



**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 Contract Management**

- 1.1 D Craig, Director of Corporate Services presented a paper to the Board detailing options for the management of the Agency's contracts. (including service level agreements).
- 1.2 The Board agreed, in principle, to option 3, retention and enhancement of the current management arrangements with additional centralised in-house expertise, to ensure the fundamentals of contract establishment and management are consistent throughout.
- 1.3 Further work is now required in taking this option forward, including the identification of staff with the necessary skills and the consideration of further training in this area of work, across the Agency.

**2 Vehicle Testing – Summer Waiting Times.**

- 2.1 T Dawson, Director of Vehicle Testing, outlined the plans for managing Vehicle Testing during the summer period.

2.2 The Board welcomed the plans to maintain the service within the targets times in all centres, throughout the summer months.

### **3 Staff Satisfaction Action Plan.**

3.1 J MacLennan outlined the detail of an action plan emanating from the 2008 DVA Staff Satisfaction Survey, concentrating particularly on the suggestions put forward by the Agency Focus Group.

3.2 The Board agreed to the following proposals:

- A programme will be set up for the Grade 6s & 7s to brief staff on current issues either as a standalone event or as part of the regular team brief.
- A pilot exercise will be considered to allow for short term job exchanges.
- Team building events could possibly be combined with the ongoing charity events.
- A job rotation policy is being developed within the Agency.
- To consider compiling a skills matrix for the Agency.

3.3 There was some discussion around HR Connect and the impact that this has had for line managers. Mr Magee asked J MacLennan to speak with a few line managers to ascertain what the key issues are as a result of the introduction of HR Connect.

**Action 1. DW/ S McC/ J McL**

3.4 Julie also agreed to look at the new process being introduced by HR Connect for dealing with staff vacancies.

**Action 2. DW/ S McC/ J McL**

### **4 Code of Conduct & Conflict of Interest.**

4.1 The Board approved the DVA Code of Conduct & Conflict of Interest policy and will expect strict adherence to the policy. A copy of the policy will be passed to TUS and circulated to staff.

## **5 Minutes of Previous Meeting.**

- 5.1 The minutes of the meeting on 26 February 2009 were agreed.

## **6 Balance Scorecard.**

- 6.1 The strategic business objectives within the scorecard were reviewed and discussed.
- 6.2 A line to take is being compiled for the testing of American Stretched Limousines and Quads.
- 6.3 A project brief is soon to be produced on the re-introduction of emission tests. A project manager is to be appointed.
- 6.4 The Board noted the status of the Information Management Data Security action plan. D Wilson to circulate the detail of the recommendations to the Group Directors.

**Action 3. DW**
- 6.5 Mr Magee requested that encryption package should be installed on the laptops of the enforcement team immediately.

**Action 4. BC**
- 6.6 Issues to be addressed at the forthcoming DP/SO workshop are to include the Corporate & Business plan, challenges facing the Agency, strategic review, fraud, MOT2 and efficiency planning.

## **7 Corporate & Business Plan 2009/2012**

- 7.1 C Berry, Director, Finance Testing provided detailed supporting papers for the trading fund budget for the period 2009/10 through to 2012/13. He set out the budget process used to compile the three ministerial targets and updated the Board from the draft position presented at the February Board meeting. The trading fund budget had been updated with more recent volumes, the impact of ongoing CPC costs and the anticipated delay in staff recruitment. The Board approved the trading fund targets for 2009/10.

8 Based on the information provided on Testing Finance and the presentation to the February SMB in respect of Licensing Finance, the DVA Corporate and Business Plan 2009-12 was approved in draft and will be sent to DOE, Road Safety Division, DVLA and TUS for comment.

## **9 Management Information Report (MIR)**

9.1 The Board noted the content of the MIR.

9.2 In the Corporate Governance report, the Board noted the positive progress of the audit recommendations. The new risk on the risk register no longer needs to be included. Risk No.5 needs to be re-worded to include the potential increase to driver fees.

9.3 D Wilson agreed to check the position regarding the 'White, Young, Green' report on the condition of the Driver Licensing accommodation.

### **Action 5. DW**

9.4 The Board requested further analysis of the information held on Agency mileage and flights.

### **Action 6. DW**

9.5 The Board agreed that the staffing position of PTO grades in the test centres should be considered to fill posts in the enforcement team.

### **Action 7. DW**

9.6 Finance – Licensing.

L O'Connor, Director of Finance, Licensing provided a summary finance report to the Board for February 2009.

8.7 The Board were advised that there is room for improvement in the prompt payment of invoices target of 10 days. is poor. Staff are reminded to action all invoices as soon as possible on receipt. When staff are unavailable, they should ensure that a substitute has been put up on the SAP system.

## **10 Matters Reserved for Board Approval.**

10.1 In response to new staff proposals T Evans reminded the Board of the Vehicle Licensing deficit of £100k and the pressure on Driver Licensing finances. He said that he could not endorse the creation of new "back-office" posts when funding for frontline, customer-facings posts was constrained.



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. Due to be completed May 2009.
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 & Safety website (Driving for work) for guidance.	DC / DW	Ongoing	H&S Executive policy on driving at work has 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	Complete  Ongoing	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. Table to

				be revised and represented after discussions with business areas
28.01.09-005	Prepare a project mandate for DSCT for the next Change Programme Board meeting.	BR/TH	Complete	
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 <sup>th</sup> February.
26.02.09-002	To provide a report on the review of the procedures processes in taxi licensing section.	TE	Ongoing	Review has not yet commenced due to resourcing and other difficulties
26.02.09-003	To provide a note to Mr Magee regarding the learning to drive strategy for the MAB.	BR	Ongoing	DSA announcement scheduled to take place on 21 April. Meeting with RSD/DVA arranged for 30 April. Meeting with DSA 6 May 2009.
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	Complete	Submission drafted and approved – awaiting clearance from press office.

26.02.09-006	A revised report due on testing demand in summer 2009.	BR/KR	Closed	T Dawson made presentation at March Board meeting.
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 delivered to VLLO staff.
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		Licensing - Selected staff maintaining an activity log during April Testing- report provided to S McClean
26.02.09-010	To obtain statistics from HR Connect on the amount of special leave granted	DW/SMcC	Ongoing	Matter has been taken up with DOE HR
26.02.09-011	To prepare a project brief for the replacement accountancy system.	DW	Complete	Project was prepared and presented to CPB on 1 <sup>st</sup> April.
26.02.09-012	To prepare a project brief for the re-introduction of DSCT.	BC		Project brief to be presented at the April CPB.
26.02.09-013	To provide feedback to David Wilson on the strategic key challenges.	All Directors	Complete	Strategic challenges updated in draft C&B Plan.

26.03.09-001	To discuss the impact of HR Connect with line managers	DW/SMcC/JMcL	Complete	Discussion has taken place and complaints have been summarised to DOE HR
26.03.09-002	To consider the new process for dealing with staff vacancies	DW/SMcC/JMcL	Complete	New form for HR connect and SMB has issued as ADM.
26.03.09-003	To circulate the recommendations from the Information Management Data Security action plan.	DW	Complete	Report circulated to SMB members on 9 April
26.03.09-004	To have encryption packages installed on the laptops of the enforcement teams	BC		Rolling programme of upgrading of Laptops commenced - to be completed end of April.
26.03.09-005	To check the position regarding the White, Young, Green report on the condition of the Driver Licensing accommodation	DW	Complete	Report has now been received and is being considered.
26.03.09-006	To provide further analysis of Agency mileage + flights	DW	Ongoing	Consideration is being given to separation of essential training from other types of travel.
26.03.09-007	To consider filling posts in the Enforcement team with PTO grades from the Test Centres	DW	Ongoing	Initial meeting held between Operations and Enforcement Management. 14 postholders have been identified.

**Next Meeting:**                      **Date: 23 April 2009**  
**Time: 10:00.**  
**Venue: RTLD, Corporation Street, Belfast.**

**Prepared by:**                      **Anne Smiley**