

**SUMMARY OF DRIVER AND VEHICLE LICENSING NORTHERN IRELAND
(DVLNI) MANAGEMENT BOARD MEETING HELD ON
15 January 2004**

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
Mrs Macleannan	Driver Licensing Branch
Mr McGinnis	Corporate Governance/Risk Management
Mrs McAuley	Corporate Services - Summary of Meeting

Apologies: Mr Campbell

1. Summary of last meeting/Matter Arising

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

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

1.2/1.2/1.1 - Ms O'Connor is continuing work on the Stewardship Report pro-forma.

Ms O'Connor

1.2/8 - Further work has still to be carried out on the analysis of data received from DVTA.

Mrs Cosgrove

1.2/4.3 – A meeting has still to be arranged with Core Personnel and Welfare Branch to address the high level of sick absence within the Agency.

Mr McClean

2. Departmental Management Group (DMG)

2.1 Social Security Agency delivered a presentation to DMG members about the Management Board Development Programme, which is designed to enhance professional relationships at management board level.

2.2 Wesley Shannon, Chief Executive DVTA and John Ritchie, Local Government Division, DOE, informed DMG members about their week in Harvard University looking at “Leadership in a Changing World”.

2.3 Grade 7 promotion boards will be held in Spring 2004.

2.4 The Senior Civil Service Competition will be launched on 6 February 2004.

2.5 The Northern Ireland Civil Service sick absence report will be published on 16 January 2004, and is expected to show an increase in the level of sickness absence across the NICS.

3. **Corporate Governance/Internal Audit**

3.1 Mr McGinnis provided the Management Board with details of all new risks identified for the period up to and including 14 January 2004. Following review, the Board agreed the action required to reduce the risk and the relevant postings to the Risk Register. Mr McGinnis agreed to update the register accordingly.

Mr McGinnis

3.2 Some discussion ensued regarding the posting of specific risks of fraud on the Register. The Management Board agreed that postings should be based on the relative significance of the specific risks.

3.3 Mr McGinnis went on to report that meetings with individual directors had taken place during the previous week and that all amendments to the Risk Register were now complete and available on the shared drive.

3.4 In relation to audit monitoring Mr McGinnis advised that he would be asking directors for an update on implementation plans in early February 2004.

**Mr McGinnis
All Directors**

3.5 Finally Mr McGinnis sought board approval for the issue of the Anti-fraud Policy and Response Plan to all staff. The Management Board approved the same.

4. **Corporate Services**

4.1 **Accommodation**

Negotiations between the University and Valuation and Lands Agency (VLA), who are acting on behalf of DVLNI, are still ongoing. The latest development is that VLA is awaiting a breakdown of the rent and service charge asked for by the University.

A further site has been identified in Armagh and arrangements are being made to visit the new site with representatives from Office Accommodation Branch (OAB) and Construction Service.

Several possible sites have now been identified in the greater Belfast area and visits to these are being arranged with OAB.

4.2 Industrial Action

The facilities to be granted for the pursuance of Trade Union activities are stated in the 1982 Facilities Management Agreement, which prohibits the use of facilities (time and/or premises) for the furtherance of activities in pursuit of industrial action. Clarification on the dos and don'ts has been issued across the Civil Service. Directors are to discuss these matters at team briefing with managers.

All directors

4.3 DVLNI People Attitude Survey

The results of the survey have now been collated and an initial cursory look indicates a generally content work force. Mr McClean will be analysing the results in greater detail and will circulate his findings to the Management Board.

Mr McClean

4.4 Record Management project update

The File Review is complete except for 11 files to be returned and 70 missing without trace.

The draft Retention and Disposal Policy has been circulated to the Management Board in late December for comments and amendments which are currently being incorporated. The final draft will be returned to the Board to approve before it is referred to the Public Records Office for Northern Ireland (PRONI) for final approval. File closure and file review proformae have been amended to take account of procedural changes.

All Information Audit questionnaires have been returned by Focus Group members in respect of business areas and the information has been collated. Further work is needed on this before it will be complete.

A file database has been developed by IT Branch and is being refined to meet Registry requirements. Further enhancement is necessary by IT and is scheduled for mid/late February.

As at 18 November 2003, 299 DVLNI staff and 16 DVTA staff have received awareness training on the Departmental Publication Scheme and Freedom of Information Act.

A review of storage facilities has been conducted – business areas have only just adequate storage space for records, but there is little spare capacity. It is therefore essential that records, documents and any other papers be destroyed in line with the Disposal Schedule as soon as the retention period expires. Where appropriate, secure cabinets, air-conditioned cabinets and fireproof cabinets have been installed in some storage areas.

4.5 TV/Media Training

A TV/media course is being arranged for relevant staff in the

- Agency to attend some time in February. Directors should pass names of nominees for this training to Mr McClean as soon as possible. **All directors**
- 4.6 Line Managers Appraisals (LMAs)**
Directors are to include in their team brief to line managers the requirement to complete a LMA for each EOII wishing to apply for the forthcoming EOI promotion boards. **All directors**
- 5. Finance/Performance**
- 5.1 Staff Bonus scheme**
Nominees for staff bonuses should be passed via the Chief Executive's Office to the Personnel Manager before the next Management Board meeting on 12 February. **All directors**
- 5.2 Management Pack**
The error rate for Driver Licensing is to be included in next year's performance targets and reported on in monthly reports. **Mrs Maclennan**
- 5.3 Budget Costs**
Budget costs for next year will be based on the number of staff in post within each business area. Directors were asked to estimate the likely numbers of staff in 2004/05 and pass these to Ms O'Connor. **All directors**
- 5.4. Enforcement cases**
A full analysis of enforcement cases is to be conducted to ascertain why so many of these should be closed with no further action being taken. **Mrs McCabe**
- 5.5 Driving Licence fees**
The new driving licence fees, which were due to be introduced on 1 March 2004, will not now be implemented until a later date. Mrs Maclennan will inform the board when this is decided. **Mrs Maclennan**
- 6 Business Plan**
- 6.1 Targets**
A meeting has been arranged to discuss targets and agree objectives for next year's Business Plan. Directors agreed to forward their revised Ministerial targets to Chief Executive's Office by 21 January. **All directors**
- 7. Any Other Business**
- 7.1 Management Information Reports**
Directors agreed that there was a gap in the nature of information being produced by computer programs, and that managers and directors needed a higher level of information to help inform **All directors**

strategic planning decisions. Directors are to consider their specific requirements for Mrs Cosgrove to take forward.

Mrs Cosgrove

7.2 Audit Report

The Management Board endorsed the Audit Report on the implementation plan for replacement of the Driver Licensing System.

7.3 Provisional Programme of Work 2004/05

Causeway Project

Mrs Maclennan agreed to check the position with regard to allowing Court Service officials “read only” access to the Driver Licensing system.

Mrs Maclennan

Northern Ireland Call Centre

The issue of telephone re-licensing was discussed in detail. The Management Board recognised that DVLA may not favour this option, and agreed that a follow-up discussion on strategy was required before this project could progress any further.

Liz McAuley
Corporate Services

Action Points arising from MB Meeting on 15 January 2004

Ref	Action	Who	When	Review/Comments
1.2-1.1	To test the appropriateness of the Stewardship pro-forma.	Ms O'Connor		
1.2 - 8	To analyse data received from DVTA	Mrs Cosgrove		
1.2 – 4.3	Arrange a meeting with Core Personnel to discuss sick absence	Mr McClean		
4.2	Industrial Action to be included in Team Briefs with Line Managers	All directors		
4.3	Analyse outcome of staff survey	Mr McClean		
4.5	To nominate staff for TV/Media training	All directors		
4.6	To include Line Manager's Appraisal in Team Briefs	All directors		
5.1	To nominate staff for bonus scheme	All directors		
5.2	To include error rate for Driver Licensing in next year's performance targets	Mrs Maclennan		
5.3	To estimate number of staff in 2004/05 and pass to Ms O'Connor	All directors		
5.4	To analyse enforcement cases where no action was taken	Mrs McCabe		
5.5	To check the date of implementation of new Driving Licence fee	Mrs Maclennan		
7.1	To consider what information is needed to assist management decisions	All directors		
7.3	To check if access to NIVIS can be allowed to Court Service officials.			