



Present:

Mr B. Magee	Chief Executive (Chair)
Mrs B. Cosgrove	Group Director Drivers, Business Transformation and Enforcement
Mrs B. Rooney	Group Director Driver & Vehicle Testing and Standards
Mr D. Wilson	Group Director Finance & Corporate Services
Mr T. Evans	Group Director Licensing Operations
Mr N Brady	Non – Executive Director
Mrs Anne Smiley	Secretary

1. DOE HR Business Partner.

1.1 John Small attended the meeting to provide an update on HR Connect issues.

1.2 Vacancies
The Department's funding issues remain critical. The Departmental Board are considering options to achieve savings. This may include not filling vacant posts with permanent staff. The Department is to discuss the situation with the Minister.

1.3 The Board raised concerns about the accuracy of the staffing data held by HR Connect. It was agreed that Workforce Planning Section would carry out a reconciliation exercise on staffing numbers and ensure that there was alignment with information held by the finance sections.

Action 1: DW

1.4 B Rooney thanked J Small for his help in sorting the pay problems within the testing side.

2. Review of Team brief Monitoring Exercise

2.1 The Board Noted the report on the monitoring exercise carried out on team briefs.

- 2.2 It was agreed that team briefs are a vital process of internal communication. The Board asked that staff officers take responsibility for ensuring that team briefs are completed in each section.

3. Service Delivery Strategy

It was agreed that a 'Terms of Reference' should be drawn up for a DVA service delivery strategy.

Action 2: DW

4. Audit Committee Annual Report

- 4.1 The Board noted the annual report 2008/09 of the DVA Audit Committee.

5. Minutes of the Previous Meeting.

- 5.1 The minutes of the previous meeting on 23 July 2009 were agreed and the outstanding actions reviewed.

- 5.2 DVA licensing is considering setting up a small team to facilitate a programme of efficiency reviews. This would include issues such as the review of the DL1 application form. However, there is unlikely to be any additional funding for this, so the challenge will be to find resources within current budgets.

- 5.3 The Board requested a report for the September meeting on the outcome of the monitoring exercise on the nature and volume of calls received by the technical and enforcement sections.

Action 3: BR/BC

6. Management Information Report (MIR)

- 6.1 The Board noted the content of the MIR.

- 6.2 Two new risks are to be added to the Agency risk Register:-
a) The impact of the Flu Pandemic.
b) The state of the Driver Licensing Building.

- 6.3 Further advertising of the NI Direct website is planned for September 2009, this will include 10 second advertisements about booking your MOT test on line.

- 6.4 Due to the reduction in demand for MOT tests on Saturday evenings, B Rooney highlighted that a review of opening hours

may be required. This is likely to be incorporated in the PFI renegotiated contract.

T Evans produced an initial analysis of the reduction in staffing and volumes in the Driver licensing Division which showed that there has been a significant increase in licences produced per AO/AA, when new work is taken into account.

7. Balance Scorecard

7.1 The strategic business objectives within the scorecard were reviewed.

7.2 D Wilson agreed to re-circulate the agency information management data security review (IMDS) to Board members.

Action 4: DW

7.3 T Evans pointed out that no firm decision had been made by the Board regarding the best method of despatching of driver documents, which are currently being posted by 1st class post.

Action 5: DW

7.4 The information commissioner's report has been received and will be checked for accuracy. Any resulting actions will be added to the IMDS action plan.

8. Enforcement Staffing

8.1 John Martin provided a presentation to the Board on the proposed future staffing structure for enforcement section. The presentation included the business pressures, the 5 year vision for the section, the initiatives and projects involved, the staffing figures, the proposed team structure and the proposed activity for 2010.

8.2 The Board welcomed the presentation and emphasised the need for consistency of approach to vehicle enforcement and testing across the agency. The board also agreed that enforcement is agency wide and there should be the facility for Operations to support Enforcements.

8.3 The Board approved the following posts:-
1 X SPTO
5 X HPTO
2 X SO
10 X EO2 (TE)

14 X PTO

It was agreed that these need to be filled as a matter of priority since the funding has been made available.

9. Matters reserved for Board Approval

None

10. A.O.B

10.1 Financial Integration update.

The board noted the update provided by S Archibald regarding the agency's financial integration.

10.2 Re-organisation of corporate services / Vehicle Testing Policy and Operations. The Board noted the paper outlining changes to the Corporate Services and Vehicle Testing Policy and Operations Directorates.

10.3 News Stories

The Board noted the paper received from the Permanent Secretary advising of the need to alert himself and the Minister's office on potential news stories at the earliest opportunity.

It was agreed that the agency events calendar within the stake holder engagement strategy will be circulated for update, ensuring an even spread of publicity events for the Minister throughout the year.

Action 5: DW

Outstanding Actions

Ref	Action	Who	When	Review/Comments
19.12.07 – 001	DL1 application form to be reviewed	TE	Ongoing	New version with minor amendment issued but a radical re-design is required (subject to resources)
19.12.07 – 007	Driver's Accuracy Survey to be carried out through the Omnibus Survey	TE/CC	Ongoing	Data cleansing team set up to investigate inaccuracies identified through CPC extract. FSL have provided proposal for cleansing addresses.
21.02.08-001	To take forward any recommendations from the DID report on the piloting of kiosk. Progress E-delivery in liaison with DID.	BC / HD	Ongoing Complete	DID to provide statistics on level of take-up per kiosk location. Meeting arranged with KDS and Northgate to establish method for capture of number of actual bookings made through kiosks Further meetings held with DID. Customer service survey, being undertaken as part of EDW, review will contribute to review of service delivery.
24.04.08 – 002	Develop a policy for DVA on driving official vehicles. Check Health & Safety website (Driving for work) for guidance.	DC / DW	Ongoing	DB recently agreed the departmental Driving at Work policy .The H&S Section will in due course prepare a suitable arrangement for inclusion in the DVA H&S

				Manual.
26.02.09-002	To provide a report on the review of the procedures processes in taxi licensing section.	TE	Ongoing	Review commenced in mid- May and will report at the end of September
28.5.09-002	To complete a business case for the installation of a lift at Balmoral Road	DW/DC	Ongoing	PSD has been asked for advice viz: DDA issues. Business Case to be developed
24.06.09-001	To include further detail in the replacement accounting system business case regarding DVLNI / DVTA and AccountNI	SA/DW	Complete	Update provided to CPB and SMB.
24.06.09-002	S Archibald to meet with SMB to discuss public corporation status. P Anderson to be invited	SA/DW	Complete	Issue will hopefully be resolved offline between S Archibald, DOE and DFP
24.06.09-004	To produce a presentation on licensing fees	L'OC/DW	Ongoing	Presentation is being prepared.
24.06.09-006	Arrange meetings with the new Permanent Secretary, the new Minister and the Environment Committee	DW	Complete	Meetings held with Permanent Secretary and Minister. Meeting with EC on engagement plan
23 July 2009 - 003	There was concern as to who is carrying out quarterly inspections in each of the buildings to ensure that risk assessments are being done. Gary will follow up on the inspections.	DW	Complete	Responsibility for County Hall will now be with Chris Wilson. In other buildings it will be the responsibility of the Premises Officer and H&S Section will monitor and include position in SMB report.
23 July 2009 - 004	The Board requested that the position regarding Waterside House should be reviewed again.	DW	Ongoing	Ops still making best use of Waterside Hse. PSD have indicated there is no potential at present to improve this facility i.e. space available. PSD have identified some new

				properties which will now be considered.
27 August 2009 - 001	Workforce Planning Section to do a reconciliation exercise on staffing.	DW	Complete	Reconciliation exercise initiated by Workforce Planning on 9 th September
27 August 2009 - 002	Draw up terms of reference for service delivery strategy.	DW	Ongoing	Terms of reference have been prepared in draft form
27 August 2009 - 003	Provide report on the nature and volume of calls received in the technical and enforcement sections.	BR / BC		
27 August 2009 - 004	To recirculate the IMDS report to Board members.	DW	Complete	Has very recently been updated and circulated to SMB members.
27 August 2009 - 005	To give consideration to the method used for the despatch of driver's documents	DW	Complete	Decision was taken by Driver Licensing Directorate that special delivery be ruled out on reasons of costs.

Next Meeting: **Date:** **24 September 2009**
Time: **10:00.**
Venue: **County Hall, Coleraine.**

Prepared by: **Anne Smiley**