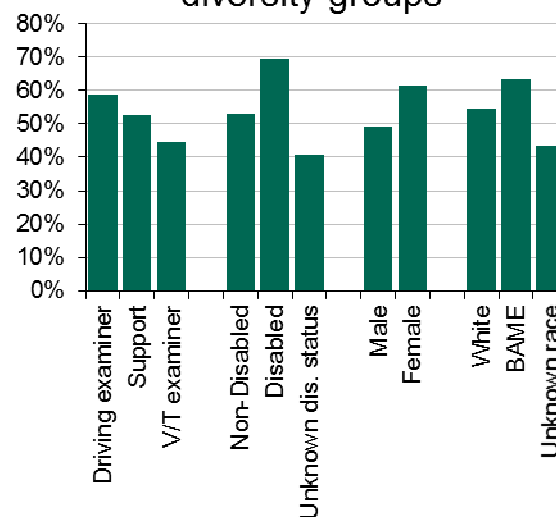
Both the likelihood of having absence and the amount of absence were analysed.

DVSA staff who were in post at 31st March 2015 had had an average of 8.5 days of sickness absence each in 2014/15. 53% of staff had had some sickness absence during the reporting year.

The following staff groups were less likely to have had sickness absence than other staff:

- Staff in higher grades;
- Vehicle/traffic examiners
- Staff who had not declared their race⁷; and
- Male staff.

% of staff with sickness absence for different diversity groups



There were some additional result specific to certain job types:

⁷ Declaration of race was correlated with age and amount of time in the agency – young staff and new staff were less likely to have declared their race.

- Younger support staff were more likely to have had sickness absence than older support staff.
- Disabled support staff were more likely to have had sickness absence than other support staff; service delivery staff with unknown disability status were less likely to have had sickness absence than other service delivery staff.

The following staff groups tended to have more days of sickness absence than other staff:

- Staff in lower grades;
- Staff who had declared their race;
- Female staff;
- Driving examiners; and
- Older staff.

The effect of disability status varied slightly across job types, but generally disabled staff had more day's sickness absence than non-disabled staff and staff with unknown disability status.

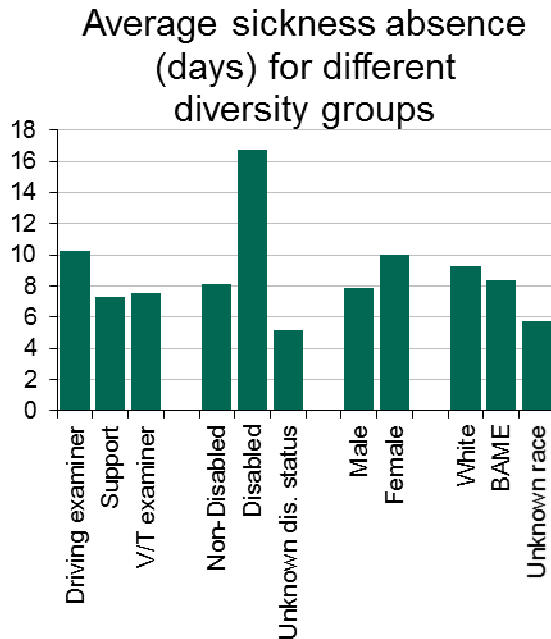
5. Information quality

The datasets were generally of good quality, except in a couple of areas.

The declaration rates for sexual orientation and religion/belief were fairly low which limited the analysis of these characteristics and it is recommended efforts are made to improve them.

The declaration rates for race and disability are higher but have been decreasing for the last few years, so it is recommended that efforts are made to increase these too.

Analysis of centrally held data on non-generic training was limited to driving examiners this year because it was not possible for DVSA to provide data for all vehicle/traffic examiners or all support staff in time for the report. DVSA are planning to provide all the data next year.



Annex A: Tables and Charts

A.1 Year on year comparison – all staff

Staff Type	March 31st 2014			March 31st 2015			Percentage point change	% change from 2014
	2013/2014	% of total	% of total that declared	2014/2015	% of total	% of total that declared		
All staff	4417			4407				
Males	3146	71.2%	71.2%	3130	71.0%	71.0%	-0.2	-0.5%
Females	1271	28.8%	28.8%	1277	29.0%	29.0%	+0.2	+0.5%
White	3554	80.5%	95.5%	3358	76.2%	95.3%	-4.3	-5.5%
BAME	169	3.8%	4.5%	166	3.8%	4.7%	-0.1	-1.8%
Unknown Race	694	15.7%	-	883	20.0%	-	+4.3	+27.2%
Non-disabled	3652	82.7%	91.2%	3518	79.8%	90.8%	-2.9	-3.7%
Disabled	351	7.9%	8.8%	355	8.1%	9.2%	+0.1	+1.1%
Unknown disabled status	414	9.4%	-	534	12.1%	-	+2.7	+29.0%
Full Time	3714	84.1%	84.1%	3744	85.0%	85.0%	+0.9	+0.8%
Part Time	703	15.9%	15.9%	663	15.0%	15.0%	-0.9	-5.7%
Average age	48.8			49.2				

A.2 Standardised grades

The Government's Civil Service Reform Plan asked Departments to review the employment terms and conditions offered to staff, to ensure that they reflect good, modern practice in the wider public and private sectors. As part of this plan, DfT has moved to standardised Civil Service grades (AO, EO, HEO etc). The following table shows how the previous years' pay bands map to the standardised grades.

Agency	Previous pay band	Standardised grade
DSA	AA	AA
DSA	AO	AO
DSA	EO	EO
DSA	HEO	HEO

DSA	SEO	SEO
DSA	Grade 7	Grade 7
DSA	Grade 6	Grade 6
DSA	DE	EO
DSA	SDE	EO
DSA	SE	HEO
DSA	ACDE	SEO
DSA	DCDE	Grade 7
DSA	CDE	Grade 6
VOSA	Band 1	AA
VOSA	Band 2	AO
VOSA	Band 3	EO
VOSA	Band 4	HEO
VOSA	Band 5	SEO
VOSA	Band 6	Grade 7
VOSA	Band 7	Grade 6

A.3 Geographical comparisons

The following table shows the catchment areas for each DVSA location. This is described more fully in the Technical Annex.

Reporting locations	Local authorities
Berkeley House	Bath and North East Somerset
Berkeley House	Bristol
Berkeley House	North Somerset
Berkeley House	South Gloucestershire
Ellipse	Carmarthenshire
Ellipse	Neath Port Talbot
Ellipse	Powys
Ellipse	Swansea
Nottingham 'Axis'	Derby City
Nottingham 'Axis'	Derbyshire
Nottingham 'Axis'	Lincolnshire
Nottingham 'Axis'	Nottingham City
Nottingham 'Axis'	Nottinghamshire
Newcastle Local Area Office	Durham

Reporting locations	Local authorities
Newcastle Local Area Office	Gateshead
Newcastle Local Area Office	Newcastle-upon-Tyne
Newcastle Local Area Office	North Tyneside
Newcastle Local Area Office	Northumberland
Newcastle Local Area Office	South Tyneside
Newcastle Local Area Office	Sunderland
East Midlands	Derby City
East Midlands	Derbyshire
East Midlands	Leicester City
East Midlands	Leicestershire
East Midlands	Lincolnshire
East Midlands	Northamptonshire

Reporting locations	Local authorities
East Midlands	Nottingham City
East Midlands	Nottinghamshire
East Midlands	Rutland
Eastern	Bedfordshire
Eastern	Cambridgeshire
Eastern	Essex
Eastern	Hertfordshire
Eastern	Norfolk
Eastern	Peterborough
Eastern	Southend-on-sea
Eastern	Suffolk
Eastern	Thurrock
North East	Darlington
North East	Durham
North East	Gateshead
North East	Hartlepool
North East	Middlesbrough
North East	Newcastle-upon-Tyne
North East	North Tyneside
North East	Northumberland
North East	Redcar and Cleveland
North East	South Tyneside
North East	Stockton on Tees
North East	Sunderland
North West	Blackburn with Darwen
North West	Blackpool
North West	Bolton
North West	Bury
North West	Cheshire
North West	Cumbria
North West	Halton
North West	Knowsley
North West	Lancashire
North West	Liverpool
North West	Manchester
North West	Oldham
North West	Rochdale

Reporting locations	Local authorities
North West	Salford
North West	Sefton
North West	St Helens
North West	Stockport
North West	Tameside
North West	Trafford
North West	Warrington
North West	Wigan
North West	Wirral
Scotland	All Scottish regions
South East	Bracknell Forest
South East	Brighton and Hove
South East	Buckinghamshire
South East	East Sussex
South East	Hampshire
South East	Isle of Wight
South East	Kent
South East	Medway
South East	Milton Keynes
South East	Oxfordshire
South East	Portsmouth
South East	Reading
South East	Slough
South East	Southampton
South East	Surrey
South East	West Berkshire
South East	West Sussex
South East	Windsor and Maidenhead
South East	Wokingham
South West	Bath and North East Somerset
South West	Bournemouth
South West	Bristol
South West	Cornwall and Isles of Scilly
South West	Devon
South West	Dorset

Reporting locations	Local authorities
South West	Gloucestershire
South West	North Somerset
South West	Plymouth
South West	Poole
South West	Somerset
South West	South Gloucestershire
South West	Swindon
South West	Torbay
South West	Wiltshire
Wales	All Welsh regions
West Midlands	Birmingham
West Midlands	Coventry
West Midlands	Dudley
West Midlands	Herefordshire
West Midlands	Sandwell
West Midlands	Shropshire
West Midlands	Solihull
West Midlands	Staffordshire
West Midlands	Stoke on Trent
West Midlands	Telford and Wrekin
West Midlands	Walsall
West Midlands	Warwickshire
West Midlands	Wolverhampton
West Midlands	Worcestershire
Yorkshire & Humberside	Barnsley
Yorkshire & Humberside	Bradford
Yorkshire & Humberside	Calderdale
Yorkshire & Humberside	Doncaster
Yorkshire & Humberside	East Riding of Yorkshire
Yorkshire & Humberside	Kingston upon Hull
Yorkshire & Humberside	Kirklees
Yorkshire & Humberside	Leeds
Yorkshire & Humberside	North East Lincolnshire
Yorkshire & Humberside	North Lincolnshire
Yorkshire & Humberside	North Yorkshire
Yorkshire & Humberside	Rotherham

Reporting locations	Local authorities
Yorkshire & Humberside	Sheffield
Yorkshire & Humberside	Wakefield
Yorkshire & Humberside	York
London	All London boroughs and City of London
London	Bedfordshire
London	Buckinghamshire
London	Essex
London	Hertfordshire
London	Kent
London	Luton
London	Medway
London	Reading
London	Slough
London	Surrey
London	Thurrock
London	West Berkshire
London	Windsor and Maidenhead
London	Wokingham