

**SUMMARY OF THE DRIVER AND VEHICLE LICENSING NORTHERN IRELAND  
- DVLNI - MANAGEMENT BOARD MEETING HELD ON  
12 JUNE 2003**

**Present:**

Mr Evans	Director of Development
Mrs Cosgrove	Director of Information Technology
Mrs McCabe	Director of Vehicle Licensing
Ms O'Connor	Director of Finance
Mrs McAuley	Corporate Services Branch - Summary of Meeting

**Apologies:** Mr Magee, Mr Campbell, Mr McClean

**1. Summary of last meeting/Matters Arising** **Action**

**1.1** The summary of the last meeting on 15 May 2003 was agreed.

**1.2** The following matters arising from the meeting of 15 May 2003 were discussed:

2.2.6.1 Mr Evans reminded those present that annual reports were to be completed as soon as possible.

**All directors**

2.2.9.1 Mrs McCabe said that she had received the accuracy report from Mr McKillop and would circulate copies to all directors.

**Mrs McCabe**

4.3 Mr Gregory Campbell MP visited the Agency on Friday 23 May and, after presenting Mr Magee with the Charter Mark award, visited various offices in the Agency.

4.6 E-Registry has now ceased to be in use. Hard copies of documents are being filed in paper files until the roll-out of Sharepoint to the Agency.

**2. Corporate Services**

**2.1 Health Works**

Funding has been made available to enable the Agency to introduce the Health Works programme during the current financial year. Ms Janet Coleman of the Northern Ireland Civil Service Sports Association has been invited to discuss the administrative arrangements required to organize this 2-day event throughout the Agency. Three hundred staff are expected to participate in the programme.

**Sickness absence**

Mr Evans noted that the latest absence figures showed a rate of 7.8% for the month of April.

### **3. Finance**

#### **3.1 Corporate Governance**

Ms O'Connor told the meeting that Risk Mentor meetings have started and are proceeding well. Mr Evans wanted to know, if a risk was accepted, how does it get placed on the Risk Register. It was agreed that Ms O'Connor would explain the procedure in detail at the next full Management Board meeting.

**Ms O'Connor**

#### **3.2 Efficiency**

A discussion took place regarding targets and efficiency. Due to changes in business practices the Board discussed ways to improve service delivery. It was agreed that no progress could be made without first having a meeting with DVTA to discuss practical solutions to the difficulties being faced. It was noted that the Agency now employs almost 500 staff.

**Mr Evans**

#### **3.3 Volumes**

Mrs McCabe notified the meeting that volumes in Vehicles Division were all down.

#### **3.4 Enforcements**

Mrs McCabe said that a fault in the ANPR camera had now been rectified.

#### **3.5 Scanners**

The capability of scanning documents was considered and the future scanning of V11s was discussed. The introduction of bar coding on the tax disc may eliminate the need for V11s to be scanned in the future. Mrs Cosgrove agreed to check the system and its capacity.

**Mrs Cosgrove**

Mr Evans asked Mrs McCabe to write to FUJITSU and give notice that the Agency may not need fast-keyers subsequent to the introduction of bar coding.

**Mrs McCabe**

### **4. IT Development**

**4.1** Mrs Cosgrove said that a comprehensive list of issues for all the MVRIB projects has been submitted to DVLA for consideration and a meeting to discuss these is to be arranged for next week.

Mr Evans expressed concern that, on the Driver Licensing side, costs are high, targets are being missed and staff are in urgent need of training. Mrs Cosgrove agreed, and suggested that a Training Officer be appointed to train on processing applications. Mrs McCabe suggested acquiring a secondee from DVLA Drivers Section.

Mrs Cosgrove felt that with the large programme of project work on hand, DVLNI ought to be giving the same level of staff training as DVLA, which is currently six weeks.

#### **4.2 Oracle / Internet Explorer Upgrade**

FUJITSU are carrying out a full infrastructure review based on agreed terms of reference to provide costed options for a sustainable, expandable platform to allow DVLNI to meet the growing business demands. Accepted costs will be apportioned over the approved project cost profiles.

#### **4.3 Mutual Recognition**

DVLA wish to visit the Agency in early July to discuss policy.

**Mr Evans**

#### **4.4 Smartcard Tachographs**

A decision on a date for implementation of Smartcard Tachographs is expected in August 2003. The Driver's project team is currently quality assuring the NI user requirement produced by DVLA.

#### **4.5 Automated First Registration and Licensing (AFRL)**

The introduction of AFRL to NI has been approved by the DVLA Change Programme Board and funding approval has been granted. The target is to implement AFRL by January 2004.

#### **4.6 Vehicle System Software Enquiry**

Confirmation of connectivity costs and implementation dates are awaited from DVLA regarding the DVLNI/DVLA electronic link. Mrs Cosgrove said that cost justifications are needed for this.

### **5. Performance**

#### **5.1 Telephone System**

Mrs McCabe informed the meeting that 100,000 telephone calls were being lost each month due to the telephones being constantly engaged. She said that an additional 10 lines were being installed within the next fortnight to alleviate the problem.

Mr Evans thought that a decision should be taken as to whether operational staff or IT staff were responsible for the telephone system, and added that a new strategy and new equipment were needed to handle the number of enquiries coming through. Following further discussion Mr Evans agreed to do a Project Brief on establishing a call centre.

**Mr Evans**

#### **5.2 Computer System**

Mrs McCabe alerted the meeting to the fact that there are now more system users than IDs available and that the infrastructure is at absolute maximum. She asked how new members of staff would access the system and agreed to set out the Agency's needs for the next 6 months and pass to Mr Evans for

**Mrs McCabe**

consideration.

**6. Next Meeting**

The date of the next meeting is 10 July 2003.

**7. Distribution**

Directors

Local Office Service Manager

**LIZ McAULEY**

**Corporate Services Branch**