



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 N Brady	Non – Executive Director
Mrs Anne Smiley	Secretary

Apologies:

Mr D. Wilson	Group Director Finance & Corporate Services
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1. DOE HR.
 - 1.1 John Small DOE HR, updated the Board on the position within HR Connect and in particular the latest strand to go live, i.e. internal recruitment and vacancy management.
 - 1.2 Mr Small advised Board members that all vacancies (including current vacancies) have to be put onto the HR Connect system by completing the relevant HR forms online. A recent circular issued by DVA workforce planning section emphasises this message.
 - 1.3 B Rooney emphasised the urgency in getting the Deputy Centre Manager competition resolved. J Small acknowledged the concerns raised and S McClean will progress this area with T Dawson.
Action 1: S McC.
 - 1.4 John Small agreed to obtain information for the Board on the following areas:-
 1. HR Connect dates and timetable for competitions.

2. A report for the Agency detailing cases being investigated on equality issues.
3. Details of the communication strategy for the equal pay issue.

Action 2: DW/SMcC.

1.5 The Agency provides a report to DOE HR on a monthly basis summarising the areas of complaints within the Agency.

2 NI Direct.

2.1 The Board endorsed the project mandate to progress the development of the motoring franchise on NI Direct. DVA is responsible for the motoring franchise within NI Direct.

3 Testing Capacity Report.

3.1 Jonathan Furphy provided the Board with an update on the position for future testing capacity for DVA. The position has not changed from the initial report produced in December 2008. Belfast centre has an immediate capacity pressure in 2010/11. Non capital spend options remain to be considered.

3.2 The Board noted the report. The position will continue to be reviewed on a quarterly basis.

4 Testing – Finance.

4.1 Colin Berry gave an update on the Testing Finance position. The final figures are not yet available for the end of the financial year, however, Colin reported a positive outlook with all financial targets being met.

4.2 There was discussion around the funding of the CPC project. Mr Magee asked for the submissions on CPC to be circulated again to Board members.

Action 3: DW/AS.

4.3 The Board agreed that it would be useful to have a presentation on all Testing fees.

Action 4: DW/CB.

5 Minutes of the previous meeting.

5.1 The minutes of the meeting on 26 March 2009 were agreed and outstanding actions reviewed.

5.2 **Action 22.11.07-003.**

The Information Commissioners audit staff will visit the Agency in June 2009. It was agreed to check the position regarding the Agency's retention & disposal policy on paper and electronic documents.

Action: DW/DC.

5.3 Action 26.3.09-007.

The need to move PTOs into enforcement should proceed as soon as possible. It may be necessary to seek legal advice with regards the move, including the option to fill the DCM posts with PTOs.

Action: DW/SMcC.

6 Balanced Scorecard

6.1 The strategic business objectives within the scorecard should be reviewed to ensure that all relevant issues are included.

6.2 The Board acknowledged the very positive position in all areas within the scorecard at year end.

6.3 The 2009-10 scorecard should be reviewed to ensure that all relevant issues are included.

6.4 The performance review is due to be complete in June 2009. The Board have requested a presentation on the report. A presentation is to be arranged for Mr Peover and Mr Duncan is to be invited also.

Action 5: BR.

6.5 The ADI section policy should be reviewed with regards to AccessNI fees to ensure it aligns with DVA policy.

Action 6: BR.

7 Management Information Report.

7.1 The Board noted the content of the MIR and the very good overall performance at year end.

7.2 Colin Berry provided an update on Corporate Governance. Audit reports are due for Vehicle Licensing, Driver Licensing and Driver Vehicle Testing.

8 Matters reserved for Board approval.

8.1 The EO1 post for DVA customer services was approved.

- 8.2 Board approval was given to the DVA NIDLS change request DP146.
- 9 A.O.B.
- 9.1 There was some discussion around the volume of calls received from MLA's and also on technical queries. It was agreed that a monitoring system should be set up to monitor the nature and volume of calls received by the technical and enforcement sections and also the number of cases received from MLA's
Action 7: BR/BC/DW.
- 9.2 B Rooney will reply, on behalf of the Agency, to the PSG sub-group on the reform benefits realisation. **Action 8: BR.**

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	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.
	To check the position regarding the Agency's retention and disposal policy on paper and electronic documents	DW/DC	Closed	
19.12.07 – 001	DL1 application form to be reviewed	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 have provided 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. Due to be completed end 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	Closed 23/04/09	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	Closed 23/04/09	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	<p>To check the number of invoices for each grade level for delegation limits.</p> <p>To explore the options of changing the delegation limits.</p>	LO'C	<p>Complete</p> <p>Ongoing</p>	<p>Details have been recorded and will be presented to the February SMB</p> <p>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</p>
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	Closed 23/04/09	
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	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	Complete 6/05/09	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 be 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 st 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. On hold pending outcome of Review of MOT2 Contract.
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	Ongoing	Rolling programme of upgrading of Laptops commenced – 17 of 23 have been upgraded, awaiting 3 staff to return laptops for upgrading and 3 staff on sick absence so laptops not available.

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	Complete	Further analysis has been undertaken.
26.03.09-007	To consider filling posts in the Enforcement team with PTO grades from the Test Centres	DW	Complete	Initial meeting held between Operations and Enforcement. Enforcement are not content that this is a viable solution
23.04.09-001	To progress the competition with HR Connect for deputy centre managers	DW/SMcC	Ongoing	Update will be provided to May SMB
23.04.09-002	To await the following information from DOE HR <ul style="list-style-type: none"> 1. Competition timetable 2. report on equality issues 3. communication strategy for equal pay issue 	DW/SMcC	Ongoing	Update will be provided to May SMB
23.04.09-003	To circulate the CPC submissions to board members	DW/AS	Complete	Circulated on 13 th May 2009.
23.04.09-004	To arrange a presentation for the board on all testing fees	DW/CB	Ongoing	Will make a presentation to the June SMB.
23.04.09-005	On receipt of the performance review to arrange a presentation to the board and include Mr Peover and Mr Duncan	BR/GMcG	Ongoing	Scheduled for 17 June 2009. Mr Duncan was invited also.

