

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

Present:

Mr Magee	Chief Executive
Mrs Cosgrove	Director of Information Technology
Mrs McCabe	Director of Vehicle Licensing
Mr McClean	Director of Corporate Services
Mrs McAuley	Corporate Services Branch - Summary of Meeting

Apologies: Mr Evans, Ms O'Connor, Mr Campbell

1. Team Brief

Mr Magee asked for the Departmental Management Group debrief to be included as a standing item on the Management Board agenda.

There have been extensions to the DP list and a further two DPs will be coming to DVLNI from other Departments. Mrs McCabe agreed to submit bids for these now. Staff Officer Boards are going ahead.

Mrs McCabe

Guidance on the use of Irish/Ulster Scots is being drafted. Mr Magee asked that Irish and/or Ulster-Scots speakers from within the Agency should be identified.

Mr McClean

The board noted that there have been long delays in DVTA for motor vehicle testing, which in turn has led to complaints to DVLNI about the need to produce a valid test certificate to acquire a tax disc.

The Agency has the highest rate of outstanding Annual Reports at 64%. All Annual Reports are to be completed by the time the DMG meets next month as delays in this area can adversely affect staff morale.

All directors

2. Summary of last meeting/Matters Arising

2.1 The summary of the last meeting on 12 June 2003 was agreed.

2.2 The following matters arising from the meeting of 12 June 2003 were discussed:

3.2 Efficiency

Mrs McCabe reported that despite much overtime having been worked, tasks have become more complex therefore volumes have not risen. The Work Measurement Report is expected to show this in more detail.

3.5 Scanners

Mrs Cosgrove will report further when IT staff have had the opportunity to look at this closer.

4.3 Meeting with DVLA

This has yet to be arranged.

4.4 Smartcard Tachographs

Mrs Cosgrove stated that recruitment of staff to work on Smartcard Tachographs should begin now. Additional staff are also needed for project training and for project testing.

5.1 Telephone System

Mrs McCabe informed the meeting that 10 ACD numbers had been allocated incorrectly to individual staff – these have now been incorporated into the hunt group and along with an additional 10 lines are expected to be sufficient to handle the number of incoming calls. BT is to monitor the number of calls and waiting times and the Agency will produce statistics. Mr Magee asked if there had been any developments in establishing a call centre for Northern Ireland and if the Agency was to be linked into this. It was agreed that the Agency should consult with DVTA about setting up a working group to look at Electronic Vehicle Licensing. Mr Magee will write to Mr Stanley Duncan, DVTA to take this further.

Mr Magee

5.2 Mrs McCabe has informed Mr Evans about the computer infrastructure, a review of which is to take place in the future. Mrs Cosgrove will let the Board know of progress.

Mrs Cosgrove

3. Corporate Services

3.1 Sick Absence

A new Sick Absence Sheet is being designed in line with Management Attendance.

3.2 Training

Training Branch has completed the development of a comprehensive 2¹/₂ day course for supervisors. The course is called “Touching Base” – the Fundamentals of Good Leadership”. It had been expected that the first course would have been held in early July but this has not proved possible due to the advent of the leave season.

3.3 Alternative Working Patterns

Consideration is being given to the introduction of some form of alternate working patterns within the Agency, e.g. evening shifts. The system has been used in the Child Support Agency for 4 years and there are mixed views as to its success. Mr McClean has arranged a meeting with Trade Union Side to discuss issues.

Mrs McCabe and Mr Campbell are to meet with Mr McClean are to discuss the specific requirements of each of their business areas.

Mr Magee suggested that firstly, a map of the structure of the organisation should be prepared to take account of forthcoming changes. It was agreed that the Board would take a day to discuss all these issues.

All directors

3.4 Accommodation

Mr Magee and Mr McClean met with Office Accommodation Branch to discuss accommodation in Coleraine, Belfast and Armagh. Mrs McCabe felt that all 8 Local Offices sites should be examined to determine if fewer or more are needed, and to ensure that they are in the right location to do the work of the future. After discussion, Mrs McCabe agreed to write to DVLA to request Post Offices to take on postal licensing.

Mrs McCabe

3.5 Security

A copy of the DVLA Security Policy including 3rd Party Access Policy has been received for Mr McClean to scrutinise. Concern was voiced about the security in County Hall in the wake of breaches at Castlereagh, Stormont and Dundonald House.

Mr McClean

4. IT Development

4.1 A discussion took place about delivery of IT services. Mrs Cosgrove will attend several meetings in this regard and will report to the Board at a later date.

4.2 Automatic Number Plate Reader (ANPR)

A proper analysis of ANPR statistics will be starting shortly. Mrs McCabe is to investigate the camera misreads and distortion of number plates. Gregory Campbell MP has sent a Parliamentary Question about evasion. Mr Magee suggested that specific classes of HGV drivers should be targeted by Enforcements Section.

5. Performance

5.1 Postal Licensing

Mrs McCabe revealed that approximately 12,000 applications had had to be returned by Postal Licensing section because of inaccuracies or incompleteness of data, and this had affected targets. Efforts were being made to get service delivery back to pre-Christmas levels but it was difficult. Mr Magee said that there were 2 types of targets. Ministerial targets, which are published, measure how quickly valid applications are processed, while managerial targets, which are in-house, measure the efficiency of the office as a whole. The former should not be adversely affected by returned invalid applications.

5.2 Public Relations

Mrs McCabe told the Board that a Public Relations company was holding live surgeries from Castle Court and the cost of these is reasonable. She agreed to relay this information to the new Information/Publicity officer to investigate.

5.3 Wheel Clamping

Wheel clamping policy differs between DVLA and DVLNI, with the latter adopting a more tolerant attitude towards offenders. In light of the delays at the Vehicle Testing centers, Mr Magee suggested that where a vehicle was detected displaying an expired tax disc which was less than 7 weeks past its expiry date, then the vehicle should not be clamped.

5.4 Bar Coding Re-licensing Transactions

Mrs Cosgrove circulated a paper about BART and invited comments/feedback. A further meeting is to be arranged.

6. Any Other Business

6.1 Mrs Cosgrove is to arrange for a discussion paper to be prepared about Motability Allowance and exemption certificates.

Mrs Cosgrove

6.2 Mrs Cosgrove told the meeting that DVLA were re-designing the Form V11 and she would discuss this with Mrs McCabe.

6.3 Mr Magee announced that DVLA had recently introduced payment via Direct Debits. Mrs Cosgrove said that this idea was being actively pursued in DVLNI.

Ms O'Connor

7. Date of Next Meeting

The date of the next meeting is 14 August 2003.

8. Distribution

Directors

Local Office Service Manager

LIZ McAULEY

Corporate Services Branch