

**SUMMARY OF THE DVLNI MANAGEMENT BOARD MEETING HELD ON
12 DECEMBER 2002**

Present:

Mr Magee	Chief Executive
Mr Evans	Director of Development
Mr Campbell	Director of Driver Licensing and Road Transport Licensing
Mrs Cosgrove	Director of Information Technology
Mrs McCabe	Director of Vehicle Licensing
Mr McClean	Director of Corporate Services
Ms O'Connor	Director of Finance
Ms Sinnamon	DRD Welfare Branch, Clarence Court (Agenda Item 1 only)
Mrs McAuley	Corporate Services Branch - Summary of Meeting

Apologies:

No apologies

1. Presentation – Welfare Branch

Action

1.1 In response to an earlier Management Board request, Ms Sinnamon attended the meeting and delivered a presentation of the services provided by DRD Welfare Branch.

1.2 Ms Sinnamon explained various aspects of her work including the management of absenteeism and went on to answer specific questions raised by the group.

**Ms Sinnamon
and
Mr McClean**

She agreed to send further material to Mr McClean to assist with the development of future plans which may include piloting a counselling service for one year. Additionally the Board has invited the Northern Ireland Statistics and Research Agency (NISRA) to carry out a survey to identify and address any underlying factors that may be contributing to the high absence rates within the DVLNI.

1.3 Mr Magee, on behalf of the Management Board, thanked Ms Sinnamon for a most interesting and informative presentation.

2. Summary of last meeting/Matters Arising

2.1 The summary of the last meeting was agreed.

2.2 The following matters arising from the meeting of 7 November were discussed:

Use of telephones, overtime, flexitime and time off in lieu

To clarify procedures for existing staff and inform new staff of

the Agency's practice, an internal circular on overtime working, flexi-time working and time off in lieu will issue in January 2003.

Mr McClean

Meeting with Personnel

Mr McClean had a meeting with Departmental Personnel Branch on 11th December to discuss the overall management of sick absence and the use of inefficiency procedures.

Appointment of permanent administrative staff

The appointment of permanent administrative staff was discussed but this falls under the early policy exemption.

Work Measurement Report

Mr Campbell is to find out if the Work Measurement Report which evaluated work practices within the Agency and made recommendations, had been sent to Trade Union Side. Mr Campbell, Mrs McCabe and Mr McClean will meet to discuss the recommendations.

**Mr Campbell
Mrs McCabe
Mr McClean**

Data Accuracy Survey

The Data Accuracy Project is designed to research the level of accuracy of information held on the Agency's databases.

There was general agreement to the objectives and methodology set out in the Project Brief. Mr Magee suggested that the help of a statistician should be enlisted in the project.

Mr Evans drew the group's attention to the resources required and the commitment which each of the operational divisions would have to give to the project. Ms O'Connor stated that she felt funding for the project could probably be found this year.

Mr Evans is to draw up an interest circular to fill the project posts.

Mr Evans

Audit and Corporate Governance

A Risk Register has been developed, and all directors have agreed to look at the list of risks contained in this and pass comments to Ms O'Connor. Where issues are cross-cutting, a single lead director will be needed. It was agreed that a further review of revised risks should take place with directors.

All directors

Government Procurement Service(GPS)

Mr Lynch, GPS, has now examined the Agency's service contracts and has advised that the Agency does not need a dedicated Procurement Officer but should use the Government Procurement Service facility.

3. Departmental Management Group (DMG) Report

3.1 The Chief Executive provided the Management Board with a summary of the Departmental Management Group meeting. The key issues raised were:

- An information leaflet from Health Works, a new work place health promotion programme for the Northern Ireland Civil Service, was circulated. Anyone wanting further information may obtain a copy of the complete package.
- Progress on filling the Senior Civil Service posts is ongoing.
- Deputy Principal boards throughout the Civil Service will get underway in January.
- DOE are to receive a 16% budgetary increase in 2003/04.
- DOE will have a Road Safety stand at the agricultural show. It was agreed that DVLNI should also have a stand.

4. Personnel Issues

4.1 Management Board Roles and Responsibilities

Mr Magee asked all directors to look at the budget bids for the next financial year and report to Ms O'Connor.

All directors

4.2 Review of sick absences by NISRA

Discussed as part of Welfare presentation above.

4.3 Transfer of Enforcements to Beresford House

The target date for the move to Beresford House is 13 January 2003. A paper addressing the Agency's accommodation needs is to issue shortly to all Management Board members.

Mr McClean

4.4 Dobbin House

Architects are looking at the potential to increase space at the local office in Armagh.

4.5 Key Management System

The key management system was discussed in relation to Statutory Off Road Notification (SORN), and it was agreed that touch button kiosks and/or a telephone SORN service may need to be provided in the future.

4.6 Staff Coffee Morning

Staff coffee mornings hosted by the Chief Executive are to restart in January 2003. These will be very informal with approximately 15 staff at each meeting.

Mr Magee

5. Finance Issues

5.1 Management Report

The monthly Management Report covering financial and performance targets was discussed. Ms O'Connor explained that the targets are sensitive to movement, and it may be necessary to amend the Agency's focus from the actual volume of work to the quality of work, for example, IT enhancement and/or the manner in which the Agency conducts its business.

Mr McClean undertook to ask NISRA to look at the business carried out by the Agency and comment on what targets we should be aiming for.

Mr McClean

5.2 Efficiency Plans

The Driver and Vehicle Licensing Agency (DVLA) raised the issue of initiatives that had been introduced in Northern Ireland to instigate efficiency savings. DVLA's balanced score card should offer guidance to DVLNI and will form part of our long term strategy to identify areas where savings could take place. As an interim measure, all directors should consider possible areas within their own remit and report at next month's meeting.

All directors

5.3 Plans to utilise efficiency gains form 2001/02

The plans to utilise efficiency gains from the last financial year were discussed and it was agreed that the Agency would consider piloting a counselling service to assist staff on sick leave return to work.

Mr McClean

5.4 Consultancy Plans

A budget has been set aside for the work to be carried out by NISRA.

6. Quality

- 6.1** The independent Chartermark assessor has now received all the documentation requested and while he would not give any indication about the outcome he was positive about the Agency's application

7. Performance Monitoring

- 7.1** This year's targets for waiting times may not be met mainly because previously set targets need to be refined. Mrs McCabe agreed to look at the queue management system to check how waiting times were validated in different locations and will report further in due course.

Mrs McCabe

The taxi-licensing target may not be met this year because of a high number of new staff may have been a contributory factor, and it is anticipated that next year's targets will be met.

Vehicle licensing through Post Office Counters Limited (POCL) is down on last year. Mr McClean undertook to ask NISRA to look at the business carried out by the Agency and comment on what targets we should be aiming for.

Mr McClean

8. Any other business

8.1 Review of Security

Mr McClean will issue a circular to all staff regarding security issues.

Mr McClean

8.2 Access to Internet and Intranet

Mr Evans said that computer training packages such as the European Computer Driving Licence (ECDL) were available on Intranet and access to this will be rolling out to all staff soon.

Mr Evans

8.3 Encryption packages

Wilson's would like to send details of auctions via e-mail. Mr Evans will consider establishing a secure web facility to enable this.

Mr Evans

8.4 Local Managers Meeting

It was agreed that the Local Managers meetings would benefit from a more structured and formal approach. From now on, the Management Board summaries will be passed to the Local Office Service Manager for discussion at the bi-monthly meetings. The managers should also have a significant input into target setting and will be asked to make comments in this regard.

9. Next Meeting

9.1 The date of the next meeting is 16th January 2003.

10. Distribution

10.1 Directors
Local Office Service Manager

LIZ McAULEY
Corporate Services Branch