



**Present:**

Mr B. Magee	Chief Executive (Chair)
Mrs B. Cosgrove	Group Director Drivers, Business Transformation and Enforcement
Mrs B. Rooney	Group Director Driver & Vehicle Testing and Standards
Mr D. Wilson	Group Director Finance & Corporate Services
Mrs Anne Smiley	Secretary

**Apologies:**

Mr T. Evans	Group Director Licensing Operations
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 Swine Flu  
John explained that revised guidance surrounding the issue of Swine Flu has been received from CHR (formerly CPG) and will be available on the DOE intranet from 23/7/09. A meeting is also being held on 23/7/09 to further discuss Health & Safety, Business Continuity plans and Absence Management in relation to Swine Flu. Further details will be issued by Alex Boyle.

1.3 Vacancies  
The Department continues to experience funding difficulties. The Departmental Board will consider what, if any savings can be made by not filling existing vacancies on a permanent basis and what impact this may have for the agencies.  
The Board agreed that since DVA is partly funded by Trading Fund and part by DVLA, there would be minimal impact for DVA. DVA's policy is to run with a 5-10% vacancy level using temporary staff.

1.4 Complaints  
HR Connect are currently dealing with 4 dignity at work cases, from DVA and 3 informal cases as well as 1 grievance and 2 disciplinary cases.

- 1.5 The Board agreed that a template of the information required from John Small will be made available for future meetings.

**Action 1: DW/SMcC.**

- 1.6 There were some concerns that the EDW payroll system may not be sorted for the July pay, despite assurances given by Tommy O'Reilly.

John Small agreed to speak with Tommy O'Reilly on his return to the office.

- 1.7 It was acknowledged that the Learning & Development phase of HR connect is working well.

## **2 Minutes of the previous meeting.**

- 2.1 The minutes of the previous meeting on 24 June 2009 were agreed and the outstanding actions reviewed.

## **3 Management Information Report (MIR),**

- 3.1 Jonathan Furphy presented a report summarising key information in the MIR.

The objective is to produce a report in a format that is more user friendly, easier to analyse and help identify trends.

- 3.2 It was agreed that other key areas of information could also be added to the report such as, RTLD, Finance, Sick absences, Health & Safety, IT and Quality. Jonathan will also consider the information that is currently being produced for DVLA and the format used.

- 3.3 Finance licensing.

Siobhan Lynn presented the DVA licensing Finance report for June 2009. All areas are on target except for the Driver fee account which is forecasting a deficit of £1.3m and the efficiency target is forecasting an inefficiency of -8.53%.

- 3.4 Hospitality

The Board reviewed the policy on hospitality provided by the Agency. It is important that in the particular circumstances which permit hospitality to be provided by the Agency the guidance is followed and that prior approval has been obtained. A note will

be included in Combined Times advising of links to the relevant circulars.

## **Action 2: DW**

3.5 Approval at grade 7 level must be sought prior to any hospitality event.

3.6 The Board noted the Corporate Governance report, including the progress on audit recommendations, the position regarding fraud incidents and the risk register.

3.7 The Board noted the progress that has been achieved by the Customer Services team.

### **4 Efficiency Monitoring Report.**

4.1 Jonathan Furphy presented the DVA efficiency monitoring report for the quarter ending June 2009. The report provided an analysis on how the Agency is performing both at a global and directorate level.

### **5 Balanced Scorecard.**

5.1 The strategic business objectives within the scorecard were reviewed.

### **6 Public & Staff Engagement Strategy.**

6.1 The Board endorsed the public engagement strategy.

### **7 Innovation Project.**

7.1 The Board approved a proposal to work with the Centre for Competitiveness to improve service delivery within an area in Licensing.

### **8 Matters reserved for board approval. None.**

### **9 A.O.B.**

#### **9.1 Presentation – Permanent Secretary.**

The new Permanent Secretary, Leo O'Reilly will visit the Agency on 11 August 2009. The necessary reports / papers will be coordinated by the Chief's Office and sent to Mr O'Reilly in advance of his visit.

- 9.2 The Minister and Permanent Secretary will be invited to a roadside enforcement operation.
- 9.3 PTOs  
There is an urgent need to fill the Enforcement vacancies.  
An interest note should be issued to all PTOs, seeking volunteers to fill vacant posts in the Enforcement Section.
- 9.4 The Testing Operations Directorate should explore the possibility of filling Deputy Centre Manager posts from the current list of PTOs.

It was agreed that in future generic boards / trawls should be arranged to fill technical posts across the Agency.

## **10 Health & Safety Reports.**

- 10.1 David Craig and Gary Carson attended the meeting and presented the following reports:-  
Health & Safety Annual Report.  
Gary explained the detail of the litigation cases.  
There was concern as to who is carrying out quarterly inspections in each of the buildings to ensure that risk assessments are being done. Gary will follow up on the inspections. **Action 3: DW/GC.**
- 10.2 H & S progress report (June 09).  
An incident management team will be set up within the Agency to consider the priorities for and action required within DVA in the event of a Swine Flu pandemic.
- 10.3 In the absence of suitable driving test accommodation in Londonderry, the Board requested that the position regarding Waterside House should be reviewed again. **Action 4: DW/DC.**
- 10.4 Customers slipping in DVA Test halls.  
The Board noted the recommendations within the report and agreed that these should be implemented as far as possible.
- 10.5 Unacceptable customer behaviour policy.  
The Board endorsed the policy and agreed that the posters included should be issued to all offices within DVA.

## Outstanding Actions

Ref	Action	Who	When	Review/Comments
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.
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 subject to supplementary guidance being available regarding risk assessment. A draft Generic Risk

				Assessment is being prepared and both documents are expected to be published by 31 August 2009. 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	Review commenced in mid- May and will report at the end of August
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	Was awaiting resource but could be taken forward shortly.  Is being considered.
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	complete	Monitoring underway in Operations Testing and VTPS and Enforcements.
28.5.09-002	To complete a business case for the installation of a lift at Balmoral Road	DW/DC	Ongoing	PSD has been asked for advice viz: DDA issues. Business Case to be developed
28.5.09-004	Issue interest circular for the PTO vacancies in Enforcements Section	DW/SMcC	Ongoing	Further discussion between Enf. And Ops.
24.06.09-001	To include further detail in the replacement accounting system business case regarding DVLNI / DVTA and AccountNI	SA/DW	Ongoing	Position on Account NI clarified. Update will be prepared for CPB or SMB as appropriate.
24.06.09-002	S Archibald to meet with SMB to discuss public corporation status. P Anderson to	SA/DW	Ongoing	Dates are being explored with key people. Possible dates

	be invited			19 Aug, 30 Sept and 1 Oct
24.06.09-004	To produce a presentation on licensing fees	L'OC/DW	Ongoing	Presentation is being prepared.
24.06.09-006	Arrange meetings with the new Permanent Secretary, the new Minister and the Environment Committee	DW	Ongoing	Meetings are being arranged.

**Next Meeting:**                      **Date:**                      **27 August 2009**  
**Time:**                                      **10:00.**  
**Venue:**                                      **Corporation Street Belfast**

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