



# *Department for* **Transport**

DfT(c) and Executive Agencies

**Action Plans**  
**2005 -2008**

## Part 2

### Action Plans

The Action Plans on pages 45 to 69 update the original plans that were published with our first RES. The plans show that we have made progress, but recognise too that there is still much to do. If our first RES put race equality and community cohesion firmly on everyone's agenda, then the 2005 update will continue to challenge on these issues.

The reason for having an overarching scheme and associate action plans is to ensure that each part of the Department for Transport can focus on its business in sufficient detail and to reflect the fact that the different parts of the group have different objectives, priorities and ways of working. Separate associate action plans allow each area to take account of that context in meeting the requirements of the RR (A) A.

### Shared approach of the race equality scheme 'action plans'

Each associate action plan sets out:

- how that part of the Department for Transport will discharge the responsibilities listed in taking forward its business.

In meeting these requirements, senior managers across the organisation will identify:

- the key challenges on race equality in their area of responsibility;
- the outcomes sought in relation to these; and
- the objectives on race equality and targets for their areas of responsibility within the part of the Department for Transport covered by the relevant associate action plan.

This reflects the approach of 'mainstreaming' – that addressing race equality is part of the core or mainstream business of each part of the organisation.

Each of the Agency action plans is available on the Department's website at [www.dft.gov.uk](http://www.dft.gov.uk) (Understanding people's needs) and on each individual agency website.

Draft

This is the Action Plan for the Central Department. The Department will be building on this during the life of the Scheme. The objectives are listed in chronological order

**Aim: Eliminate discrimination and promote equal opportunities and positive race relations with in the Department and in service delivery**

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
Ensuring the Department meets the legal requirements of the RR(A)A	May 2005	CRE accepts RES	Meeting deadline	Permanent Secretary
Overall responsibility for the elimination of discrimination, promoting equal opportunities and race relations within the Department	Ongoing	Change in culture in the Department, measured through staff satisfaction and monitoring of policy output and service delivery		Permanent Secretary
Department's six Executive Agencies to publish their own RES action plans	May 2005	Heightened awareness within six Agencies of importance of race equality	Deadline Met	Permanent Secretary
Greater awareness and better understanding of diverse needs and issues within the voluntary and community sector	July 2005	BME Compact Code Of Good Practice principles incorporated into DfT consultation good practice guidance	Incorporate good practice in consultation with BME community groups into DfT consultation guidance	Mobility and Inclusion Unit
Ensure that considering research, plans take account of the need to evaluate and monitor the impact of policies on different groups	Ongoing	Research provides adequate statistical base to allow for disaggregation of data by ethnic origin	Setting up routine requirement for research projects to take this issue into account	Policy Development Teams
Create a framework for wider and more diverse consultation	July 2005	Plan and outline for best practice guidance complete	Produce DfT best practice consultation guidance	Mobility & Inclusion Unit

Draft

This is the Action Plan for the Central Department. The Department will be building on this during the life of the Scheme. The objectives are listed in chronological order

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
Promote diversity in transport policy development including all social groups	Sept 2005	Increased understanding of diversity issues in policy development and service delivery among DfT and Agency staff	Proposals agreed for support and delivery of training to staff	Mobility & Inclusion Unit
Review current procedures for ensuring that DfT procurement meets the RR(A) Act 2000.	October 2005	Requirements of the RR (A) reflected in DfT procurement guidelines	Evaluation completed	Procurement and Estates
Review monitoring and complaints procedures in the transport sector	December 2005	Improved customer service	Guidance produced	Mobility and Inclusion Unit
Implement all 37 strategic and Government Wide agreed policies contained in Social Exclusion Unit's Report: Making the Connections	December 2005	Better co-ordination between key stakeholders (health, employment, education and transport) in delivering services	Produce an Evaluation report on how SEU report's policies have improved social excluded people's accessibility to key services	Mobility and Inclusion Unit
Delivery of a Crossrail project that promotes diversity, social inclusion and prosperity in the communities it serves	Ongoing 2005 -2008	Evidence that the interests of all distinctive racial, cultural or religious groups in the areas affected by the Crossrail project are taken properly into account in developing the Crossrail project and securing powers through the hybrid Bill.	Project delivered.  Providing all the benefits for the communities it serves - diversity issues taken into account	Major Projects Directorate

Draft

Build on current crime reduction strategy to improve security on trains, improve transport environment, reduce fear of crime and evaluate current practice in Government programmes on crime reduction	Ongoing 2005 - 2008	Improvement in both perception and reality of personal security  Reduction of graffiti in transport environment publish guidance on on-train security	Draw up improved crime reduction strategy to improve security on trains, improve transport environment, reduce fear of crime and evaluate current practice in Govt programmes on crime reduction	Mobility & Inclusion Unit
Undertake exercise to establish extent to which RES is becoming integral within Departmental policies and procedures	March 2006	Measured improvement in recognition of race issues in policy formulation and service delivery	Ensure responsibilities are made clear and commitments to publish and monitor data are met, and fed to senior management meetings	Mobility and Inclusion Unit
Ensure that lessons learned on mainstreaming race equality within the Department and within the community help shape a more effective Race Equality Scheme to address the issues of racial discrimination and institutional racism	Ongoing 2005 -2008	Steering Group to report to the Management Group on achievements on annual basis	Findings to be published on website and intranet	Mobility and Inclusion Unit

**This is the Action Plan for the Central Department. The Department will be building on this during the life of the Scheme. The objectives are listed in chronological order**

Draft

This is the Action Plan for the Central Department. The Department will be building on this during the life of the Scheme. The objectives are listed in chronological order

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
Evaluate and monitor the impact of plans and policies on different groups	Ongoing 2005 -2008	Evidence that research has been considered at policy planning stages	Adequate statistical base to allow for desegregation of data by ethnic origin	Policy Development Teams
Progress "Dealing with Disadvantage" initiative, to address road safety in disadvantaged areas.	Ongoing 2005 -2008	Reduce number of accidents	Use findings from research to address need for better communication on road safety issues	Road Safety Directorate

Draft

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
<p><b>1</b> To analyse ethnic monitoring data in accordance with the duty and identify any patterns of inequality. Take steps to remove any barriers and promote equality of opportunity.</p>	<p>Ongoing Mar 2008</p>	<ul style="list-style-type: none"> <li>▪ Meaningful data produced within the Department providing robust basis for performance comparison and targeting of priorities.</li> <li>▪ Data is published annually.</li> <li>▪ High satisfaction indicator from BME staff in internal employment surveys.</li> <li>▪ Retention of black and minority ethnic members of staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ To standardise data collection to ensure monitoring information is consistent across the Department and which meets the requirements of the Specific Duty.</li> <li>▪ Evidence from BME staff from satisfaction surveys is monitored.</li> <li>▪ Areas of good practice to promote race equality are shared across the Department.</li> <li>▪ Publish analysis annually.</li> <li>▪ Ensure that external recruitment agencies and other contractors collect and supply ethnicity-monitoring data in accordance with the Departments requirements.</li> <li>▪ Implement a process and procedure to monitor disputed performance reports.</li> <li>▪ Consider using positive action if monitoring reveals that some racial groups are under represented.</li> </ul>	<p><b>DfT(C) and all Executive Agencies.</b></p>
<p><b>2</b> To increase ethnic minority data held on employees to 90% across the Department and Agencies including SCS level.</p>	<p>Mar 2006</p>	<ul style="list-style-type: none"> <li>▪ Ethnicity data is held on a minimum of 90% of employees.</li> <li>▪ Meaningful data produced within the Department providing robust basis for performance comparison and targeting of priorities.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Systems in place to collect and record data in accordance with the census 2001 categories.</li> <li>▪ Re survey where required in order to meet the target.</li> </ul>	<p><b>DfT(C) and all Executive Agencies.</b></p>

Draft

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
<p><b>3</b> To monitor new and existing employment policies and procedures for adverse impact on race equality.</p>	<p>Ongoing Mar 2008</p>	<ul style="list-style-type: none"> <li>▪ Equality Impact Assessments are mainstreamed as part of policy making</li> <li>▪ Policies and procedures promote equality of opportunity.</li> </ul>	<ul style="list-style-type: none"> <li>▪ All new policies and functions and those currently identified as being relevant to the RR(A)A are assessed.</li> <li>▪ Any perceived areas of inequality are incorporated into Race Equality Action Plans as targeted priorities.</li> <li>▪ To investigate any pay inequalities and implement any recommendations from Equal Pay Audits.</li> </ul>	<p><b>DfT(C) and all Executive Agencies.</b></p>
<p><b>4</b> Promote Race Equality through out the Department.</p>	<p>Ongoing Mar 2008</p>	<ul style="list-style-type: none"> <li>▪ Increase in race awareness across the Department and employees are aware of their duties under the RR(A)A according to their role.</li> <li>▪ All new entrants are aware of the Departments policies, practice and procedure with regards to race and diversity on joining the Department.</li> <li>▪ BME employees participate in consultation and are encouraged to identify future positive developments for the Department.</li> <li>▪ Policies, procedures and employment practices are carried out in accordance to equal opportunity.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Include diversity and race awareness for new entrants during induction.</li> <li>▪ Race and diversity awareness incorporated into relevant training programmes including management training.</li> <li>▪ Publish an annual calendar of religious and national festivals and advertise widely.</li> <li>▪ Publish policies and guidance, which promote race equality.</li> <li>▪ Establish employee support network groups or advertise/promote the DfT(C) Positive Support Group, which is open across the Department.</li> <li>▪ To take part in benchmarking opportunities and share best practice with other public and private sector organisations.</li> </ul>	<p><b>DfT(C) and all Executive Agencies</b></p>

## DfT HR Race Equality Action Plan 2005 – 2008

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
<b>5</b> To increase the levels of representation across the Agency at all pay bands.	Ongoing  Mar 2008	<ul style="list-style-type: none"> <li>▪ The Department is reflective of the communities it serves.</li> <li>▪ BME employees are represented through out the Department at SCS and Non SCS level.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Increase the number of BME applicants on Government initiated placements schemes for example New Deal.</li> <li>▪ Where Recruitment Agencies and Consultants are used that they are actively promoting and targeting a diverse pool of candidates.</li> <li>▪ Review the recruitment process with regards to targeting minority ethnic populations.</li> <li>▪ Ensure that all interviewers are trained in race and diversity awareness.</li> <li>▪ Review any existing positive action development programmes to assist the development of BME staff.</li> <li>▪ Ensure that learning and development is accessible to all members of staff.</li> </ul>	<b>DfT(C) and all Executive Agencies</b>
<b>6</b> To ensure training providers and external consultants meet the Departments equality standards and show a commitment to embedding race diversity within their programmes of work.	Ongoing  Mar 2008	<ul style="list-style-type: none"> <li>▪ Training programmes delivered by external framework providers reflect the Departments commitment to race equality.</li> <li>▪ Consultants deliver projects by meeting the Departments equality standards.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Monitor services delivered by existing and new consultants and/or framework training providers to ensure that they comply with equal opportunity legislation and are aware of the Departments legal obligation under RR(A)A.</li> <li>▪ Tenders are assessed against their own diversity policies and their commitment and understanding to the Departments equality standard.</li> </ul>	<b>DfT(C) and all Executive Agencies</b>

For the individual detailed DfT Centre and Executive Agencies HR Race Equality Action Plans, please refer to their specific web sites.

# Executive Agencies Action Plans



**Highways Agency Race Equality Scheme (RES) High Level Action Plan 2005 -2008**

<b>Objective</b>	<b>Deadline</b>	<b>Key Performance Indicator</b>	<b>Milestone</b>	<b>Responsibility</b>
Ensure Agency RES Action Plan is with DfT in time for inclusion in 2005 DfT RES. Place Agency RES Action Plan on Agency web site.	31 March 2005	Increased awareness of staff, stakeholders and customers of Agencies commitment to mainstreaming diversity.	Agency RES Action Plan scheme is published within DfT RES on time.	Highways Agency HRS Diversity Policy and Advice
Ensure that RES actions and wider diversity issues are reflected in Directorates business plans	March 2005 and ongoing	Routine inclusion of race and diversity issues in business planning.	Steps taken to ensure that all directorates include race and diversity issues in their business planning and inform Diversity.	Highways Agency HRS Diversity Policy and Advice.
Develop a communications code of practice/toolkit to be used by area teams, managing agents and other teams in the Agency seeking help with communications with ethnic communities locally.	Commenced October 2004 and ongoing	Better understanding among ethnic communities of the HA's work on roads near them. Greater representation of ethnic people at consultation on HA schemes.	Work underway with ethnic groups in West Midlands, to develop our approach. Leaflets will be written in World English, a more accessible form of English as used by the Home Office, Metropolitan Police and other public organisations. Questionnaire prepared to collect external satisfaction monitoring information from ethnic customers.	Highways Agency Corporate Directorate Highways Agency Diversity Policy and Advice Team

**Highways Agency Race Equality Scheme (RES) High Level Action Plan 2005 -2008**

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
Consider/consult on implications for ethnic minority communities when interfacing with regional stakeholders about the development of strategies for the Network.	Ongoing	Evidence of routine assessment and equality proofing on policy implications. Better informed policy development.	Equality proofing checklist prepared by Diversity Team issued to all areas of Network Strategy. Copy placed on PartnerNet (HAWebsite) to inform Managing Agents and HA consultants.	Highways Agency Network Strategy. Highways Agency Diversity Policy and Advice Team
Consider/consult on implications for ethnic minority communities when developing policy on land use allocation and planning issues.	March 2005 and ongoing	Evidence of routine assessment and equality proofing on policy implications. Better informed policy development.	Equality proofing checklist prepared by Diversity Team issued to all areas of Network Strategy. Copy placed on PartnerNet (HA Website) to inform Managing Agents and HA consultants.	Highways Agency Network Strategy. Highways Agency Diversity Policy and Advice Team.
Continue to ensure that all local ethnic minority interest groups are identified and consulted on traffic management schemes.	Commenced September 2003 and ongoing	Ethnic minority communities increased confidence in the Agency. Monitoring shows no negative or a reduction in negative correspondence	Correspondence monitoring in place to identify negative reaction from customers. Communications Code of Practice/ toolkit received. Roadworks leaflets to be available in ethnic languages. Documentation relating to traffic management schemes records consultation with local interested ethnic groups.	Highways Agency Traffic Operations

**Highways Agency Race Equality Scheme (RES) High Level Action Plan 2005 -2008**

<b>Objective</b>	<b>Deadline</b>	<b>Key Performance Indicator</b>	<b>Milestone</b>	<b>Responsibility</b>
All Traffic Officers to carry a multi language emergency phrase card.	March 2005 and ongoing	Multi language cards in use.	Multi language card issued to all Traffic Officers.	Highways Agency Traffic Operations
Major Projects to work with consultants to devise and implement a diversity and inclusivity framework to be embedded into all major projects to maximise inclusion.	March 2005 and ongoing	Performance management measures incorporated into Major Projects business.	Diversity Framework in place	Highways Agency Major Projects
Ensure that the processes in the acquisition of land and property do not discriminate against any ethnic group	Commenced November 2004 and ongoing	Maintain NIL complaints record relating to ethnicity.	Improved communication methods and procedures in place.	Highways Agency Major Projects Lands Division
Ensure that the processes involved in the management of land and property does not discriminate against any ethnic group.	Commenced November and ongoing,	Annual monitoring shows no bias in the allocation of tenancies.	Property Managing Agents have recording and monitoring system in place. Tenants satisfaction survey to include questions on ethnicity.	Highways Agency Major Projects Lands Division Highways Agency Diversity Policy and Advice Team
Ensure level of satisfaction with the Agencies land and property management is consistent with other HA customer survey results.	March 2005	Survey results compare favourably to other HA survey returns and show no discrimination.	Consultants working with Major Projects Diversity Framework advise on appropriate survey questions to be included in Lands Customer Satisfaction Survey.	Highways Agency Major Projects Lands Division

**Highways Agency Race Equality Scheme (RES) High Level Action Plan 2005 -2008**

<b>Objective</b>	<b>Deadline</b>	<b>Key Performance Indicator</b>	<b>Milestone</b>	<b>Responsibility</b>
Ensure that Procurement Directorate is conversant with the requirements of the RR(A)A 2000 in respect of all procurement practices.	March 2005	Consultation with Office of Government Commerce via website, DfT RES and the Commission for Racial Equality. Benchmark against other procurement organisations. HA Procurement Directorate excels in diversity issues.	All guidance taken on board and put into HA processes.	Highways Agency Procurement Directorate
Ensure strategic objectives for procurement include race equality.	January 2005	Procurement Directorate to take account of the RR(A)A 2000 when producing PD Implementation Plan for review of PD strategy.	Include in new PD Implementation Plan.	Highways Agency Procurement Directorate
Ensure that supplier selection process conforms to the HA Capability Assessment Toolkit which requires suppliers to demonstrate their diversity capability.	Ongoing	Reduction in the number of returned proposals/bids as a result of the failure to meet diversity requirements.		Highways Agency Procurement Directorate
Ensure that all personnel involved in representing the Agency as a centre of technical excellence nationally and internationally receive advice in diversity and cross-cultural communications.	Ongoing	Publicity showing effective cross-cultural working arrangements.	Guidance from the Communications Project incorporated into training programme.	Highways Agency Safety Standards and Research
Ensure that research projects consider the impact of policies on ethnic groups.	Ongoing	Statistical or other evidence available to show no race implication or bias	Routine requirement set up and promulgated to staff.	Highways Agency Safety Standards and Research.

**Highways Agency Race Equality Scheme (RES) High Level Action Plan 2005 -2008**

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
To work with the Diversity Team towards putting in place a recording and monitoring system to ensure that processes in the investigation and assessment of liability in respect of third party claims against the Agency do not discriminate against any ethnic group.	March 2005 and ongoing	Statistical evidence available to show no race bias.	Ethnic recording and monitoring in place	Highways Agency Finance Services. Highways Agency Diversity Policy and Advice.
Monitor quarterly and review annually functions and policies for compliance and relevance to the General Duties of the RR(A)A 2000.	Ongoing	Mainstreams race equality and diversity into Agency's key functions, policies and processes.	Annual reviews and quarterly monitoring completed.	Highways Agency Diversity Policy and Advice.

### MCA Race Equality Scheme Action Plan for Service Delivery April 2005 - March 2008

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
Use information gained from customer satisfaction surveys on customer ethnicity to inform future policy development and service delivery.	Ongoing	Promotion of good race relations by demonstrating that we have taken account of our customers' ethnic groupings in developing policies and services.	<ul style="list-style-type: none"> <li>Analysis of the ethnic data gathered from customer satisfaction surveys</li> <li>Evidence through Race Impact Assessments and Regulatory Impact Assessments that race has been taken into account.</li> </ul>	Operations Director & Standards Director / All Branches
Include a reference in the Agency's Procurement Guide to ensuring that companies promote race relations and that their services do not discriminate directly or indirectly on the grounds of race or in any other area such as gender, disability, sexual orientation, religious belief and age.	31.3.06	The Procurement Guide incorporates the requirements of the RR(A) Act to ensure race relations is taken into account when procuring services	<ul style="list-style-type: none"> <li>Procurement Guide amended</li> <li>Updated on MLD</li> </ul>	Finance Director / Contracts
Safety leaflets to include a reference to how people can request a translation into another language.	31.3.08	<ul style="list-style-type: none"> <li>Safety leaflets have the potential to be made available to non-English speakers</li> </ul>	<ul style="list-style-type: none"> <li>Reference included in reprints of existing safety leaflets</li> <li>All new leaflets to include reference to obtaining a translation in a different language.</li> </ul>	Operations Director / Press Office
Ensure that a diverse range of schools is visited to promote safety messages	31.3.08	Children and families from all sections of the community have the opportunity to receive safety messages	<ul style="list-style-type: none"> <li>Programme of visits drawn up to reflect ethnicity of areas being visited</li> </ul>	DS

### MCA Race Equality Scheme Action Plan for Service Delivery April 2005 - March 2008

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
Undertake race impact assessments of Risk, Analysis and Prevention policies and action the outcomes.	31.3.08	Documented race impact assessments Actions arising from assessments are included in the RES Action Plan	Policies are compliant with the RR (A) Act and promote good race relations.	Standards Director / Head of RAP

### Vehicle & Operator Services Agency Race Equality Action Plan 2005 - 2008

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
Improve statistic gathering techniques to monitor progress towards set targets.	First part completed Ongoing improvements to stats.	System in place providing accurate stats that can indicate whether targets have been met.		VOSA Diversity Officer
Work together with CRE.	Ongoing	CRE agrees Draft RES Action Plan, ongoing advice sought.		VOSA Diversity Officer
VOSA to become more aware and involved in locally based Diversity Groups.	Ongoing	Gaining and acting on feedback from these groups.		VOSA Diversity Officer
Review current procedures for monitoring complaints from the public by ethnicity	Ongoing	Improved service delivery.		Consumer Champion
Ensure the RES and wider diversity issues, are included in the VOSA Business Plans.	Ongoing	Improved customer service.		Business Planning/ VOSA Diversity Officer
Review RES Action Plan.	Ongoing	RES Action plan becomes a working, evolving plan meeting the needs of the RR(A) A.		Chief Executive/Directors VOSA Diversity Officer
Carry out impact assessments on VOSAs processes	Ongoing	Corrective Actions are included in the VOSA RES Action Plan	Corrective Actions are acted upon and processes are compliant with the RR(A) Act	Directors, Head of Departments, Diversity Officer.


**DVLA RACE EQUALITY ACTION PLAN 2005 – 2008 (DRAFT)**

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
To assess and consult on all policies and functions relevant to the RR(A)A	Sep 2005	Consultation bodies established and developed	Ethnic Minority Advisory Group (EMAG) membership increased	Diversity Unit
			EMAG terms of reference agreed and regular meetings scheduled	
			Religion or Belief (RB) focus group established	
			RB terms of reference and consultation arrangements agreed	
		Continue to support and develop membership of external equality and diversity bodies	Continue to attend meetings of CRE Wales, Swansea Bay REC, Minority Ethnic Women's Network and develop partnerships	Diversity Unit
	Feb 2006		Establish links with other ethnic minority interest groups	
	Feb 2007		Undertake annual staff surveys	Diversity Unit
	Feb 2008		Analyse results and take appropriate action	
To promote race equality and minimise any adverse impact on ethnic minority groups	Annually from Feb 2005	Equality Impact Assessments undertaken on all new policies and functions and those currently identified as being relevant to the RR(A)A	Impact Assessment Timetable published	Diversity Unit



### DVLA RACE EQUALITY ACTION PLAN 2005 – 2008

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
To inform staff of the results of consultation and equality impact assessments	From Jun 2005	Results of consultation and impact assessments published and available to staff	<p>Reports on consultation exercises and equality impact assessments published on DVLA website and intranet sites</p> <p>Information conveyed through Newline, staff newsletter and corporate briefings</p> <p>Communications group informed and information included in News at DVLA</p>	Diversity Unit
To provide access to information and services	From Jun 2005	Comprehensive information available to staff	DVLA website and intranet site developed to include information and advice on recruitment, policies and procedures, benefits and services available to staff, contact details and current issues	Diversity Unit
To provide access to information and services	From Jun 2005	Comprehensive information available to staff	Articles published in Licence, a2b and other publications	Diversity Unit


**DVLA RACE EQUALITY ACTION PLAN 2005 – 2008**

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
To train staff on issues relevant to the general and specific duties of the RR(A)A	May 2006	All staff trained in their duties under the RR(A)A according to their roles	Provide diversity awareness training for all staff and on induction	Learning Development Group/ Diversity Unit
			Provide specific diversity training for customer facing staff	
			Provide integrated and specific management training on diversity issues for staff with management responsibilities	LDG and All Directorates
To promote Race Equality throughout the DVLA	From Jun 2005	Develop initiatives to involve ethnic minority staff and job applicants	Organise recruitment fairs and advertise widely	Recruitment and Staffing Group (RSG)
	Jul 2005		Promote recruitment at Asian Lifestyle event	Diversity Unit
			Share best practice with other public and private sector organisations	Diversity Unit
	Oct 05		Hold a national diversity conference	Diversity Unit
	Ongoing		Publish current information on website and intranet on new initiatives and developments	Diversity Unit
Annually	Publish calendar of religious and national festivals and advertise widely	Diversity Unit		



## DVLA RACE EQUALITY ACTION PLAN 2005 – 2008

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
To assess and consult on all policies and functions relevant to the RR(A)A which involve customers	Ongoing	Consultation bodies established and developed	Continue to attend meeting of CRE Wales, Swansea Bay REC, Minority Ethnic Women's Network	Diversity Unit
			Establish links with other external bodies including Asylum Seekers Gypsies and Travellers	Diversity Unit
	Annually	Customers consulted on service provision and action taken	Undertake annual customer surveys	Central Initiatives Group
	Annually	Analysis of consultation information resulting in meaningful management reports	Analyse results and take appropriate action	Central Initiatives Group and Diversity Unit
To promote race equality and minimise any adverse impact on ethnic minority groups of customers	Annually	Equality Impact Assessments undertaken on all new policies and functions and those currently identified as being relevant to the RR(A)A	Impact Assessment Timetable published	Diversity Unit
			All relevant and new policies impact assessed	All Directorates
			Diversity monitoring included in all customer surveys	Diversity Unit and Central Initiatives Group
		Improved monitoring information available	Diversity monitoring included in complaints procedures	Corporate Standards Group



## DVLA RACE EQUALITY ACTION PLAN 2005 – 2008

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
To promote race equality and minimise any adverse impact on ethnic minority groups of customers	Sep 2005	Improved monitoring information available	Customer information shared with Driving Standards Agency and other DVO agencies where appropriate for monitoring purposes	Diversity Unit and Central Initiatives Group
	2007-8	Improved diversity practices	Share best practice with other public and private sector organisations	Diversity Unit
			Co-ordinated services provided to customers through the "Shared Services Initiative"	Finance Directorate
	Oct 05		Hold a national diversity conference	Diversity Unit
			Publish current information on website on new initiatives and developments	Diversity Unit
To inform customers of the results of consultation and equality impact assessments	From Jun 2005	Results of consultation and impact assessments published and available to the public	Reports on consultation exercises and equality impact assessments published on DVLA website	Diversity Unit



## DVLA RACE EQUALITY ACTION PLAN 2005 – 2008

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
To provide access to information and services for customers	From Jun 2005	Comprehensive information available to customers  Information available in different formats and languages	DVLA website developed to make information more accessible	Diversity Unit
			Act upon customer survey recommendations regarding preferred methods of access to information	Central Initiatives Group
			Translate leaflets and guidance on the internet to enable customers greater access	Diversity Unit and Corporate Standards Group
			Provide information on customer services in different languages at local offices	Diversity Unit and Corporate Standards Group
			Translate additional forms and guidance into six core languages and make available through local offices	Diversity Unit and Corporate Standards Group
To provide access to information and services	From Jun 2005	Information available in different formats and languages	Review priority language translations based upon latest research	Diversity Unit
			Provide language services for additional languages not included in the core	Diversity Unit and Customer Enquiries Group
			Provide Plain English versions of guidance notes	Corporate Standards Group



## DVLA RACE EQUALITY ACTION PLAN 2005 – 2008

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
To provide access to information and services	From Jun 2005	Information available in different formats and languages	Investigate further use of touch-screen technology and video tapes	Corporate Standards Group
To provide access to information and services	From Jun 2005	Customers have greater access to information through staff	<p>Staff are trained in diversity issues associated with customer service</p> <p>A skills audit of languages spoken by staff is undertaken and staff availability to assist customers assessed</p>	<p>LDG and Diversity Unit</p> <p>LDG and Diversity Unit???</p>

## DSA's Race Equality Scheme Action Plan 2005 -2008

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
Update and review RES and amend versions on the website and intranet	Continuous	CRE accepts RES	Public have access to RES and DSA raise commitment to the promotion of racial equality.	EDM & Web team
Include an annual equality and diversity update, to include race equality within the Agency's Business Plan and Annual Report and Accounts	Annually	Heightened awareness of customers and employees of importance of race equality in Agency's business	Customers and employees familiar with Agency's commitment to Race Equality.	Business Planning & Performance
Follow Cabinet Office guidelines on consulting with people from ethnic minorities when introducing policies	Continuous	Consultation list reviewed	Representative groups of the population are consulted where appropriate.	All – HOB, CMT, OMT
Follow the Standard Operating Procedure for Impact Assessments to assess race relevance in the introduction of new policies, procedures and functions	Continuous	Impact assessments completed	Policies, procedures and functions do not adversely impact on any groups within the population.	All – HOB, CMT, OMT
Introduce and review monitoring procedures with regard to race for the Agency's policies, procedures and functions	Continuous	Mainstream monitoring as part of policy making process. Procedures promote equality of opportunity.	All policies identified as being relevant under the RR (A) A are monitored; any areas of perceived inequality are addressed.	All – HOB, CMT, OMT
Continue work to attain an ethnicity indicator for DSA's customers to allow DSA to monitor customer's service and test experience levels	October 2005	DSA can report on differences in customer experience with regard to their ethnicity	Standardise customer ethnicity information without repeat requests. Information is used to analyse customer performance / satisfaction and identified necessary action is taken.	OMT, TTU, COB, TSB

## DSA's Race Equality Scheme Action Plan 2005 -2008

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
Consider adding an ethnicity identifier in arrive alive presentation evaluations	December 2005	Attendees from all groups of the population have the opportunity to receive and understand the road safety message	DSA can report on differences in customer experience with regard to their ethnicity	Arrive Alive Team
Consider standard guidance for examiners on detailing candidate identity on the driving test report form using Census 2001 classifications	December 2005	Examiners use census categories and acceptable terms of reference in their classification of candidates.	All examiners aware of need to use Census 2001 categories as advised by CRE	Technical Standards Branch
Review the Driver Quality Monitoring (bus driver tests) and Occupational Driver Appraisal staff recruitment and operational working practices for compliance with the Act	Continuous	DQM and ODA are carried out in accordance with the general duty of the RR(A)A.	Clear policy which promotes equality of opportunity for the recruitment and operational working practices for DQM an ODA	Driver Quality Monitoring Unit
Completion and submission of diversity impact assessments, to include race, for all DSA projects	Continuous	Documented diversity impact assessments	Projects comply with the duties of RR(A)A	Programme Office/ Project Managers
Monitor administration of DSA Crown Copyright Translation Licences	Continuous	All applications are considered for translation	DSA materials are translated via copyright into other languages	New Projects - Commercial Branch
Publish policies and guidance which promote race equality.	Continuous	Increased awareness and understanding of race equality	Policies, guidance and communication inform DSA staff	EDM, HR Policy

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VCA's Race Equality Action Plan 2005 - 2008

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
Eliminate discrimination and promote Equal Opportunities / Diversity (including race relations) within the Agency.	Ongoing	Continual assessment of all relevant functions and policies for their effects on race equality.		CEO / Personnel / Heads of Branch
Build on current training programmes such as diversity, bullying /harassment to ensure full race equality relevance.	Ongoing	Staff have a better understanding of issues, through training, guidance and support.		Personnel
Progress against diversity targets to be reported quarterly to Management Board.	Ongoing	Produce quarterly workforce planning statistics.		Personnel
Take forward staff opinions from staff survey.	Ongoing	Improved results in future surveys.		Personnel / Heads of Branch
Monitor complaints to identify patterns or trends that may relate to race equality.	Ongoing	RES Monitoring reveals no complaints or staff exits relating to ethnicity.		Personnel
Work closely with Race for Opportunity (and other networking groups) to enable the application of good practice.	Ongoing	To gain and act on feedback from the networking groups.		Personnel
Analyse and publish monitoring data covering RRAA requirements.	Ongoing	RES monitoring completed annually and results published on VCA Website.		Personnel



## VCA's Race Equality Action Plan 2005 - 2008

Objective	Deadline	Key Performance Indicator	Milestone	Responsibility
Ensure staff are familiar with the RES, and incorporate duties into their work.	Ongoing	All staff receive Diversity awareness and Bullying and Harassment awareness training as part of their Induction. RES Information made available to all staff and customers on the VCA web site.		Personnel
Ensure the RES (and wider diversity issues) are included in the Agency Business Plan.	Ongoing	Improve customer service and awareness by publishing the Agencies work towards achieving equality and respecting diversity.		Personnel
Hold regular meetings with Harassment Contact Officer (HCO) network.	Ongoing	To keep up to date with VCA responsibilities. That all staff and customers receive equal treatment and suffer no form of discrimination.		Personnel
Review RES action plan.	Ongoing	Action plan becomes a working, evolving plan taking into account the needs of the RR(A)A.		Personnel/CEO/Heads of Branch

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## **Department for Transport Race Equality Scheme**

This is the Department for Transport's Race Equality Scheme.

Please let us have your views.

Please send your comments to:

**Social Inclusion & Diversity Branch  
Mobility and Inclusion Unit  
Zone 4/22  
Department for Transport  
Great Minster House  
76 Marsham Street  
London  
SW1P 4DR**

**Email: [MIU@dft.gsi.gov.uk](mailto:MIU@dft.gsi.gov.uk)**

Please preface your comments with: Comments on the Department for Transport Race Equality Scheme 2005 -2008