



Present:

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

1 Minutes of the previous meeting.

1.1 The minutes of the meeting on 28 January 2009 were agreed. Paragraph 4.4 was amended to include 'Driver licensing budget for 2009/10 shows a deficit in the fee account. Operations (Licensing) need to identify impact, if any, of economic downturn on volumes and option of receiving subsidy from DOE. For remaining deficit need to seek Ministers approval to continue with deficit in short term.

1.2 The action points were reviewed and updated:-
Action 22.11.07-003 - The Information Commissioner will carry out an audit of DVA. D Wilson agreed to circulate the briefing prepared for the Commissioner, the letter received from the Commissioner and the current Agency action plan.

Action 1: DW.

Action 19.12.07-007 – The Driver's accuracy survey will be included in the Omnibus Survey.

Action 21.02.08-001 – B Cosgrove to meet with H Douglas to discuss the further content to be added to the kiosks in the centres.

Action 24.07.08-001 – Training on contract management is due to be delivered on 3rd & 10th March.

2. Balanced Scorecard.

2.1 The strategic business objectives within the scorecard were reviewed and discussed.

2.2 It is planned to review the procedures and processes following the introduction of the new taxi licensing system. Subject to resources, T Evans will endeavour to have this completed by the end of March 09.

Action 2: TE.

2.3 The Driving Standards Agency (DVA) are keen to progress the Learning to Drive Strategy. A meeting between the Department and DSA is to be arranged.

Action 3: BR.

2.4 The DVA motor tax offices may now be considered in the new branding programme, subject to costs.

3 DVA Delegations/ Requirements for approval of expenditure.

3.1 L O'Connor, Licensing Finance and C Berry, Testing Finance produced guidance to the Board setting out the delegated limits and approval process for DVA expenditure.

3.2 The guidance was discussed at length and while it is in line with DOE limits, the Board agreed that some of the limits should be reduced. It was agreed that the guidance would be revised and the detail cascaded to budget managers.

3.3 The Board agreed that the recruitment of temporary staff required a level of approval. Where temporary staff are recruited to fill existing vacancies, the approval will be at DP level. For any other reason, approval will be required from the Board. The Board will review all temporary staff posts on an annual basis.

3.4 It was agreed that when the new accounting system is introduced, the same delegation limits will apply across the Agency.

3.5 Budgets – licensing 2009/10.

The Board approved the licensing budgets for 2009/10 including the vehicle licensing, driver licensing and taxi, bus and freight budgets.

Issue was raised regarding reduced taxi licensing income because taxi driver income is accounted for after the licence is issued. T Evans to investigate delays issuing licences on TLISP

Action : TE

4 Budgets – Testing.

4.1 C Berry outlined the financial position for testing at January 09. All three financial targets are being met. Board approval was given for budget adjustment delegations.

4.2 On the capital budget, C Berry requested that all invoices are to be paid by 17 March 09.

4.3 The test numbers and financial targets were produced for 2009/10 and discussed. It was agreed that these should be amended to reflect the impact of up to date test projections, CPC ongoing costs and the financial delay in filling new posts (e.g. the additional 12 DCM would start in the middle of the financial year) Subject to the issues discussed the corporate and business plan was approved for submission to the Ministerial Advisory Board in draft form for comment. It would then be presented to the SMB in March for final approval before submission to Road Safety Division.

5 Annual Report & Accounts 2008/09 – Timetable.

5.1 The Board approved the proposed timetable for the production and printing of the Agency's Annual Report & Accounts 2008/09.

5.2 D Wilson asked that Directorates provide sufficient information in the balanced scorecard to enable completion of the annual report & accounts.

6 DVA code of conduct & conflict of interest policy.

6.1 S McClean presented a draft DVA code of conduct & conflict of interest policy to the Board.

6.2 After considerable discussion on the policy, it was agreed to amend the policy to reflect the points made by the Board and to seek further advice from DSO. For approval at the March meeting.

6.3 It was suggested that the Agency should check with the Department regarding the need for staff to seek private insurance for a second job.
Action 4: DW

7 The vehicle testing evasion report – 2008.

7.1 M Wilson presented the 2008 vehicle testing evasion report to the Board.

7.2 The level of vehicle test evasion in the 2008 survey is 8.42% (9.62% 2007).

7.3 The Board approved the publication of the report following a submission being sent to the Minister and notification to the Environment Committee.
Action 5: BC/JM.

7.4 Enforcement section were asked to carefully review next years target in light of the current economic climate.

8 Preparations for dealing with Testing demand in summer 2009.

8.1 The Board noted the report setting out plans for dealing with the testing demand in summer 2009. Mr Magee reminded the Board that the Minister does not want a repeat of the negative media coverage experienced during the summer of 2008.

8.2 The Board requested that monitoring arrangements are put in place to quantify the number of unfilled slots.

8.3 A revised report will be presented to the Board at the March meeting.
Action 6: BR/TD/KR.

9 Management Information Report (MIR).

9.1 The Board noted the content of the MIR.

9.2 The audit monitoring report and risk register were reviewed. The risk “temporary ban overtime in respect of freight, bus and taxi

roadside enforcement” should not be escalated to the Agency risk register but should be monitored at directorate level.

- 9.2 The Corporate Governance report was discussed. It was agreed that the presentation delivered to centre managers should also be delivered to the Enforcement section and LVLO managers.

Action 7: DW/SMcC.

10 Additional Support for Operational Management.

- 10.1 T Evans presented a paper to the Board seeking additional support in the area of HR for licensing operational management. S McClean explained that much of the support required should be available from HR Connect and DOE HR.

- 10.2 It was agreed that an Agency internal transfer list would be useful and steps are to be taken to restore this. Mr Mc Clean pointed out that DOE HR have not agreed to such a list stating that it may be in contravention of NICS policy. An internal list could be used to facilitate staff moves within the Agency both from a management and staff perspective (was requested in the staff survey) and would not impinge upon the CTL. To be discussed further with the Business Manager. It was agreed that a job rotation policy should be developed for the Agency

Action 8: DW/SMcC.

- 10.3 Managing attendance reports had been available from HR Connect but have since stopped. It is hoped that these will become available again soon and will be circulated to managers for information.

- 10.4 Directors were asked to let Mr Magee have a report detailing the increase in workloads since the commencement of HR Connect.

Action 9: BR/TE.

- 10.5 It was agreed to request statistics from HR Connect on the special leave granted. Guidance on special leave is available in the Staff Handbook and from DOE HR.

Action 10: DW/SMcC.

11 Update on BSP performance improvements.

11.1 The Board noted the report outlining the improvements by Northgate to the BSP system.

12 Matters reserved for board approval.

12.1 None listed.

13 A.O.B.

DVA replacement computer accounts system.

13.1 The Board approved the project mandate for the DVA replacement computer accounts system. A project brief will now be prepared. **Action 11: DW**

13.2 Re-introduction of Diesel Smoke and Catalytic Converter Testing (DSCT). The Board approved the project mandate for the re-introduction of DSCT. A project brief will now be prepared and terms of reference drawn up to procure a project manager.

Action 12: BC

13.3 Corporate / Business Plan 09/12 – Strategic Key Challenges
D Wilson produced a paper outlining the key challenges to be addressed in the DVA Strategic Business Plan 2009 – 12.
The Directors were asked to provide feedback to David by 3 March 09. **Action13: All Directors**

13.4 SMB

Items for inclusion at the Senior Management Board meeting on 11 March are the corporate and business plan, staff structure – G7 and SMB effectiveness.

13.5 Asidua

B Cosgrove met with Asidua who will do some pre sales work on electronic vehicle licensing and change of address and will provide indicative costs.

13.6 Driving Instructors (ADI)

The Board noted the leaflet that has been produced on Learning to Drive. This will be included with all provisional licences issued. An advertising campaign is due to commence on 9 March and will run for 2 weeks. The medium being used is 'back of bus' advertising across NI. The ad will remind the public to check that their driving instructor is registered.

Outstanding Actions

Ref	Action	Who	When	Review/Comments
22.11.07 – 003	To consider a process to review all instances where personal data is held in bulk and to ensure that appropriate safeguards are in place	BC DW	Ongoing Closed	IMDS Review is on-going. Data capture exercise complete and business areas are now being risk rated. All data transmissions are now by secure methods including encryption, however, we continue to seek a more efficient solution in terms of delivery. SFTP Plus was introduced on 7/11/08 for external customers e.g. Experian, PSNI. GSI is used for internal government data exchange dependent on file size.
19.12.07 – 001	DL1 application form to be reviewed along with dispatch of Passports regarding the loss of documents.	TE	Ongoing	Revised draft under consideration.
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 to provide proposal for cleansing addresses.
25.01.08 – 003	To progress the recommendations made to the BSP	BR	Ongoing	BSP action plan developed and almost fully implemented. Performance greatly improved and stable.
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.	DW / HD	Ongoing Complete	DID to provide statistics on level of take-up per kiosk location. 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	DC / DW	Ongoing	H&S Executive policy on driving at work has

	official vehicles. Check Health & Safety website (Driving for work) for guidance.			been examined. DVA existing policy is generally fine but needs to be brought up to date. May now be taken forward on Departmental basis.
26.06.08 – 003	Provide an update on the reintroduction of emissions tests	BR	Closed	Options under review. Proposals on way ahead being identified.
24.07.08 – 001	Review the management of and responsibility for all current contracts within the Agency and provide details to D Wilson.	All Directors / DW	Ongoing	List of contracts circulated and updated. Guidance circulated and suitable training identified to be delivered in early March.
20.11.08-006	To consider the financial impact for the Agency with the introduction of credit cards being accepted by Post Offices.	TE	Ongoing	Introduction by POCL delayed. Until autumn 2009. Further discussions to take place with DVLA and POCL. DVA (including Finance) will be involved.
28.01.09-002	To check the number of invoices for each grade level for delegation limits. To explore the options of changing the delegation limits.	LO'C		Details have been recorded and will be presented to the February SMB A table of delegated limits has been prepared on licensing delegated limits for discussion
28.01.09-005	Prepare a project mandate for DSCT for the next Change Programme Board meeting.	BR/TH		
28.01.09-006	To check with DOE HR regarding the availability of staff.	DW	Complete	Ongoing contact with DOE HR. Up to date position will be presented to SMB in respect of vacancies and competitions.
28.01.09-007	To prepare a paper detailing the proposals for the management of vehicle test waiting times during the summer period.	BR/TD		

26.02.09-001	To circulate guidance in advance of the information commissioners audit of DVA.	DW/DC	Complete	Information circulated to SMB on 27 th February.
26.02.09-002	To provide a report on the review of the procedures processes in taxi licensing section.	TE		
26.02.09-003	To provide a note to Mr Magee regarding the learning to drive strategy for the MAB.	BR		
26.02.09-004	To check with the Department on the need for private insurance for staff involved in secondary employment.	DW	Complete	DSO has advised in writing that this and the difficulties that it might present.
26.02.09-005	To provide a submission to the Minister and letter to the Environment Committee regarding the vehicle testing evasion report.	BC/JM		Submission drafted and approved – awaiting clearance from the Press Office.
26.02.09-006	A revised report due on testing demand in summer 2009.	BR/KR		
26.02.09-007	To consider the delivery of the code of conduct and conflict of interest policy to the enforcement section and LVLO managers.	DW/SMcC		A conflict of interest session is being arranged for enforcement. Fraud awareness will be included at the SO/DP workshop
26.02.09-008	To set up an internal transfer system within the Agency. To develop a job rotation policy for the Agency.	DW/SMcC		System will be developed but requires resourcing. Is being considered

26.02.09-009	To provide a report to the Chief Executive detailing the increase in work loads from the start of HR Connect.	BR/TE		
26.02.09-010	To obtain statistics from HR Connect on the amount of special leave granted	DW/SMcC		Matter has been taken up with DOR HR
26.02.09-011	To prepare a project brief for the replacement accountancy system.	DW	Ongoing	Project brief will be prepared for CPB on 1 st April.
26.02.09-012	To prepare a project brief for the re-introduction of DSCT.	BC		Project Brief will be presented at the May CPB.
26.02.09-013	To provide feedback to David Wilson on the strategic key challenges.	All Directors		

Next Meeting:

Date: 26 March 2009

Time: 10:00.

Venue: County Hall, Coleraine.

Prepared by:

Anne Smiley