

SUMMARY OF THE DRIVER AND VEHICLE LICENSING NORTHERN IRELAND (DVLNI) MANAGEMENT BOARD MEETING HELD ON 15 May 2003

In attendance:

Mr Magee	Chief Executive
Mr Evans	Director of Development
Mr Campbell	Director of Driver Licensing & Road Transport Licensing
Mrs Cosgrove	IT Programme Director
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 None

1. **DMG Team Brief** **Action**

Mr Magee reported the following points of interest to the Board:

- 1.1
 - A Healthy Cities Conference will take place in Belfast later this year. This will be of more relevance to the Planning Service and the Environmental Heritage Service than to DVLNI.
- 1.2
 - A Strategic Review of the Department of Environment has just been commissioned and this will extend to all senior positions. BearingPoint, Inc (formerly KPMG Consulting) are doing the review which should be completed by the end of June.
- 1.3
 - At the staff Away Day attended by Senior Management, the theme was the changing aim of the Department. Although nothing has been agreed yet, it is anticipated that this will lead to a stronger partnership between Central and Local Government to secure a better and safer environment.
- 1.4
 - Mr Dillon is considering new wording for DVLNI's Mission Statement.
- 1.5
 - Mr Magee attended an interesting presentation on Balanced Score Cards - DCAL would seem to be the role model for DVLNI to follow. A copy of the presentation is to be circulated.

2. **Summary of last meeting/Matters Arising**

- 2.1 The summary of the last meetings on 10 and 23 April 2003 was agreed.
- 2.2 The following matters arising from the meeting of 10 and 23 April were discussed:

4.1 Central Personnel Group are promoting Health Works throughout the Civil Service. DVLNI have agreed to run several pilot schemes.

4.8 Mr Magee wrote to Mr Sullivan in Central Personnel expressing concern that basic competencies for Agency staff are not included in the aptitude test. Mr Sullivan was unaware of this and will look into it.

5.5 Mr Campbell stated that he had discussed the use of Londonderry/Derry/City of Derry on official DVLNI documents with Gregory Campbell MP. There is no official Civil Service policy about this, and concern was expressed that the Agency would set a precedent which could lead to requests for the names of other towns to be altered, e.g. Carrickfergus to Carrick. It was agreed that legal advice should be sought. Mr C Campbell will draft a letter to Dr M Power making him aware of the issues involved and asking for a policy decision and direction.

Mr Campbell

6.1 Mr McClean reminded all directors that Annual Reports are to be completed by 16th May.

All Directors

9.1 Mr McClean is to remind Mr McKillop to pass a copy of the Accuracy report to Mrs McCabe.

Mr McClean

3. Corporate Governance

3.1 Ms O'Connor advised the board that where targets were not achieved this term would be stated clearly in the Annual Report and an Audit validation of these targets would not be carried out.

3.2 Ms O'Connor gave the board an update on Risk Management and said that this topic should be included in team briefs. Mrs McCabe said that Refunds would be high on the risk register.

4. Corporate Services

4.1 Whitley Meeting

Mr Magee, Mr McClean and Mr McFlynn are to meet with TUS this Friday afternoon.

4.2 Statutory Off Road Notification (SORN)

The additional work caused by the introduction of SORN has impacted on the local offices and additional staff resources are being considered for several local offices.

4.3 Charter Mark Visit

Mr Gregory Campbell MP will present the Charter Mark award on Friday 23rd May. Staff from various sections will have photographs taken with Mr Campbell. Mr McClean is to arrange a visit to Enquiries Section and organise refreshments.

Mr McClean

4.4 Homestart

Mrs McCabe suggested to the Board that the new Mayor and Deputy Mayor should be invited to visit DVLNI. Mr Magee agreed to this.

4.5 Sick Absence Review

Mr McClean announced that a draft report had been received from NISRA and that he intends to invite DR John Mallon to address the board at a later date. Mr John Small, Establishment Officer has invited comment on a draft Attendance Management paper which he hopes will be adopted by DOE. Mr McClean is to meet with Mr Small on Wednesday.

4.6 E-Registry and E- Assist – Record Management System

Mr McClean stated that ISU had confirmed the eventual roll-out of Sharepoint but no timescale had been announced. He suggested that with the approval of the board the use of E-Registry should cease as very few staff use it. Mr Magee suggested that a case be put for DVLNI to pilot Sharepoint. Mr Evans said that he had never had any problem with E-Registry. Mr Magee said that where the Board made a collective decision to do something and then didn't do it, it was important that this was raised promptly. It was agreed that Mr McClean would liaise with registry staff to ascertain the necessary actions to be taken before closure.

Mr McClean

4.7 Visits by Board members

Mr McClean suggested that the board give some thought to their visits to offices throughout the Agency. He thought that there was a significant dividend to be gained in making such visits part of a regular routine. The visits have met with approval and were commented upon in the NISRA draft report.

4.8 Management Board Team Development Workshop

Mr Magee said that a Team Development Workshop had been arranged for Monday 19th May in the Lodge Hotel and all directors should attend. He said he was conscious that the organisation is changing and there was a need to pull together as a team and show united leadership. He hoped that the workshop would explore how to work as a team and to take common ownership of problems.

4.9 Presentation by Ms E Andrews

Ms Andrews is on a three-month placement with the Agency to research a project based on 100 years of vehicle registration. She delivered an overhead presentation to the Board showing her findings to date.

Her presentation was based on the History of Vehicle Registration 1903-2003 and included such information as the number of cars registered in 1903 compared with today and the cost of vehicle excise duty at that time, as well as tracking the oldest vehicle on record which was a 1903 Darracq IT7. Mr Magee thanked Elaine for a most interesting presentation.

5. Finance

- 5.1** Ms O'Connor discussed the option of DVLNI moving to DVLA accounting system from April 2003. This project would need four Accounts staff for six months and therefore, she would not have staff available for any projects. It was agreed due to current pressure that DVLNI would defer its integration with DVLA Finance system until April 2004.

Mrs McCabe said that so much time was spent with on the job training that service delivery was being affected. She felt that there were too many projects ongoing and they were draining the Agency of experienced staff.

Mr Magee suggested that Project staff should be selected six months prior to commencement to allow for their replacements to be trained properly. Mr Evans said that DVLA do this to an extent DVLNI always have problems identifying suitable staff. Mr Evans also stated that the projects were necessary and had to be completed.

Ms O'Connor said that once experienced staff were seconded to project teams, they may not be returned to operational side. Mr Magee said that the issue has to be faced, the work must be done, but the resourcing problem is a major issue.

Mrs McCabe was concerned that the Continuous Registration project had to be undertaken and that would mean more experienced staff would be lost to a project.

Mr Magee advised the directors to recruit staff now, as the money is available, and declare a surplus next year if necessary.

6 Quality

- 6.1** Mr Magee announced the successful re-accreditation of Charter Mark and said that Gregory Campbell MP would be presenting the award on Friday 23rd May in County Hall.

7 Performance

- 7.1** Mrs McCabe was concerned that staff in Postal Licensing are struggling with the after effects of the budget although she had not had an opportunity to look at volumes. The main problem is the high volume of 'go-backs' due to incorrect duty. She suggested that the pre budget statement could indicate any changes in rates of duty, or the date of any change could come into effect three months later to allow the V11 to be amended. Mr Magee thought this was a valid point.

8 Business Plan

Mr Magee stressed to the board the importance of finalising the Corporate and Business Plan as soon as possible.

9 Any Other Business

- 9.1** Mrs McCabe stated that a customer in Belfast LVLO telephoned the manager to say that he worked for the Consumer Council and had noticed when he was in the LVLO earlier that day that the rates of duty displayed were incorrect and that the Agency could be liable to a £5k fine for each incorrect notice on display. He was merely drawing this to our attention.

No further action is necessary - the rates were incorrect because the display notice was being changed to take account of new rates announced in the budget.

- 9.2** The Board noted that the first SORN case was being forwarded to the Ombudsman.
- 9.3** Mr Magee suggested that Continuous Registration should be well publicised to ensure that the public are made aware of the implications.
- 9.4** Mr Evans said that he wished to place on record his disappointment that DISD had not been consulted about the proposed taxi plating system.
- 9.5** Mrs McCabe stated that Single Vehicle Approval (SVA) for Light Goods Vehicles would not now commence until 31 March 2004. Legislation for SVA on motorcycles has been compiled but DVLA has amendments to make and there have been objections from within Europe.
- 9.6** Mrs McCabe talked about the impact of introducing registration marks in the format of four numerical followed by three alpha. It was agreed that she should write to DVLA and ROI vehicle licensing authorities to consult about the proposed changes. DVLA have asked the Agency to consider introducing their present format. Mrs Cosgrove said that this would mean developing our system accordingly and DVLA are to inform us of the impact the change has to their system.

10. Next Meeting

- 10.1** The date of the next meeting is 12 June 2003

11. Distribution

Attendees
Local Office Service Manager

LIZ McAULEY
Corporate Services Branch