

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

Present:

Mr Magee	Chief Executive
Mr Evans	Director of Development
Mrs McCabe	Director of Vehicle Licensing
Mr McClean	Director of Corporate Services
Ms O'Connor	Director of Finance
Mrs Cosgrove	Director of IT
Mr McGinnis	Corporate Governance/Risk Management
Mrs McAuley	Corporate Services Branch - Summary of Meeting
Mr Hilditch	Corporate Services Branch – Summary of Meeting

Apologies: Mr Campbell

1. Summary of last meeting/Matter Arising

1.1 The summary of the previous meeting on 11 September was agreed.

1.2 The following matters arising from the meeting on 11 September were discussed:

1.1 Ms O'Connor to test the appropriateness of the Stewardship Report pro-forma.

Ms O'Connor

2.2-1.9 The new corporate logo will be phased in as and when new stationery supplies are required.

2.2-4.1 The new Driver licence fee has not yet been agreed.

5.1 No progress was reported on the reasons why licence applications for road service vehicles had dropped.

5.1 Computer Ops are working on a monthly report to ascertain the number of licensed and unlicensed vehicles which exist in NI.

Mrs McCabe

2 Departmental Management Group

2.1 A new annual reporting system will come into use next year. There will be training for everyone by April 2004.

2.2 Customer surveys are to be carried out over the coming months.

**Mr McClean
Mrs McCabe**

2.3 The Staff Officer promotion list will be published next week.

- 2.4 Grade 7 boards will be held in Spring 2004
- 2.5 A Corporate Risk Register is to be compiled. A further seminar is to be held to ensure risks are not brought in from suppliers.
- 2.6 There was a presentation by Planning Service about their new web site.

Mr McGinnis

3. Corporate Governance/Internal Audit

- 3.1 Mr McGinnis provided the Board with an update in relation to the new risks identified via the Risk Mentor Programme up to and including 10 October 2003 and sought Board approval for the proposed action to mitigate the risks. Board approval was provided and it was agreed that 2 risks, namely, the risks surrounding the effective management of the Driver Licensing peak renewal period and the effective implementation of new statutory and business requirements should be escalated to “Agency Key Risks” status. The Board also agreed that action plans should be prepared in respect of managing the Driver Licensing peak renewal period and the introduction of the new Driver Licensing Fees. Mr McGinnis confirmed that he would make all necessary amendments to the Risk Register.
- 3.2 The Board went on to review the Agency Key Risk Register and to discuss any new risks identified at a Strategic level. Mrs McCabe noted that the Departmental Anti-Fraud Policy mentioned the risks associated with staff being in the same post for relatively long periods of time. It was agreed that this issue should be examined in tandem with the current exercise to identify key posts. The Board agreed that the business risk linked to excessively high levels of sick absence should now be removed from the Key Risk Register and dealt with at Directorate level. Mr. McGinnis agreed to update the Risk Register accordingly.
- 3.3 Mr McGinnis provided the Board with a copy of the Audit Monitoring Quarterly Update for the period ended 30 September 2003. It was agreed that where implementation dates had been exceeded a revised implementation date should be agreed with Internal Audit Division. Mr Magee asked Mr McGinnis to keep him informed of any cases where the implementation date had been exceeded by one month and a new implementation date had not yet been agreed.
- 3.4 Finally Mr McGinnis sought the Boards approval to re-visit the draft Anti-fraud Policy and Fraud Response Plan in light of the recently issued DoE Policy. He sought the Boards opinion on the merits of having an Agency specific policy document. Mr Magee indicated that whilst the Agency is content to sign up to the

Departmental Policy he would like an Agency document to supplement this. It was agreed that the Policy document, when approved, should be placed on the Agency's intranet site.

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| 3.5 | The Action Plan should be completed by the end of November and will comment on all aspects of staffing, resources and accommodation. A date is to set to discuss the impact on the agency including legislation developments. | Mr Evans |
| 3.6 | In relation to the computer systems legislation exists for the creation and maintenance of a high-risk offenders register. | Mr Evans |
| 3.7 | Mr Campbell is to review the photocard licensing project. | Mr Campbell |
| 3.8 | The implementation plan for the peak renewal periods for driver licences is to be completed by the end of November. | Mr Campbell |
| 3.9 | Mrs McCabe is to check if the levels of evasion on video records are the same as the manual records. | Mrs McCabe |
| 3.10 | Reminders should be sent to all staff on a 6 monthly basis to remind them to keep their induction packs up to date. New policies should be referred to in Team Briefs. | Mr McClean |
| 3.11 | The Northern Ireland Audit Office report is to be completed by 25 October 2003. | Ms O'Connor |
| 3.12 | Audit recommendations should be reviewed by the end of October to ensure implementation and compliance. If recommendations are not implemented within 1 month of implementation date the matter should be discussed with Chief Executive and Mr McGinnis. | All Directors |
| 4. | Senior Management Review | |
| 4.1 | Some interviews have already been carried out with the remainder to be completed shortly. | |
| 4.2 | Concern was expressed over the number of documents which directors were expected to comment on. | |

5. Corporate Services

5.1 Accommodation

A meeting is to be held next week in Belfast with Office Accommodation Branch to discuss the ongoing accommodation problems in relation to Driver and Continuous Registration staff.

5.2 Investors in People (IIP) Feedback

The Agency has been re-accredited with IIP. The assessor has now delivered his report and gave some further verbal feedback at a meeting on 6 October.

5.3 Visits by Directors

Feedback received from the IIP assessor and EO2s on a recent course has indicated the need for a more visible role by senior management. Board members were reminded of their agreement to visit all offices on a regular basis. It was agreed to set up DVLNI wide focus groups to identify and discuss issues.

5.4 DVLNI Conference

It was agreed that plans to hold an Agency conference should be held in abeyance pending the outcome from the focus groups.

5.5 Health Works

Four sessions have been held so far and reports are extremely positive. To date 73 staff have attended and a further 146 have self nominated to attend.

6. Finance/Performance

- 6.1** Mrs McCabe is to look at getting dispensation in relation to the January 2004 First Registration target. Mr McClean is to investigate using the programme to carry out performance monitoring for First Registrations, post the implementation of Automated First Registration and Licensing.

**Mrs McCabe
Mr McClean**

7. Equality

In relation to identity checking, action is to be taken to ensure that the Agency is aligned as far as possible with DVLA policy.

Mrs McCabe

8. IT

- 8.1** DVLA have had difficulty in sourcing a server to receive electronic files from the Post Office, as order had not been placed on time. A decision is to be taken today to see if target date of 20 November is achievable. If not the new target will be 15 January 2004.

- 8.2** In relation to TRADS, Fujitsu are having technical difficulties in maintaining an online link to Motor Insurers Information Centre (MIIC) data but every effort is being made to achieve the end of October commitment.
- 8.3** The MIIC is to raise data protection issues with the Information Commissioner in relation to concerns about the use of insurance data.
- 9. AOB**
- 9.1 LVLO**
Trade Union Side is to be contacted regarding the forthcoming review. Terms of reference will be enclosed. **Mr McClean**
- 9.2 DVTA/DVLNI Workshop**
A two-day joint workshop is to be held to consider issues of concern.
- 9.3 Contact Centre**
Mr Evans is to liaise with Fujitsu to define our requirements and pass these on to the Northern Ireland Call Centre. **Mr Evans**
- 9.4 Values of the Agency**
The Focus Groups are to be consulted on their thoughts in relation to the acronym RESPECT. **Mr McClean**
- 9.5** Staff from Vehicle Standards Division will visit DVLNI on 10 November 2003.
- 9.6 Sale of Marks**
Unsold items are to be put back on the market.
- 9.7 Strike Threat**
Directors are to consider the implications of a Postal Strike and draft contingency plans to deal with same.

William Hilditch
Corporate Services Division

Action Points arising from MB Meeting on 16 October 2003

Ref	Action	Who	When	Review/Comments
1.2-1.1	To test the appropriateness of the Stewardship pro-forma.	Ms O'Connor		
2.2 – 1.6	A briefing to be prepared for the new Minister on the initiatives within the Agency which will be included in the publication look forward.	Mr Evans		
1.2- 2.2-4-1	Notices to be erected to make the public aware of the revised fees.	Mrs McCabe		
1.2-5.1	To investigate if there is any reason why the number of licence applications for road service vehicles has dropped.	Mr Campbell		
1.2-5.1	To ascertain how many vehicles exist in NI.	Mrs McCabe		
2.3	To carry out customer surveys .	Mr McClean Mrs McCabe Mr Campbell		
3.6	To investigate legislation which governs the creation and maintenance of a high risk offenders register.	Mr Evans		
3.8	Outline plan for new Drivers fee to be completed by mid November.	Mr Campbell		
3.9	Implementation plan for peak renewals periods for Driver Licences	Mr Campbell		

3.11	Arrangements to be made to remind all staff on a 6 monthly basis to update induction pack.	Mr McClean		
3.12	NIAO to be cleared by 25/10/03	Ms O'Connor		