



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 18 December 2008 were agreed. Paragraph 6.5 was amended to read ‘The Board agreed that positive facts about the Agency should be included in a future submission to the Minister, perhaps at the end of the financial year’.
- 1.2 The action points were reviewed and updated.

Action 22.11.07-003 - The security of data – work is ongoing with the action plan received from the Department, including meetings to be arranged with the G7s.

Action 19.12.07-001 - The redesign of the DL1 application is ongoing.

Action 25.01.08-003 – Recommendations made to the BSP are almost fully implemented. A report should be available for the next strategic board meeting.

Action 21.2.08-001 – B Cosgrove will meet with Heather Douglas to discuss options for additional information to be added to the kiosk relocated to Belfast LVLO.

2 Balanced Scorecard.

- 2.1 The Strategic business objectives within the scorecard were reviewed and discussed.
- 2.2 A number of queries / concerns have been raised with DfT regarding the recent 'in traffic' evasion survey results.
- 2.3 An action plan is to be drawn up, including target dates for the introduction of the new accounting system.
- 2.4 B Cosgrove will investigate the use of web casts or other similar technology that may be available to enable meetings to take place with members off site.

3 Taxi Compliance Report.

- 3.1 Mark Wilson from DVA Enforcement & Compliance Section presented the findings of the Taxi Fleet Compliance Survey 2007.
- 3.2 The overall level of non compliance was 23.3%.
- 3.3 The Board approved the publication of the report and agreed that a submission accompanied by a press release should be sent to the Minister. Details of the report should also be sent to the Environment Committee.
Action 1 – BC / JM.

4 Finance – Licensing.

- 4.1 DVA Licensing Finance Delegations Limits.

L O'Connor, Finance Director (Licensing) outlined the delegated limits and approval process for DVA licensing expenditure. Directors were asked to advise of any expenditure to date in current year over £10k that should be included in the database. Lucia advised that she would bring a copy of the database to the March SMB. Lucia agreed to check the number of invoices for each grade level and also the options surrounding changing the limits.
Action 2 – LO'C.
- 4.2 The pro formas completed for all new posts agreed on the licensing side during 2008/09 should be passed to Finance.
Action 3 – SMcC.

- 4.3 The Board have requested a table setting out the delegation levels for each of the grades across the whole Agency.

Action 4 – LO’C/CB.

- 4.4 Budgets.

L O’Connor explained the 2009/10 DVA licensing budget including the key financial issues facing the Agency in 2009/10.

Driver licensing budget for 2009/10 shows a deficit in the fee account. Operations need to identify impact, if any, of economic downturn on volumes and option of receiving subsidy from DOE. For remaining deficit, need to seek Minister’s approval to continue with deficit in short term.

T Evans was asked to provide Lucia with feedback on the higher variances between 08/09 and 09/10 budgets by Monday 2 February.

- 4.5 The Board noted the DVA (Testing) Finance report for December 2008.

5 Review of Minor Defects.

- 5.1 T Hassin, Director, Vehicles, Technical Policy & Standards (VTPS) presented an Agency Policy to formalise procedures to ensure a consistent approach is applied by all examiners in each Test Centre.

- 5.2 The Board endorsed the policy which will be communicated to the PSNI and the DVA Enforcement Team.

6 Re-introduction of Diesel Smoke and Catalytic Converter Testing (DSCT).

- 6.1 T Hassin presented a paper to the Board setting out options for the re-introduction of the emission test.

- 6.2 The Board agreed that all vehicles would be tested for DSCT outside of the test centres and with cover. The preferred option is Option 7. It was agreed that a project mandate should be prepared for the next Change Programme board meeting.

Action 5 – BR/TH.

7 Management Information Report (MIR).

7.1 The Board noted the detail of the MIR.

7.2 The risk register was reviewed and risks DP1, CS3/VO2, WP2 and VL1/WP1/CR5 were downgraded to Divisional level.

7.3 Some of the Directorates are still experiencing difficulty in filling staff vacancies. The Board agreed that the supply of staff by DOE HR is unsatisfactory. D Wilson agreed to check with DOE HR on the availability of staff at the various grades and try to ascertain what the problem is. **Action 6 – DW.**

8 Refurbishment of Duo Axle lifts.

8.1 The Board noted the update regarding the refurbishment of the Duo lifts and axle jacks in the test centres and the new preventative maintenance arrangements that have been put in place by Romaha.

9 Vehicle Test Waiting Times.

9.1 The Board noted the position on vehicle test waiting times at week commencing 11 January 2009.

9.2 The Board requested a paper setting out the proposals for the management of waiting times over the summer period.

Action 7 – BR/TD.

10 A.O.B.

Overtime.

Due to the current economic climate within DOE, Managers across the Agency, are asked to show restraint in the use of overtime.

10.2 In preparation for the permanent G6 trawls, the current G6s should ensure that Mr Magee has the correct job descriptions for each post.

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 ongoing. 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 official vehicles. Check Health &	DC / DW	Ongoing	H&S Executive policy on driving at work has been examined. DVA existing policy is

	Safety website (Driving for work) for guidance.			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	Ongoing	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.
20.11.08-004	To contact Stanley Duncan regarding staff update on the Strategic Review.	DW	Complete	Stanley Duncan provided an update to the SMT.
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.
18.12.08-001	To draft a submission to the Minister to include positive messages about the Agency.	DW	Complete	Draft prepared for Chief Executive
18.12.08-004	To review the 0845 numbers used by the Agency.	DW / S McC	Complete	It is proposed that DVA continue with the 0845 number for the present. There are indications that BT may provide this free to providers. Now that the telephony service will not be moving to Swansea it will be reviewed.
28.01.09-001	Prepare a submission and press release advising the Minister about the Taxi compliance Report	BC/JM	Complete	
28.01.09-002	To check the number of invoices for each grade level for delegation limits.	LO'C		Details have been recorded and will be presented to the February SMB

	To explore the options of changing the delegation limits.			A table of delegated limits has been prepared on licensing delegated limits for discussion
28.01.09-003	The proformas for all new posts agreed during 2008/09 to be passed to Finance section.	SMcC	Complete	Chief Executive's office will ensure that documents are passed to Finance Section.
28.01.09-004	Provide Lucia with feedback on the higher variances between 08/09 and 09/10 budgets by Monday 2 February	TE		Information provided. Response to DVLA on the 10 th February who have conformed a vehicle licensing budget for DVA of £14m for 09/10.
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	Ongoing	Ongoing contact with DOE HR. Up to date position will be presented to SMB
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		

Next Meeting: **Date: 26 February 2009**
Time: 10:00.
Venue: Corporation Street, Belfast.

Prepared by: **Anne Smiley**