



Department  
for Transport

*"I welcome the continued focus on driving change and reform. In DfT we see the Reform Plan as an opportunity to bring new focus to work already underway to make DfT an exceptional department."*

*- Philip Rutnam, Permanent Secretary*

**Total FTE Reduction between Q2 2010 - Q1 2013:** -10% (-1820 FTE)<sup>1</sup>

**Employee Engagement Index in 2012 (CS benchmark 58%):** 53% (no change on 2011)

### Progress against department-focused actions in the Reform Plan

<b>Action 2: Digital by Default</b>	DfT's <a href="#">Digital Strategy</a> was published in December 2012. Three exemplar digital projects are in progress in the Driver and Vehicle Licensing Agency. The Driving Standards Agency has delivered a new online test booking system. Take up of DfT digital transactions overall is 66% for 2012/13, up from 55% at the end of 2012/13. Social media has been opened up to all staff in the central Department.
<b>Actions 3 and 4: Shared and Sharing Services</b>	DfT is leading progress within government on the creation of the first shared service centre with a major divestment now underway. It works in a communications hub with three other departments. It is working towards a transfer of legal services to TSol in 2014.
<b>Action 5: Open Policy Making</b>	No bids submitted to the Contestable Policy Fund. DfT has developed and is delivering an "Introduction to policy" course and workshop series, linked to the Civil Service Learning policy curriculum. As an example, ongoing consultation on HS2 will continue to use a wide range of media and fora to reach and listen to the views of stakeholders.
<b>Action 6: Matching Resources to Government Priorities</b>	A revised process was established for the 2013/14 corporate planning round, ensuring Ministerial involvement in all the resource prioritisation decisions. This process was designed from first principles so that Ministers would be involved in the process of approvals and stopping activity; and it would run going forward on a quarterly basis.
<b>Action 9: Management Information</b>	The Quarterly Data Summary completion rate for Q3 was 99%. DfT has led the way in developing an MI system that is directly linked to key underlying IT systems, to reduce reporting burdens.
<b>Action 12: Skills, Learning and Development</b>	DfT has adopted the new <a href="#">Civil Service Competency Framework</a> . We offer five days of learning and development to all staff. 98% of staff (including Agencies) have signed-up to Civil Service Learning. DfT has recently conducted a skills audit of the 4 priority areas set out in the <a href="#">Civil Service Capabilities Plan</a> , which will inform a group Learning and

<sup>1</sup> Includes Department for Transport; Driver and Vehicle Licensing Agency; Driving Standards Agency; Government Car and Despatch Agency; Highways Agency; Maritime and Coastguard Agency; Vehicle Certification Agency; and Vehicle and Operator Services Agency.

Development Strategy.

- Action 14: Secondments and Interchanges** We are currently reviewing our secondment arrangements. In 2012/13, 49 DfT staff were seconded to the private sector and 15 external secondees were in DfT.
- Action 16: Departmental Improvement Plans** DfT was not one of the five pilot departments. DfT is introducing a single programme of improvement planning, drawing together all elements of change and reform agenda into an annual cycle, led by NEDs. We will publish our Improvement Plan by March 2014.
- Action 17: Modern Employment Offer** DfT has adopted the new performance management framework. Following two successful pilots the Central Department is now rolling out a new flexible working model, supported by improved office accommodation with 8:10 ratio of desks to staff and upgraded IT.
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#### **Wider reform in DfT:**

DfT has an ambitious transformation agenda, integrated with the Reform Plan, including:

- **“New Ways of Working”:** more flexible working supported by better IT in a new and more informal office layout
- **Service transformation in our Agencies:** new delivery models, Digitisation, and Continuous Improvement
- **DfT Vision:** business-led changes to ensure we are ambitious, outward facing, one team – a place where people want to work
- **Responding to West Coast Mainline:** ensuring we can deliver our hugely ambitious agenda with full confidence