



Present:

Mr S Duncan	Chief Executive (Chair)
Mrs B Cosgrove	Group Director Drivers, Business Transformation and Enforcement
Mr T Evans	Group Director Driver, Vehicle and Road Transport Licensing
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 A Smiley	Secretary

Stanley Duncan welcomed the Board members to his first Strategic Board meeting as Chief Executive of DVA. He acknowledged the excellent performance of the Agency to date.

1 Corporate Services Review.

1.1 Grace McGuinness provided an update on the Corporate Services Review which is ongoing within DOE. Ann McCabe and Grace, who are part of the review team, will attend a workshop on 11 December at which options and models for delivery of service will be explored.

Grace will keep Board members informed of developments.

1.2 Performance Review.

Grace advised the Board of the detail and progress to date on the performance review of the contract with Romaha. Following discussion, Grace agreed to:-

- a) Review contingency plans
- b) Explore the availability of other suppliers
- c) Seek SIB guidance on contingency arrangements
- d) Seek approval for further legal & financial advice
- e) Revise the letter to Romaha and issue on 26 Nov.

The Chief Executive thanked Grace for her work to date. He emphasised the need for the right solution for the Agency and

agreed that the Agency would take whatever action is required to achieve this.

2 BSP Email and Text Message Notification.

- 2.1 The Board agreed to proceed with the necessary changes to the legislation to facilitate improvements in the BSP system and achieve efficiencies. The change will allow for the introduction of email and text message notification from the booking system for vehicle and driver tests.

3 Minutes of the previous meeting.

- 3.1 The minutes of the meeting on 30 October 2009 were agreed and the outstanding actions reviewed.

4 Management Information Report (MIR).

- 4.1 The Board noted the content of the MIR.
- 4.2 Lucia O'Connor provided an update on the Finance (licensing) position at October 2009. Performance in all areas continues to be on target except for the efficiency target.
- 4.3 Lucia agreed to speak with DVLA and DFP regarding the funding of the Equal pay settlement. **Action 1: DW/LO'C.**
- 4.4 It was agreed that a paper setting out the various options for Drivers Fees, would be prepared for discussion with the Minister. **Action 2: LO'C/DW.**

5 Balanced Scorecard.

- 5.1 The strategic business objectives within the scorecard were reviewed and noted.
- 5.2 The Chief Executive highlighted the need for clear links between the strategic objectives and staff personal performance plans.

6 Trading Fund Presentation.

- 6.1 Shirley Archibald delivered a presentation to the Board setting out the options for funding including the requirements of trading fund, the process and the issues involved.

6.2 The Board agreed that whilst it might be desirable for some Agency functions to be in a trading fund, the Agency is not yet in a position to move towards trading fund.

6.3 Shirley agreed to summarise her presentation on a matrix to allow the Board to review critical issues.

Action 3: DW/SA.

7 SMT Agenda & SMB workshop.

7.1 David Wilson outlined the agenda for the strategic management team meeting on 9 December 2009. (Corporate & Business Plan 2010 -2013). David agreed to circulate the strategic agenda to G7s in preparation for the meeting. **Action 4: DW.**

7.2 The Board agreed on the agenda for the SMB workshop on 15 December.

8 Approved Driving Instructors – Publicity Campaign.

8.1 The Board approved the business case for £10k for a publicity campaign to promote the use of Approved Driving Instructors.

9 A.O.B.

9.1 Customer Satisfaction Survey.
Early indications from the 2009 DVA Customer Satisfaction Survey show an overall satisfaction level of 96.8%. This is an excellent achievement. A more detailed analysis will be available in January 2010.

9.2 The Board noted the excellent presentation given by Lee Dodds at the recent Senior Civil Service seminar.

10 Progress of NI Direct.

10.1 Colm Shannon, Jim Hamilton and Kathryn Houston attended the meeting to provide an update on NI Direct. Colm explained the current position with NI Direct, how it is working and the opportunities available to DVA.

10.2 Kathryn went on to explain Phase 2 of NI Direct.

10.3 The Board noted the excellent work to date of Geraldine Campbell, the DVA Franchise Manager.

11 NI Direct – DVA.

11.1 Heather Douglas advised the Board of the DVA activity and progress on NI Direct to date, including the way forward.

11.2 The Board agreed the following:-

a) A web editorial team to progress NI Direct within the Agency. Heather to supply terms of reference to Board members.

Action 5: DW/HD.

b) Funding to be made available for a franchise manager.

c) A review process within business units needs to be in place.

Bernie Cosgrove and David Wilson will discuss the maintenance / update of the site and how best to resource this function.

Action 6: DW/BC.

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	Alternative method initiated. Customers at Local Vehicle Licensing Offices are being asked to show their driving licence and confirm if details on it are still up to date. Survey being carried out between October and December .
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.	TH / 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	Report completed and being considered
27 August 2009 - 002	Draw up terms of reference for service delivery strategy.	DW	Ongoing	Terms of reference have been prepared in draft form. Awaiting decision on licensing.
27 August 2009 - 003	Provide report on the nature and volume of calls received in the technical and enforcement sections.	BR / BC		
25 September 2009 - 001	To review the costings and transactions of the Drivers fee accounts and produce a paper for the Minister / Environment Committee.	TE/L'OC	Ongoing	Review of costs completed and agreed with C/E. Discussion held with senior management and basis of submission to Minister agreed.
25 September 2009 - 002	Produce an action plan for the completion of the enforcement (testing) strategy, including plans for a revised strategy.	BC / JM		
25 September 2009 - 004	To check the timings for the work to be carried out to the Driver Licensing building and the impact for staff.	DW	Complete	Work complete.
30 October 2009 - 001	<ol style="list-style-type: none"> 1. to arrange Health Works training for the staff in Corporation St and Balmoral RD. 2. To consider the purchase of corporate clothing for the driving examiners. 3. to share the information in App 2 with Romaha, ensuring that action is taken to correct the issues raised. 4. to introduce hearing tests for all new staff 	DW / GC	Ongoing	<ol style="list-style-type: none"> 1. Significant programme of work undertaken. 2. Will be actioned on request. 3. Undertaken 4. To be clarified with OHS. 5. Under consideration. Estimation will not be easy

	who commence work in the test halls. 5. assess the risks and potential liability in relation to the noise levels in the test halls.			
30 October 2009 - 002	Develop a training programme on 'staff wellbeing' for delivery to staff within the Agency	DW / TH	Ongoing	Work has commenced.
26 November 2009 - 001	L O'Connor to speak with DVLA + DFP re the funding of the Equal Pay Settlement	DW/L O'C	Complete	Information received from DOE. DVLA advised.
26 November 2009 - 002	Prepare a paper setting out options to deal with the shortfall in Drivers Fees	DW/L O'C	Complete	Paper prepared and meeting held.
26 November 2009 - 003	To prepare a matrix summarising the Trading Fund presentation	DW/SA	Ongoing	Prepared in draft
26 November 2009 - 004	To circulate the strategic agenda to G7s in preparation for SMT	DW	Complete	Documents circulated.
26 November 2009 - 005	To let SMB have TOR for the NI Direct web editorial team within DVA	DW/HD	Complete	Document issued on 16 December
26 November 2009 - 006	To discuss the support necessary to update / maintain NI Direct site	DW/BC		

Next Meeting: **Date:** **22 December 2009**
Time: **10:00.**
Venue: **Corporation Street, Belfast.**

Prepared by: **Anne Smiley**