

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

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
Mrs McAuley	Corporate Services Branch - Summary of Meeting

Apologies: No apologies

1. Summary of last meeting/Matters Arising Action

1.1 The summary of the last meeting on 20 February 2003 was agreed.

1.2 The following matters arising from the meeting of 20 February 2003 were discussed:

1.3 Procurement

Ms O'Connor said that a working group had been established to develop the necessary arrangements to allow DVLNI to use the Driver and Vehicle Licensing Agency (DVLA) Procurement Service. It was agreed that DVLNI should proceed on this basis to have the Queue Management System installed in the local office at Ballymena.

Review of Accommodation

Mr McClean informed the meeting that Mr McKillop was examining the possibility of fitting a trade counter at Armagh local office. This would help speed up the service to trade customers, but it may prove to be cost-prohibitive.

Mr Evans asked if a decision had been reached on when DVLNI staff are to vacate Conference Room 2. Mr McClean said that this could not happen until suitable alternative accommodation had been sorted out. Mrs McCabe thought that the Agency should consider taking over the entire site. The accommodation for staff in Driver Licensing is poor and the 4 portakabins are not up to standard.

It was agreed that Mr Magee, Mr Evans and Ms O'Connor would meet this week to consider in depth the Agency's long-term strategy and will report promptly to the Management Board.

IWG Meeting

Mr Magee informed the meeting that the IWG Group meeting was on 14 April 2003. Mr Evans offered to find out what issues were on the agenda and who would be attending from IWG, and the directors could then decide who should attend from DVLNI.

Dual Notification

Angela Smith MP has written to Transport Secretary Alastair Darling expressing concern at the level of non-compliance with Dual Notification regulations in Great Britain.

2. Audit/Corporate Governance

2.1 KPMG will be responsible for carrying out the Audit function on behalf of the Northern Ireland Audit Office.

2.2 Mrs McCabe was concerned that the Agency has received frequent criticism from the Audit Office. Ms O'Connor thought that Agency procedures should be validated with DVLA procedures; in the event of the Audit Office criticising the Agency in the future, they should then be asked to clarify why the 2 Agencies are expected to follow different procedures. Mr Magee asked all directors to make a note of any instance where the Audit Office requires the Agency to follow a different procedure to that expected of DVLA.

All directors

2.3 Mr Evans said he would investigate whether the Drivers 90 system can identify individual drivers.

Mr Evans

3. Personnel

3.1 Sick Absence Levels

NISRA (Northern Ireland Statistics and Research Agency) will conduct group meetings and individual interviews within the next 2 weeks. Staff will be selected at random to attend.

The Chief Executive has agreed to meet with Mr Campbell from the University of Ulster at Jordanstown on Thursday 20 March to discuss staff perceptions about the Agency.

3.2 Business in the Community

Mr McClean will meet with Mr Howell on Tuesday 18 March.

3.3 Team Briefs

Directors agreed that these had been a success and had given staff the opportunity to know the responsibilities of each director. They will therefore continue to attend team office briefs.

3.4 Promotion Boards

When the results of the Deputy Principal promotion boards are announced the panel will be invited to give feedback to the Management Board about how staff performed at interview.

4. Finance

- 4.1** The performance targets were discussed. Ms O'Connor drew the board's attention to several areas where these would not be reached.

Mrs McCabe explained that the introduction of 2 major initiatives, namely NIVIS (Northern Ireland Vehicle Information System) and SORN (Statutory Off Road Notification) have impacted severely on the turnaround time of each transaction. There is now a great deal more information to be handled within each transaction than before, but the staff complement has remained the same. The local offices have borne the brunt of the additional work.

5. IT Development

5.1 e-Registry

The shift from a manual filing system to an electronic system has led to one post not being fully occupied. However, as the e-Registry post-holder was leaving on promotion, it was a straightforward matter to transfer her work to the under-occupied post.

A discussion took place about e-Registry but this falls under the Commercial-in-Confidence exemption.

Mr McClean

5.2 Circulation of Papers

Mr Magee asked all directors to exercise "green awareness" and set an example throughout the Agency to print less and to use email more. Where a large attachment accompanies an email, this should be sent to Registry and a note circulated to everyone who needs to see it that it is there to view.

5.2 Complaints Procedure

Mr Magee asked for a complaints report to be ready for the next Management Board meeting.

Mrs McAuley

6. Any Other Business

6.1 Staff Bonus Scheme

Directors who wish to nominate a member of staff for a bonus should ensure that the relevant paperwork reaches Finance Branch by close of play tomorrow.

All directors

7. Next Meeting

7.1 The date of the next meeting is 10 April 2003

8. Distribution

8.1 Directors
Local Office Service Manager

LIZ McAULEY
Corporate Services Branch