

DVSA

WORKPLACE EQUALITY INDEX 2019: FEEDBACK REPORT

DVSA Government

Congratulations on taking part in Stonewall's 2019 Workplace Equality Index. Regardless of where you ranked, you've demonstrated commitment to your LGBT staff and the wider LGBT community. In this report, you will find feedback from Stonewall to help you action plan your year ahead and drive forward LGBT inclusion in your workplace.

WHAT THIS REPORT CONTAINS

The report is specific to your organisation and tells you the following information:

- Your scores across the ten different sections of your submission
- A short qualitative summary on performance across sections
- Comparison data to the averages of 3 groups of entrants –
 - The overall average for all entrants
 - The sector average
 - The Top 100 average
- Your employee survey data on key indicators of inclusion

Additional information will also be supplied to you:

- Employee survey data across sector, the overall and Top 100 averages
- Overall analysis of trans employee survey data and trans inclusion practice

HOW TO USE THIS REPORT

Your Stonewall Account Manager will organise a feedback meeting with you to talk through the strengths and weaknesses of your current LGBT inclusion work, best practice and give you tips for action planning in the future. During this meeting, the Account Manager may not go through the whole report, but touch on work that is most relevant to your organisation.

You should use this report, along with the verbal feedback from your Account Manager to make the short and long-term changes necessary to drive inclusion in your workplace.

SCORE AND RANK CARD

Total score:	29
Rank 2019:	370
Sector rank:	34
Entrants in sector:	37
Trans inclusion work:	5%

QUICK FACTS

445 organisations took part in the 2019 Index

20 different sectors were represented

132 is the average score for a Top 100 employer

92,418 employees took part in the employee feedback survey

SUBMISSION SCORE SUMMARY AND OVERVIEW

The below table gives you a summary and overview of how you scored across the sections of your submission. These are then compared to three separate groups of entrants. See below the table for an explanation of the different columns.

Section		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
1	Policies and benefits	2	15	13	5	6.2	6.1	10.5
2	The employee lifecycle	4	27	23	9	10.3	10.7	17.9
3	LGBT employee network group	6	22	16	10	9.2	10.9	16.3
4	Allies and role models	1.5	22	20.5	3	7.1	8.4	13.4
5	Senior leadership	3	17	14	5	5.8	7.2	11.2
6	Monitoring	7	21	14	10	5.7	7.5	9.4
7	Procurement	0	17	17	5	4.1	4.4	10.0
8	Community engagement	4	20	16	6	9.2	8.4	15.7
9	Clients, customers and service users	0	17	17	2	6.0	7.2	11.6
10	Additional work	0	2	2	2			
	Employee feedback survey	1.5	20	18.5		9.5	9.7	15.1

- **Your score** – your scores across all sections and the employee feedback survey
- **Full marks** – the total amount of marks available across all sections and the employee feedback survey
- **Variance** – the difference between your score and the full marks available
- **Self-score** – the marks you claimed for in your submission across all sections
- **Comparisons to** –
 - The overall average for all the entrants by section
 - The sector average by section
 - The Top 100 average by section

SECTION 1: EMPLOYEE POLICIES AND BENEFITS

This section examines the policies and benefits the organisation has in place to support LGBT staff. The questions scrutinise the policy audit process, policy content and communication.

	Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
1 Policies and benefits	2	15	13	5	6.2	6.1	10.5

SECTION NOTES:

We noted that the term 'gender reassignment' was used in your submission/in the evidence provided. 'Gender reassignment' is the legal term used in equalities legislation. However, it is a term of much contention and is one that Stonewall's Trans Advisory Group feels should be reviewed. It is therefore advisable to use other terms, such as 'transition'. We need further evidence that the audit process ensures that language is gender neutral and explicitly inclusive of LGBT people in policies (beyond a standard EIA process).

WHAT YOUR EMPLOYEES SAY:

I know the process of reporting homophobic and biphobic bullying to my employer...

63% of your LGB employees said yes

If I was a victim of homophobic or biphobic bullying and harassment, I would feel confident in reporting it to my employer...

77% of your LGB employees agreed

NOTES: use this space to make extra notes during your benchmarking meeting

SECTION 2: THE EMPLOYEE LIFECYCLE

This section examines the employee lifecycle within the organisation; from attraction and recruitment through to employee development. The questions scrutinise how you engage and support employees throughout their journey in your workplace.

	Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
2 The employee lifecycle	4	27	23	9	10.3	10.7	17.9

SECTION NOTES:

Staff training needs to explicitly cover LGBT people. Your use of the network group to set objectives sounds like a really great way to value the contributions to the network group. Next steps could be to offer development opportunities to LGBT staff and to promote LGBT specific seminars and conferences.

WHAT YOUR EMPLOYEES SAY:

I am aware that my organisation is a Stonewall Diversity Champion...

37% of your LGBT employees said yes
 38% of your non-LGBT employees said yes

As a result of the training, I understand trans identities...

63% of your LGBT employees agreed
 52% of your non-LGBT employees agreed

NOTES: use this space to make extra notes during your benchmarking meeting

SECTION 3: LGBT EMPLOYEE NETWORK GROUP

This section examines the activity of your LGBT employee network group. The questions scrutinise its function within the organisation.

	Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
3 LGBT employee network group	6	22	16	10	9.2	10.9	16.3

SECTION NOTES:

Establishing an LGBT network group makes LGBT staff a visible element of the workforce. It provides a forum for unique networking opportunities and a means of peer support between LGBT staff. It also enables employers to engage directly with the needs of LGBT staff and to recognise which policies may impact on LGBT employees, and what changes can be made to improve staff experiences. Next steps are to engage across wider initiatives to ensure people with multiple identities (e.g. LGBT parents, BAME LGBT people, LGBT people with disabilities) are included and represented.

WHAT YOUR EMPLOYEES SAY:

My organisation has an LGBT employee network group...

93% of your LGBT employees said yes
93% of your non-LGBT employees said yes

Over the past year I have taken part in LGBT employee network group activities, events, initiatives or seminars...

45% of your LGBT employees said yes
17% of your non-LGBT employees said yes

I am aware of the activities the LGBT employee network group undertakes...

80% of your LGBT employees agreed
71% of your non-LGBT employees agreed

I would feel confident approaching my employer's LGBT employee network group for confidential support or advice...

73% of your LGBT employees agreed
74% of your non-LGBT employees agreed

NOTES: use this space to make extra notes during your benchmarking meeting

SECTION 4: ALLIES AND ROLE MODELS

This section examines the process of engaging allies and promoting role models. The questions scrutinise how the organisation empowers allies and role models and then the individual actions they take.

	Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
4 Allies and role models	1.5	22	20.5	3	7.1	8.4	13.4

SECTION NOTES:

This section explores the organisation's work around empowering allies to be active in their support of the LGBT community, and empowering LGBT role models to be visible and inspire others. Stonewall can support with developing this area, through creating allies campaigns and programmes, and providing best practice examples of other organisations' role model profiling.

I understand why my employer is committed to LGBT equality...

85% of your non-LGBT employees agreed

I feel confident in supporting my LGBT colleagues...

81% of your non-LGBT employees agreed

NOTES: use this space to make extra notes during your benchmarking meeting

SECTION 5: SENIOR LEADERSHIP

This section examines how the organisation engages senior leaders. The questions scrutinise how the organisation empowers senior leaders at different levels and the individual actions they take

	Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
5 Senior leadership	3	17	14	5	5.8	7.2	11.2

SECTION NOTES:

The best organisations support board level employees and senior managers to understand the issues that affect LGBT people. They also encourage senior leaders to engage in activities such as meeting LGBT network groups or attend LGBT events. Companies increasingly recognise that having support from senior leaders is key to advancing LGBT equality in the workplace.

WHAT YOUR EMPLOYEES SAY:

Senior managers demonstrate visible commitment to lesbian, gay and bi equality...

57% of your LGBT employees agreed
57% of your non-LGBT employees agreed

Senior managers demonstrate visible commitment to trans equality...

36% of your LGBT employees agreed
46% of your non-LGBT employees agreed

NOTES: use this space to make extra notes during your benchmarking meeting

SECTION 6: MONITORING

This section examines how the organisation monitors its employees. The questions scrutinise data collection methods, analysis and outcomes.

	Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
6 Monitoring	7	21	14	10	5.7	7.5	9.4

SECTION NOTES:

Monitoring is both vital for understanding lesbian, gay, bi and trans (LGBT) employees and their needs. Monitoring gender identity and sexual orientation data gives a broad overview of who's working for an organisation and how satisfied they are. The question on sexual orientation is not currently best practice, Stonewall monitoring resources can support with this. The question currently asked for 'Gender' should be changed as a matter of priority to reflect good practice.

WHAT YOUR EMPLOYEES SAY:

I understand why my employer monitors the sexual orientation of its employees...
70% of your LGB employees agreed

I would feel confident telling my employer my sexual orientation on a monitoring form...
79% of your LGB employees agreed

NOTES: use this space to make extra notes during your benchmarking meeting

SECTION 7: PROCUREMENT

This section examines how the organisation affects change in its supply chain. The questions scrutinise the steps taken to ensure LGBT inclusive suppliers are procured and held to account.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
7	Procurement	0	17	17	5	4.1	4.4	10.0

SECTION NOTES:

Training or guidance given to the procurement team should explicitly include LGBT equality in relation to procurement processes. Further information is required as to the process for scrutinising potential suppliers' documentation - for example how are suppliers asked for their policy, and what process is in place for scrutiny? What are the outcomes of training scrutiny, and how are the procurement team equipped to scrutinise this to ensure it is explicitly inclusive of sexual orientation and gender identity? Stonewall can support in this area.

NOTES: use this space to make extra notes during your benchmarking meeting

SECTION 8: COMMUNITY ENGAGEMENT

This section examines the outreach activity of the organisation. The questions scrutinise how the organisation demonstrates its commitment to the wider community and the positive impact it has.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
8	Community engagement	4	20	16	6	9.2	8.4	15.7

SECTION NOTES:

It good to see you working with other organisations on pride - next steps would be to widen your engagement to include other events. There are many opportunities for the organisation to engage with wider community and show its support to LGBT community and commitment towards LGBT inclusion and equality. This can be done via direct support given to LGBT community groups or collaborating with other organisations in your region or sector on an initiative or campaign that reaches the wider community.

NOTES: use this space to make extra notes during your benchmarking meeting

SECTION 9: CLIENTS, CUSTOMERS AND SERVICE USERS

This section examines how the organisation engages with clients, customers, services users or partners.

		Your score	Full marks	Variance	Self-score	Overall average	Sector average	Top 100 average
9	Clients, customers and service users	0	17	17	2	6.0	7.2	11.6

SECTION NOTES:

It is important to identify and address issues that LGBT service users may have and barriers they may face in accessing services. We recommend that organisations monitor their service user base to improve their reach and impact, and that frontline staff are trained on reducing bias and discrimination towards LGBT customers and that this training specifically covers LGBT people's experiences.

NOTES: use this space to make extra notes during your benchmarking meeting

SECTION 10: ADDITIONAL WORK

Your score: 0 Full marks: 20 Self-score: 2

NOTES: use this space to make extra notes during your benchmarking meeting

ADDITIONAL EMPLOYEE FEEDBACK SURVEY ANALYSIS

RESPONDENT PROFILE

Total respondents: 201

QUICK FACTS

92,418 employees took part in the employee feedback survey

If you did not receive over 10 LGBT responses, your LGBT survey data will be blank, as analysis will not have been carried out. Analysing numbers below this threshold risks outing individuals and is not reliable.

DISCLOSING SEXUAL ORIENTATION:

Would you feel comfortable disclosing your* sexual orientation at work...

	All or some
To colleagues	48%
To managers/senior colleagues	50%
To customers/clients/service users	24%

*Data represents LGB respondents

BEING MYSELF IN THE WORKPLACE:

I feel able to be myself in the workplace...

60% of your LGBT employees said yes

CHALLENGING BEHAVIOUR

I would feel confident challenging inappropriate behaviour or discrimination towards LGBT people in the workplace...

76% of your non-LGBT employees said yes

PRIORITIES FOR THE YEAR AHEAD

Use this space to identify your organisation's top three LGBT-inclusion priorities for the year ahead, arising from the discussion. You may like to consider how you will work with Stonewall in order to achieve these.

Your Priorities	What would success look like in a year?	What steps will you take to achieve that success?
<i>Example: To engage senior champions in LGBT inclusion</i>	<i>Example: Improved score in section five of the Index, and improved responses to survey questions on senior leadership</i>	<i>Example: Three senior managers will attend a Stonewall Workplace Conference; allies training will be delivered to the board</i>
Priority one: <i>Write your priority here</i>		
Priority two: <i>Write your priority here</i>		
Priority three: <i>Write your priority here</i>		

STONEWALL FEEDBACK – 22 March 2019

Section 1: Policies and Benefits

- No explicit reference to LGBT gender identity groups. We totally need to spell out all identities in full (any gender-neutral references would assist throughout).

Section 2: The Employee Lifecycle

Self-Score 9 / Awarded 4 / Available 27 / Public Sect Average: 10.7 / Top 17.9.

- Some staff training was not specific on the inclusion of LGBT staff and we should consider more face to face sessions.
- Stonewall highlighted they can provide specific training, but they will charge at the market rate. [REDACTED] asked if Stonewall do webinars on recruitment and if so could this be regarded as Training. [REDACTED] replied yes, if the training objectives were clearly set out and we could evidence the content. [REDACTED] was going to take this away for consideration. [REDACTED] added that Stonewall did training around how to do good role model profiling.
- [REDACTED] recommended the continued use of SNG's as full consultative partners.
- We should broadly think about doing cross over events, for example at employee benefits or stakeholder roadshows.
- [REDACTED] highlighted the benefit of raising awareness of the Stonewall survey and use of the Stonewall logo on e-mail signatures.
- [REDACTED] confirmed our membership entitles us to support to review any promotional materials, communications and adverts to check the language and references used.
- On the survey itself DVSA scored 1.5 out of 20 (37% aware/38%not). Stonewall can supply the survey data if it has not already been supplied to Trina.

Section 3: LGBT Employee Network Group

Self-Score / Awarded 10.9 / Available 22 / Public Sect Average 10.7 / Top high teens.

- [REDACTED] recommended raising the profiles of any bi and trans roles in Pride SNG members and overall the diversity within the group.

Section 4: Allies and Role Models

Self-score 3 / Awarded 1.5 / 22 Available / Public Sect Average 8.4 / Top 13.4

- [REDACTED] said Stonewall can support Pride SNG regarding best practice (including interaction with Pride Allies). [REDACTED] said more evidence was need to set out formal programs for Allies, such as open days for the recruitment of Allies.
- [REDACTED] commented our submission lacked detail of the clear structure of Allies and role profiling of Allies.

- [REDACTED] recommended the wide use of the Allies e-mail signature (including the Stonewall logo)
- We should consider the promotion of the use of gender-neutral pronouns on e-mails (to prompt debate).
- Also again expand on protected characteristic references to include all, including bi and trans.
- [REDACTED] said visible signs of the Allies needed to come in to view and that Stonewall can run programs to assist.

Section 5: Senior Leadership

Self-score 5 / Awarded 3 / Available 17 / Public Sect Average 7.2 / Top 11.2.

- [REDACTED] commented that the DVSA Board needed to demonstrate its support more, especially regarding recognizing trans staff.

Section 6: Monitoring

Self-score 10 / Awarded 7 / Available 21 / Public Sect Average 7.5 / Top 9.4.

- [REDACTED] commented that the questions of sexual orientation were not up to date ([REDACTED] reminded her that we are tied in to current SAP options).
- [REDACTED] recommended that all agencies get together to lobby on this for full diversity options. [REDACTED] also raised the use of an independent DVSA survey of sexual orientation.

Section 7: Procurement

Self-score 5 / Awarded 0 / Available 17 / Public Sect Average 4.4 / Top 10.

- [REDACTED] said this was often a zero and mostly this was attributed to Crown Commercial Services, but there can be a variance within the Public Sector.
- [REDACTED] said we should really consider what we can procure ourselves and that we should ask Procurement what sits outside the Crown. We would then need to demonstrate how we monitored the suppliers policy continuation throughout the contract.
- [REDACTED] flagged up that we should ask DVSA Procurement to contact Stonewall, as they will engage with all our organization.

Section 8: Community Engagement

Self-score 6 / Awarded 4 / Available 20 / Public Sect Average 8.4 / Top 15.7.

- [REDACTED] suggested we widen the scope of our events (and don't fixate on Pride). We should look for small groups and get speakers in to inspire those who have not declared as yet.
- Also consider volunteer days / working with local LGBTI networks. If we are interested in touching base with other organizations then Stonewall can facilitate this.

Section 9: Clients, Customers and Service Users

Self-score 2 / Awarded 0 / Available 20 / Public Sect Average 7.2 / Top 11.6.

- [REDACTED] said there was simply not enough evidence here. However, Stonewall can offer conferences.

Section 10: Additional work

- [REDACTED] commented that marks could be pulled through from earlier answers – if they had not been marked earlier (but that we should not expect to be given the benefit of any doubt).

Concluding remarks

- Stonewall suggested 3 areas of priority for our next submission.

The Employee Lifecycle

LGBT Employee Network Group

and possibly Community Engagement

Driver and Vehicle Standards Agency: Workplace Equality Index 2020 Feedback

Congratulations on taking part in Stonewall's 2020 Workplace Equality Index. As an employer that has taken the time to participate, you've demonstrated commitment to your LGBT staff and the wider LGBT community. In this report you will find feedback from Stonewall to help you plan your year ahead to drive forward LGBT inclusion in your workplace.

What this report contains

This report is specific to your organisation. It gives you the following information:-

- Your overall score
- Your overall rank, and rank within the government sector
- Your performance on key questions for bi and trans staff
- Your scores in the ten sections of your submission
- A short qualitative summary of your performance in each section
- Comparison data for different groups of entrants:-
 - All entrants
 - Entrants in the government sector
 - Top 100
 - Top 100 threshold: those ranked one hundred to eighty-five, typical of organisations newly entering the Top 100

Additional information will be provided to you on the staff feedback questionnaire that you sent to your employees:-

- How your employees responded to key questions about LGBT equality
- How employees of similar organisations in the government sector and your region responded

How to use this report

Your Stonewall Account Manager will organise a feedback meeting with you to talk through the strengths and weaknesses of your current LGBT inclusion work, best practice and give you tips for action planning in the future. During this meeting, the Account Manager go through the work that is most relevant to your organisation.

You should use this report, along with the verbal feedback from your Account Manager to make the short and long-term changes necessary to drive inclusion in your workplace.

Score and rank

- Total score: 63.5
- Rank: 273rd
- Government sector rank: 29th
- Government sector entrants: 45
- Bi inclusion score: 43%
- Trans inclusion score: 30%

Quick facts

- Over 500 organisations took part
- 109 820 people responded to the Staff Feedback Questionnaire
- The average Top 100 score is 137.5
- The average Top 100 Bi Inclusion Score is 67%
- The average Top 100 Trans Inclusion Score is 60%

Summary and overview

The below table gives you a summary of how you scored across the ten sections of the Workplace Equality Index.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Government sector	Top 100	Top 100 Threshold Entrants
1 Policies and benefits	13.5	15	14.5	1	1.5		6.5	7.5	10.5	10.5
2 The employee lifecycle	10.5	27	21	10.5	16.5		10	11.5	17.5	15
3 LGBT employee network group	10	22	13.5	3.5	12		9.5	12	17	14.5
4 Allies and role models	11	22	14.5	3.5	11		7.5	8	14.5	13
5 Senior leadership	4	17	5	1	13		6	7	12.5	11
6 Monitoring	9.5	21	16.5	7	11.5		6	8	10.5	8.5
7 Procurement	0	17	4	4	17		4	5	10.5	8.5
8 Community engagement	0	20	2	2	20		9	9	15.5	13.5
9 Clients, customers and service users	1	17	8	7	16		6	7	12.5	9.5
10 Additional work	0	2	2	2	2		0.5	0.5	1	1
Staff feedback questionnaire	4	20	n/a		16		10.5	10.5	16	16

- **Your score** – the number of points allocated based on the answers and evidence provided
- **Total marks** – the number of points available in that section
- **Marks claimed** – the number of marks that your organisation claimed in the submission[†]
- **Marks claimed, not awarded** – the difference between marks claimed and your score
- **Marks available, not awarded** – the difference between marks available and your score
- **Averages** – mean averages of the scores awarded to...
 - **All entrants** – all organisations, over 500, who entered the Workplace Equality Index 2020
 - **Government sector** – all organisations which entered in the government sector
 - **Top 100** – all organisations which ranked in the Top 100 employers
 - **Top 100 Threshold** – all organisations which ranked between 100 and 85, the typical score of an organisation that is newly entering the Top 100

[†] If this number is less than your score this shows that the evidence you submitted is worth more points than you claimed

[†] Referred to in previous reports as 'self-score'

Section 1: Policies and benefits

This section examines the policies and benefits the organisation has in place to support LGBT staff. The questions scrutinise the policy audit process, policy content and communication.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Government average	Top 100	Top 100 Threshold
1 Policies and benefits	13.5	15	14.5	1	1.5		6.5	7.5	10.5	10.5

Feedback from your marker

It's great to see that auditing happens every four months, and to see the list of outcomes from previous rounds. One improvement would be to note explicitly when the most recent round of auditing took place. There is also clearly worded and explicit statements around discrimination, as well as explicit statements around bullying and harassment, along with a list of examples of what this behaviour might look like. Most policies are inclusive across the board - of both same-sex couples and trans people - using non-gendered language. The Shared Parental Leave policy did include some gendered language, so I would recommend revisiting this document.

There is lots of sensitive and thorough guidance around transitioning, aimed at both employees and managers. In order to improve, we'd ask for guidance on the process for employees changing their name/gender marker on workplace systems, and a document tailored specifically to HR staff.

Non-binary people are recognised in policies, the terminology document is a standalone document, and there is specific guidance around facilities/dress code.

Story is in the "news" section of the website, which is visible to all colleagues. An improvement could be made in emailing all colleagues.

Your notes

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Stonewall opportunities

Best practice guides are available to you, as a Stonewall Diversity Champion for free. Talk to your account manager about how to best use these resources.

Open programmes are available for up to three people from Driver and Vehicle Standards Agency to attend. Trans allies is available in [London on the 28th of April](#) and in [Liverpool on the 25th of June](#). Open Programmes are available as part of the Scotland Empowerment Week from [18th to 22nd May in Scotland and the north-east of England](#).

Section 2: The employee lifecycle

This section examines the employee lifecycle within the organisation; from attraction and recruitment through to employee development. The questions scrutinise how you engage and support employees throughout their journey in your workplace.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Government sector	Top 100	Top 100 Threshold
2 The employee lifecycle	10.5	27	21	10.5	16.5		10	11.5	17.5	15

Feedback from your marker

It's great to see DVSA on the Proud Employers website. We'd ask for a diversity statement explicitly mentioning LGBT alongside this, as well as providing prospective candidates with information about the staff LGBT network.

While it was encouraging that so many employees receive unconscious bias training, it unfortunately only mentioned sexual orientation. We require mention of gender identity in order to award. Similarly, the diversity and inclusion training had no explicit mention of LGBT, although organisational policy and reporting routes were clear.

New starters are provided with information on the LGBT network and a commitment from DVSA about inclusive policies, but it would be fantastic to see an explicit statement from a senior leader around LGBT inclusion at work.

There was evidence that some information is sent to all staff about LGBT history and Allies activity. Specific comms around bi and trans inclusion would be a step further in terms of inclusion. Finally, LGBT staff would benefit from the opportunity to attend specific leadership/development programmes.

Your notes

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Stonewall opportunities

London Workplace Conference is on the 3rd of April. [Tickets are available](#) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations.

Cymru Workplace Conference is on the 14th of February. [Tickets are available](#) for £110+VAT for public-sector organisations. Tickets can be bought on a buy-three-get-one-free basis.

Global dial-in tickets for London Workplace Conference [are available](#) for £50 (or three for £120), with discounts available to Global Diversity Champions.

Workplace Allies is an empowerment programme which [can be booked](#) to be run in-house for up to 36 delegates from Driver and Vehicle Standards Agency.

Stonewall Workshops are available, on topics such as bi inclusion, trans inclusion, allyship, and leadership. Email conference@stonewall.org.uk.

Section 3: LGBT employee network group

This section examines the activity of your LGBT employee network group. The questions scrutinise its function within the organisation.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Government average	Top 100	Top 100 Threshold
3 LGBT employee network group	10	22	13.5	3.5	12		9.5	12	17	14.5

Feedback from your marker

I'm glad to see that the DVSA Pride network has clearly defined terms and yearly objectives. Similarly, the network provides confidential support to all LGBT staff and supports those wishing to report homophobic, biphobic and transphobic bullying or harassment. It's also encouraging to see that the network has been consulted on the Inclusion Plan and Equality Screening – this shows that the network has a level of influence within the organisation.

The network has been a visible presence at multiple awareness raising events, has organised numerous social networking events for members, and has instigated mentoring and reverse mentoring programmes, all of which will raise the profile and impact of the network. I'm also satisfied that the network is inclusive and promoted to all staff.

One area for improvement for the network would be engaging with different diversity strands. In future years, it would be great if the network could promote campaigns or organise events highlighting the intersection of LGBT identities with other factors, such as a disability, race, and faith.

Finally, the additional activity around woke-washing was good, tangible work which has the potential to advance LGBT equality in the wider community.

Your notes

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Stonewall opportunities

Workplace Allies, Workplace Trans Allies and Workplace Role Models are empowerment programmes which [can be booked](#) to be run in-house for up to 36 delegates from Driver and Vehicle Standards Agency.

LGBT Network Group Masterclass is available in June in Birmingham (email conference@stonewall.org.uk to reserve your place) and on [24th of April in Scotland](#).

Section 4: Allies and role models

This section examines the process of engaging allies and promoting role models. The questions scrutinise how the organisation empowers allies and role models and then the individual actions they take.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Government entrants	Top 100	Top 100 Threshold
4 Allies and role models	11	22	14.5	3.5	11		7.5	8	14.5	13

Feedback from your marker

It's encouraging to see a clear Allies initiative in place at DVSA, and that the network has held awareness raising sessions to assist allies in becoming more active in their support. Similarly, the fact that allies can visibly show their support for LGBT inclusion is great. In order to extend this support further, we'd recommend that allies step up by recruiting other allies and helping organise awareness raising events " at present it appears this work is done by LGBT employees.

In future it would be encouraging to see employees empowered to become trans allies through training or resources, but it is clear that LGBT staff have numerous opportunities to become role models within the organisation. That said, at present it appears there are no LGBT employees at board or SMT level " having visible role models in senior positions would make a big difference to more junior LGBT staff. It's good to see that many different LGBT identities are profiled on the DVSA intranet. In order to take this a step further we'd recommend, where possible, profiling people from within the organisation.

Your notes

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Stonewall opportunities

Inclusive Future Leaders is a tailored programme designed to form part of a graduate or management training programme, which [can be booked](#) in-house at Driver and Vehicle Standards Agency.

Workplace programmes including [LGBT Role Models](#), [Allies](#) and [Trans Allies](#). They are available as open programmes for up to three people or the programmes can be booked to be run in-house for up to 36 delegates from Driver and Vehicle Standards Agency. Open Programmes are available as part of the Scotland Empowerment Week from [18th to 22nd May in Scotland and the north-east of England](#).

Inclusive Leadership is a newly developed programme which will be made available from May, email empowerment@stonewall.org.uk for more information.

Section 5: Senior leadership

This section examines how the organisation engages senior leaders. The questions scrutinise how the organisation empowers senior leaders at different levels and the individual actions they take

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Government average	Top 100	Top 100 Threshold
5 Senior leadership	4	17	5	1	13		6	7	12.5	11

Feedback from your marker

There's lots of good practice here, from reverse mentoring to promoting LGBT-specific conferences to board and SMT members. It's also great to see strong messages of support for LGBT inclusion from board and SMT members.

There is room for improvement, though, specifically on section 5.4 – it would be great to see SMT members taking a more active role with the network by speaking at events or reviewing internal policies and procedures.

Your notes

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Stonewall opportunities

LGBT Leadership is an empowerment programme for LGBT leaders. Our [next open programme](#) is in London 15th to 17th of July, and can be [booked to be run](#) in-house for Driver and Vehicle Standards Agency.

Inclusive Leadership is a newly developed programme which will be made available from May, email empowerment@stonewall.org.uk for more information.

Section 6: Monitoring

This section examines how the organisation monitors its employees. The questions scrutinise data collection methods, analysis and outcomes.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Government average	Top 100	Top 100 Threshold
6 Monitoring	9.5	21	16.5	7	11.5		6	8	10.5	8.5

Feedback from your marker

There is monitoring on sexual orientation, which is good to see. We'd suggest some amendments to terminology - "bi" rather than "bisexual" and simply "gay" and "lesbian" rather than "gay man"/"gay woman/lesbian". The monitoring on gender identity is great because employees are able to self-describe, instead of being made to choose between two or three options.

There's also a lot of clear analysis on the success rate of LGB applicants, as well as the overall satisfaction of LGB employees. However, I couldn't see any evidence of pay grade analysis.

In future, it would be good to see more employees disclosing their sexual orientations through an HR system, and for gender identity to be monitored in a similar way.

Your notes

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Stonewall opportunities

Best practice guides are available to you, as a Stonewall Diversity Champion for free. Talk to your account manager about how to best use these resources.

London Workplace Conference includes a session on monitoring. It is held on the 3rd of April. [Tickets are available](#) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations.

Section 7: Procurement

This section examines how the organisation affects change in its supply chain. The questions scrutinise the steps taken to ensure LGBT inclusive suppliers are procured and held to account.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Government average	Top 100	Top 100 Threshold
7 Procurement	0	17	4	4	17		4	5	10.5	8.5

Feedback from your marker

It would be great to see more work done around procurement and suppliers. For example, could suppliers be asked for their policies, and how would these be scrutinised? The financial leverage businesses exercise with suppliers can be critical to delivering better services, and many organisations can use this leverage to ensure that the suppliers are representing the same values. I see from your answers that you have designed best practice material but it's yet to be sent out - this is encouraging for next year but I cannot award for it as yet.

Your notes

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Stonewall opportunities

Best practice guides are available to you, as a Stonewall Diversity Champion for free. Talk to your account manager about how to best use these resources.

London Workplace Conference includes a session on procurement. It is held on the 3rd of April. [Tickets are available](#) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations.

Section 8: Community engagement

This section examines the outreach activity of the organisation. The questions scrutinise how the organisation demonstrates its commitment to the wider community and the positive impact it has.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Government entrants	Top 100	Top 100 Threshold
8 Community engagement	0	20	2	2	20		9	9	15.5	13.5

Feedback from your marker

While there is evidence that DVSA made its presence at Manchester Pride clear, unfortunately we require evidence of LGBT support around more than one event, and preferably across the calendar year. There is room for improvement for DVSA when it comes to collaborating with other LGBT networks, sponsoring or supporting community events, and doing work to further LGBT inclusion in the wider community.

Your notes

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Stonewall opportunities

Your Stonewall account manager can advise on how to maximise your impact with community engagement.

London Workplace Conference includes a session on community engagement. It is on the 3rd of April. [Tickets are available](#) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations.

Section 9: Clients, customers and service users

This section examines how the organisation engages with clients, customers, services users or partners.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Government average	Top 100	Top 100 Threshold
9 Clients, customers and service users	1	17	8	7	16		6	7	12.5	9.5

Feedback from your marker

It's good to see that some thought has gone into the user experience for LGBT people, particularly those who may be transitioning. However, this does not constitute examining the entire user journey, and I would have liked to see more concrete outcomes after having identified certain barriers.

It would also be encouraging to see DVSA consulting with LGBT service users to identify any other barriers to access, and to see monitoring of service users for future analysis.

I would also recommend communicating to the public that DVSA's services are explicitly LGBT inclusive – the example comms around Pride are more about the workforce than its services.

Finally, the diversity training should include more explicit examples on reducing bias and discrimination specifically towards LGBT service users.

Your notes

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Stonewall opportunities

London Workplace Conference is on the 3rd of April. [Tickets are available](#) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations.

Cymru Workplace Conference is on the 14th of February. [Tickets are available](#) for £110+VAT for public-sector organisations. Tickets can be bought on a buy-three-get-one-free basis.

Section 10: Additional work

This section gives outstanding employers an opportunity to share best practice not already awarded elsewhere in the submission.

Section	Your score	Total marks	Marks claimed	Marks claimed not awarded	Marks available not awarded	Averages	All entrants	Government average	Top 100	Top 100 Threshold
10 Additional work	0	2	2	2	2		6	0.5	12.5	9.5

Feedback from your marker

It's great to read about the extra inclusion work that has been done by DVSA around policies and the Pink Ceiling campaign. That said, we are looking here for exceptional work that goes 'above and beyond' what is expected of an organisation, and the efforts listed here do not yet fit into that bracket.

Your notes

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Stonewall opportunities

Many organisations have innovative ideas for LGBT inclusion. The Stonewall Empowerment Team can work with you to design bespoke and tailored events, workshops, webinars and programmes. Email empowerment@stonewall.org.uk to discuss your ideas.

Staff Feedback Questionnaire

This section examines the policies and benefits the organisation has in place to support LGBT staff. The questions scrutinise the policy audit process, policy content and communication.

Section	Your score	Total marks	Marks available not awarded	Averages	All entrants	Government sector	Top 100	Top 100 Threshold
Staff feedback questionnaire	4	20	16		10.5	10.5	16	13.5

Stonewall opportunities

Stonewall Workplace Conferences have expert workshops and unique networking opportunities. This gives you the holistic tool to deal with the diverse and varied issues that your LGBT staff and their allies face. London Conference is on the 3rd of April. [Tickets are available](#) for £349+VAT (or at our early bird rate of £309+VAT until the 21st Feb) for public-sector organisations. Cymru Conference is on the 14th of February. [Tickets are available](#) for £110+VAT for public-sector organisations. Tickets can be bought on a buy-three-get-one-free basis.

Your priorities

This is a space for you, in collaboration with your account manager, to set objectives for the year ahead.

Your Priorities	What would success look like in a year?	What is a six-month milestone?	What resources or senior buy-in do you need?	What specific steps can be taken to achieve it?
<i>E.g., improve the working environment for bi employees</i>	<i>E.g., increase by 50% the number of bi employees who are comfortable to disclose to colleagues</i>	<i>E.g., three intranet campaigns raising awareness of bi issues with clear opposition to biphobic discrimination</i>	<i>E.g., agreement from internal communications and agreement from the Head of D&I</i>	<i>Organise meetings with the Heads of Internal Communications & D&I Write copy for the first intranet post</i>
Priority one:				
Priority two:				
Priority three:				