

**SUMMARY OF THE DRIVER AND VEHICLE LICENSING NORTHERN IRELAND  
(DVLNI) MANAGEMENT BOARD MEETING HELD ON  
14 AUGUST 2003**

**Present:**

Mr Magee	Chief Executive
Mr Campbell	Director of Driver Licensing and Road Transport Licensing Divisions
Mr Evans	Director of Development
Mrs McCabe	Director of Vehicle Licensing
Ms O'Connor	Director of Finance
Mrs McAuley	Corporate Services Branch - Summary of Meeting

**Apologies:** Mr s Cosgrove, Mr McClean

**1. Departmental Management Group (DMG) Brief**

- 1.1** The Chief Executive's position in the Environment and Heritage Service will be advertised soon.
- 1.2** A Deputy Principal list will come out in early September.
- 1.3** Staff Officer promotion boards will start in mid-September. Outstanding Line Manager's Assessments are due immediately.
- 1.4** Thirty-four Annual Reports are still outstanding – these should be finalised as soon as possible.
- 1.5** The next budgetary monitoring round begins on 29 August – DOE's allocation may not be as high as it's bid.
- 1.6** A briefing has been prepared for the Minister called Forward Look – as yet DVLNI have contributed nothing to this and may need to think about what should go in. **All directors**
- 1.7** A report on the effectiveness of stands at Balmoral Show is available. Mr McClean is to obtain a copy and consider the contents. Negative comments had been passed about the quality of DVLNI's handouts to visitors to the stand, and Mr McClean is also to consider how these might be improved. **Mr McClean**
- 1.8** The Corporate Risk Register will be considered at next month's DMG meeting.
- 1.9** Information Service seminars are being held to develop a new corporate image for the Civil Service. Mr McClean is the DVLNI's nominee. **Mr McClean**

## **2. Corporate Governance / Risk Management**

### **2.1 Presentation**

Mr. McGinnis presented his paper on the recently issued Dear Accounting Officer letter (DAO) (DFP) 25/03 “ Statement of Internal Control” and highlighted a number of action points required by the Agency to ensure full compliance with the DAO, in particular, linkage with the business planning process, documentation supporting the maintenance of the Risk Register and a sequence of stewardship reporting.

Mr McGinnis provided the Board with an update in relation to the new risks identified via the Risk Mentor Programme and sought Board approval for the proposed action to mitigate the risks. Board approval was provided and it was agreed that 3 risks namely the risks surrounding the Driver Licensing system, use of MS Internet Explorer Version 5.0 and electronic links with Disability Living Allowance Branch should be escalated to “Agency Key Risks” status. The Board also agreed to review all new risks on a monthly basis and to set aside a portion of the monthly meeting for the identification of new risks at strategic level. Mr McGinnis confirmed that he would make all necessary amendments to the Risk Register.

**A McGinnis**

### **2.2 Progress Reports**

Mr McGinnis continued by requesting that progress against action plans be considered between now and the next board meeting. He advised the Board that it was essential that the Agency retained full documentation of: progress made and the associated decrease in the materiality of the residual risk. The Directors agreed to submit progress reports for Board evaluation at the next meeting.

**All directors**

Mrs McCabe stated that she had found the process helpful and that she was reassured by staff’s commitment. Mr Magee concurred and requested that his thanks be passed on via Team Briefing sessions.

### **2.3 Risk Management Policy Statement**

Mr McGinnis submitted an amended Risk Management Policy Statement for Board approval. Amendments related to the inclusion of an annual review of the policy and linkage to other business processes. Board approval was granted.

Mr McGinnis went on to seek the views of the Board in relation to the adoption of a sequence of Stewardship Reports and their thoughts on having a mid-year statement, this year only, to act as a dry run for the end of year procedure. The Board agreed to the same and Mr McGinnis was asked to provide a generic Stewardship Report for consideration by the Board.

**Mr McGinnis**

Mr McGinnis also advised the Board that as agreed at the Audit Committee in June, he would be examining the Committee's Terms of Reference in light of the Treasury's consultation paper on Audit Committees and hoped to provide an update for the Board as soon as possible. He commented that the main issues appeared to be in relation to non-executive membership and frequency of meetings.

Mr Magee said that he had discussed these issues with DVLA and was confident that they would be addressed satisfactorily.

- 2.4** Finally Mr McGinnis asked the Board to consider the most appropriate method of reproducing the Risk Register so that it was accessible to all staff. It was agreed that at present the best option available was to use the Team Briefing session. Mr McGinnis agreed to investigate the practicalities of this.

**Mr McGinnis**

### **3. Summary of last meeting/Matters Arising**

- 3.1** The summary of the last meeting on 10 July 2003 was agreed.

- 3.2** The following matters arising from the meeting on 10 July were discussed:

#### **2.2 3.5 Scanners**

The 2 scanners cannot run in tandem with each other. Mr Evans agreed to pursue this further.

**Mr Evans**

#### **2.2 5.2 Computer Infrastructure**

Mr Evans told the Board that a meeting had taken place with Fujitsu and Oracle. Further details will be sent to him next week.

#### **2.2 3.3 Strategic Planning Day**

Mr Magee informed the board that a Strategic Planning Day had been arranged for 19<sup>th</sup> September.

**All Directors**

#### **2.2 3.5 Security**

Mr Magee expressed concern about the security of County Hall and wished the possibility of installing an electronic entry system to be investigated. Mr McClean to discuss this with TUS.

**Mr McClean**

### **4. Performance**

- 4.1** Mrs McCabe voiced her ongoing concerns about the number of incomplete or inaccurate applications which still affect Postal Licensing section. Mr Magee asked Mrs McCabe to compare the normal monthly go-back rate with current figures.

**Mrs McCabe**

#### **4.2 Staff**

Mrs McCabe said that there were additional staff working on SORN, as there are more staff than posts presently. She stated that sick levels are down and she wished to commend Mr McClean's actions to reduce sick levels.

#### **4.3 Budget**

The Board reviewed the budgetary situation for the current financial year.

#### **4.4 Operations**

Mrs McCabe expressed concern about the volumes of work in LVLO's and felt that the additional tasks may be putting staff under pressure. Mr Magee said that volumes should be monitored to identify trends but that the problem must be addressed. He suggested that Mrs McCabe look at the possibility of Post Offices processing V10s and the consequences of this. The board then discussed the reasons as to why more people were not using the Post Offices to tax their vehicles. It was decided to arrange a further campaign of advertising and to set up a meeting with the Post Office.

**Mrs McCabe**

#### **4.5 Enforcements**

Mrs McCabe said that Northern Ireland Statistics and Research Agency should be asked to consider the effectiveness of methods used by DVLNI to reduce VED evasion. She is especially concerned about ANPR mis-readings caused by distorted number plates on vehicles. Mr Magee said that DFT need to know what we intend to do and that action is needed now.

**Mrs McCabe**

Mr Magee also asked Mrs McCabe to arrange for an analysis of SORN cases, especially cases that have not been prosecuted.

### **5. Quality**

**5.1** A briefing on the Equality Impact Assessment on Medical Fitness to Drive has been passed to Mr Nigel Hamilton, Head of the Civil Service, in time for his meeting with the Equality Commission.

### **6. Business Plan**

**6.1** Mr Magee said that in future, the Board will compare actual achievements against the performance targets which are published in the Business Plan to ensure that the Agency is on course to meet these.

### **7. AOB**

**7.1** Mrs McCabe informed the Board that since the Sale of Marks website went live in June, 101 registration marks have been sold

at an average of £250 per mark.

**7.2** Business Development Service is to review staffing levels down to Deputy Principal grade. A meeting has been arranged to take place within the next fortnight and an October start is expected.

**7.3** Mr Magee said that Mr McClean had issued instructions to all staff stating that the DVLNI computers can only be used for the purpose defined and for none other.

**8. Date of Next Meeting**

The date of the next meeting is 11 September 2003.

**9. Distribution**

Directors

Local Office Service Manager

**Liz McAuley**  
**Corporate Services Division**