

The Driver and Vehicle Licensing Agency (DVLA), Wales

Great Britain



DVLA's Executive Board is committed to best management practice which includes caring for its employees. The Agency places great emphasis on promoting good health in the workplace. Provision of workplace health promotion services and facilities have been an integral part of corporate strategy since the mid 1980s.

Minimising the risks

As a matter of routine, the Agency carries out risk assessments to a level which exceeds the minimum legal requirement. Special attention is paid to employees who are exposed to particular health risks in their work, for example, those who lift and carry heavy loads, work with Visual Display Units, work in noisy environments or handle hazardous substances. The Agency has introduced a variety of measures to minimise risks and safeguard the health of its employees. Advice and training on matters related to health and safety is also available to staff and managers

entitlements and are invited to attend personal assessment sessions with the Occupational Health Department. In addition, the Agency supports self-help groups, for example for those who take care of elderly or infirm relatives.

The effects of DVLA's success

Success in winning awards for commitment to the health and well-being of employees has resulted in DVLA being recognised as one of the best employers in Wales. Due to the excellent working conditions and a good working atmosphere, job satisfaction in the Agency is generally high. Since 1984, when DVLA first introduced measures to promote the good health of its employees, absenteeism due to illness has fallen from 7,9% to the current level of 3,5%.

Support for employees

To help staff balance their personal and professional lives, DVLA offers a range of part-time and job share working patterns, flexible working hours, an on-site Nursery for pre-school age children, and a Holiday Playscheme. Additional (paid and unpaid) leave is also available to help staff cope with a range of domestic problems/circumstances. Pregnant employees are well looked after. They receive individual advice from Personnel Group on their rights and



Branch:

A government Agency of the department of the Environment, Transport and the Regions (DETR)

No. of employees:
around 4.900

Products/Services:

Responsible for maintaining the registers of Great Britain's drivers and vehicles

Locations:

Headquarters in Swansea, South Wales and 40 offices located in regional centres across Great Britain

Miscellaneous:

Received several awards for exemplary workplace health promotion activities; holds the "Charter Mark" for excellent customer service