



Present:

Mr B. Magee	Chief Executive (Chair)
Mr T. Evans	Group Director Licensing Operations
Mrs B. Rooney	Group Director Driver & Vehicle Testing and Standards
Mr N Brady	Non – Executive Director
Mr D. Wilson	Group Director Finance & Corporate Services
Mrs Anne Smiley	Secretary

Apologies:

Mrs B. Cosgrove	Group Director Drivers, Business Transformation and Enforcement
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1A Joint customer satisfaction survey.

- 1.1 Dermot Donnelly (NISRA), Jonathan Furphy and Heather Douglas presented a paper recommending the first single DVA customer satisfaction survey.
- 1.2 The content of the questionnaire was discussed in detail and agreed, including the requirements of section 75 and Customer Service Excellence.
- 1.3 The joint survey will reduce costs from over £55k to approximately £22k. A final draft will be produced and copied to the Board.

1B HR Connect

- 1.4 Seamus McClean provided an update to the Board on HR Connect issues.
The EDW pay issues have been escalated and are to be resolved as a matter of urgency.

- 1.5 Mr Magee will issue a letter to the staff affected within the next few days. A copy of the letter will be included in the Combined Times.
- 1.6 Staff should be reminded to use the complaints procedure on HR Connect to record any problems.

2 Health & Safety – Annual Report

- 2.1 The Board received a report on the Agency Health & Safety performance during 2008/09. It was agreed to defer discussions on the report until the next Board meeting when Gary Carson would be available.
- 2.2 The Board stipulated that any new changes being introduced in the Agency must first be Health & Safety assessed.
- 2.3 It was agreed that Board members should be made aware of all imminent court cases at the earliest stage.
Any evidence being produced to the court must be approved at G7 level.

3 Finance - Licensing

- 3.1 Lucia O'Connor advised the Board of the financial outturn for year ended 09. Lucia reminded the Board of the financial pressures facing the Agency and in particular the need for more accurate forecasting.
- 3.2 The Board agreed that the Finance Directors should be invited to each of the Directorate Group meetings in June to review the forecasting and budgets required.

Action 1: All Group Directors.

4 Lift at Balmoral

- 4.1 The Board discussed a paper about the installation of a lift at Balmoral Road. It was decided to check if there was a legal requirement to have a lift in the building. A business case should be completed and further fact-finding undertaken to establish if the facility could be provided at a lower cost.

Action 2: DW/DC.

5 Minutes of previous meeting

5.1 The minutes of the meeting on 23 April 2009 were agreed and outstanding actions reviewed.

5.2 Action 22.11.07-003.

D Wilson agreed to circulate the terms of reference for the Information Commissioner's Audit. **Action: DW/DC.**

5.3 Guidance will be reissued on the retention and disposal policy and a pre audit of Driver Licensing Division completed if possible.

Action: DW/DC.

5.4 Action 26.2.09-009.

Seamus McClean will coordinate a report about the increase in workloads for line managers, as a result of HR Connect, in preparation for a meeting with core. It was acknowledged that this would probably be consistent across the Agency.

Action 4: DW/SMcC.

5.5 Action 26.3.09-003.

David Wilson will re-circulate the recommended actions from the Information Management Data Security action plan.

Action: DW.

5.6 Action 23.04.09-006.

Stephen Monaghan to liaise with Ann McCabe regarding the review of AccessNI policy for Drivers.

Action: TE/BR.

6 Balanced Scorecard.

6.1 The Strategic Business Objectives within the scorecard were reviewed. The 2009/10 scorecard is still at an early stage and requires further advice and guidance on priorities from Road Safety Division.

6.2 It was considered sufficient to produce Annex 1 on the scorecard on a 6 monthly basis.

7 Management Information Report.

7.1 The Corporate Governance report was noted by the Board.

- 7.2 The corporate risk register was reviewed and the following amendments agreed:-
- Risk 1: to be given a more general description with medium priority and medium impact.
 - Risk 7: to be recorded on the Operations risk register
 - Risk 8: to be discussed with B Cosgrove.
 - Risk 9: to be removed.
 - Risk 10: to be discussed with B Cosgrove.
 - Risk 11: to be moved to the operations directorate risk register.
- 7.3 The annual figure for compensation / ex gratia payments, including the detail of the cases should be made available to the Chief Executive in advance of the Information Commissioners audit. **Action 3: DW/HD.**

8 Matters Reserved for the Board.

- 8.1 G7 Compliance & Enforcement.
The reclassification of this post was not approved pending an independent review of the following posts:-
G7 Compliance & Enforcement.
G7 Driver and vehicle Testing Operations.
G7 Vehicles Technical Policy & Standards.
- 8.2 Approval was given for 2 HPTO supervising examiners for Driver Policy & Standards Directorate.
- 8.3 EO1 post, Communications Unit / Chief Executive's Office not approved.
AO post, Workforce Planning not approved.
- 8.4 Temporary EO1, EO2 and AO posts for Graduated Fixed Penalty and Deposit Scheme (GFP&DS) project approved. An internal trawl will be issued.

9 A.O.B.

- 9.1 An interest circular is to be issued for the PTO vacancies in the Enforcement Section. **Action 4: DW.**
- 9.2 The Annual Report and Accounts as circulated to SMB members and approved by the Audit Committee would shortly be signed by Brendan Magee. Any further comments should be forwarded to Christine Casey.

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	Complete	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	Complete	Report tabled at June meeting.
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. 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.
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 Complete	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
26.02.09-002	To provide a report on the review of the procedures processes in taxi licensing section.	TE	Ongoing	Review commenced in mid- May and will report at the end of August
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	complete	A conflict of interest session is being arranged for enforcement. Fraud awareness training was delivered to VLLO staff on 15 th June

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	Ongoing	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	Completed	
26.02.09-010	To obtain statistics from HR Connect on the amount of special leave granted	DW/SMcC	Ongoing	DOE HR have indicated that they do not hold statistics. They are trying to get information from HR Connect.
26.02.09-012	To prepare a project brief for the re-introduction of DSCT.	BC	On hold	Project brief to be presented at the April CPB. On hold pending outcome of Review of MOT2 Contract.
26.03.09-004	To have encryption packages installed on the laptops of the enforcement teams	BC	Complete	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. All laptops have been upgraded.
23.04.09-001	To progress the competition with HR Connect for deputy centre managers	DW/SMcC	Complete	Update provided to May SMB
23.04.09-002	To await the following information from DOE HR <ol style="list-style-type: none"> 1. Competition timetable 2. report on equality issues 3. communication strategy for 	DW/SMcC	Complete	Update provided to May SMB

	equal pay issue			
23.04.09-004	To arrange a presentation for the board on all testing fees	DW/CB	complete	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	complete	Scheduled for 17 June 2009. Mr Duncan was invited also.
23.04.09-006	To review to the AccessNI policy within the ADI section	BR	Ongoing	Review to be planned.
23.04.09-007	To monitor the volume and nature of calls received by the technical and enforcement sections	BR/BC/DW	Ongoing	Monitoring template to be developed by Operations/ Enforcement
28.5.09-001	The finance directors are to be invited to the directorate group meetings	All Group Directors	Complete	Arrangements being taken forward.
28.5.09-002	To complete a business case for the installation of a lift at Balmoral Road	DW/DC	Ongoing	Business Case being developed
28.5.09-003	To provide the Chief Executive with the annual figure/detail for compensation / ex gratia payments	DW/HD	Complete	Information in respect of testing and licensing forwarded to Chief Executive
28.5.09-004	Issue interest circular for the PTO vacancies in Enforcements Section	DW/SMcC	Ongoing	Further discussion between Enf. And Ops.

Next Meeting: **Date: 24 June 2009**
 Time: 10:00.
 Venue: Corporation Street, Belfast

Prepared by: **Anne Smiley**