



Present:

Mr B Magee	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
Mrs A Smiley	Secretary

Apologies:

Mr N Brady Non – Executive Director

1. DOE HR Business Partner.

- 1.1 John Small attended the meeting to provide an update on HR Connect issues.
- 1.2 John advised the Board of the review of Corporate Services within DOE. DVA will have 2 representatives on this project.
- 1.3 John provided an update on the filling of vacancies. Requests to fill vacancies need no longer be forwarded to the Departmental Board for approval but resources should be managed with the new reduced baselines for 2009/10 and consideration given to the implications for 2010/11.

2. Work-bridge Programme.

- 2.1 DOE HR is planning to extend the Work-Bridge programme to all DOE staff who have been off work for more than 3 months.
- 2.2 The Board agreed to the participation of DVA in the programme and agreed to the funding being made available for staff use of the programme.

3 Health & Safety – 6 monthly report.

- 3.1 Gary Carson presented the H&S report for the period April to September 2009.
- 3.2 The Board noted the report and asked Gary to consider a number of actions:-
- 1 To arrange 'Health Works' training for the staff in Corporation Street and Balmoral Road.
 - 2 To consider the purchase of corporate clothing for the driving examiners.
 - 3 To share the information contained in Appendix 2 (Zurich host inspections July to September 2009) with Romaha and ensure that action is taken to correct the issues raised.
 - 4 To introduce hearing tests for all new staff who commence work in the test halls.

Action 1. DW/GC

- 3.3 The Board noted the excellent 'Premises Officer' work being done by Rosin Troy in Mill House. This is the first DVA site to date with 100% compliance with fire safety requirements.

4 The NI Quality Award Process.

- 4.1 The Board noted the paper by Christine Casey, outlining the process for the NI Quality Award.
- 4.2 The Board agreed that the assessment team from the Centre for Competitiveness should be invited to give feedback on the final report produced for the Agency.

5 Minutes of the previous meeting.

- 5.1 The minutes of the meeting on 24 September 2009 were agreed and the outstanding actions reviewed.

6 Management Information Report (MIR).

- 6.1 The Board noted the content of the MIR.
- 6.2 Colin Berry provided an update on the Testing Finance position at September 2009.
- 6.3 The Board noted the positive financial position.

- 6.4 Colin advised the Board on a budget of £200K that has been made available for one-off non recurring revenue expenditure. It was agreed that the Minister should be invited to re run the campaign to encourage the use of approved driving instructors (ADI) up to a maximum of £10,000 expenditure. He also explained that the Theory Test may incur additional cost to rectify debit card use.
- 6.5 The filling of the vacant posts in Enforcements (Testing) was discussed and it was agreed that these should now be filled on the basis of the confirmed baseline budget for 2010/11.
- 6.6 It was agreed that a workshop should be arranged to look at the issues surrounding the expansion of trading fund.
- 6.7 The Board noted the Licensing Finance report for September 2009. Performance is good with a particular improvement noted in the efficiency target.
- 6.8 The risk register was reviewed with two new risks to be escalated.
- 6.9 The Information Commissioners Report has been received and recommendations will be taken forward.

7 The Balanced Scorecard.

- 7.1 The strategic business objectives within the scorecard were reviewed.

8 Matters Reserved for Board Approval.

- 8.1 The Board approved the Business case (option 5) for the procurement of a Larne weighbridge hut.

9 A.O.B.

- 9.1 Lift – Balmoral Road.
The Board noted the further update on the need for a lift to be provided at Balmoral Road. The Board deferred any decision until the new Chief Executive is settled in post and has considered wider accommodation requirements.

DVLA plan to give a presentation on 'lean' type efficiency review. D Wilson agreed to discuss with Christine Casey regarding attendance at this presentation.

- 9.2 Board approval was given for the development of a training programme on 'staff well being' for delivering to staff within the Agency. **Action 2: DW**
- 9.3 Trevor Evans, on behalf of the SMB, thanked Mr Magee for his work in the Agency and wished him a long and happy retirement.
- 9.4 Mr Magee said he was privileged to have been the Chief Executive of this organisation. He thanked the Board for their loyalty and support as well as the quality of work that was produced.

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.	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	Final version of the report will be issued in November
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		
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. Draft submission on fees being prepared for discussion with C/E
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	Ongoing	Work commenced in line with agreed start date. Significant progress made and is on target for completion on the 16 th November
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. 	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

	<p>4. to introduce hearing tests for all new staff who commence work in the test halls.</p> <p>5. assess the risks and potential liability in relation to the noise levels in the test halls.</p>			
30 October 2009 - 002	Develop a training programme on 'staff wellbeing' for delivery to staff within the Agency	DW / TH	Ongoing	

Next Meeting: **Date:** **26 November 2009**
Time: **10:00.**
Venue: **County Hall, Coleraine.**

Prepared by: **Anne Smiley**