

## DVLNI Management Board Meeting Agenda 22 April 2004

**Time:** 9.30 – 15.30

**Venue:** Chief Executive's Office, County Hall, Coleraine

**Attendees:**

Mr B Magee	Chief Executive (Chair)
Mrs B Cosgrove	Programme Manager (& Director of IT)
Mr T Evans	Director of Development
Mrs A McCabe	Director of Vehicle Licensing
Mr S McClean	Director of Corporate Services
Ms. L O'Connor	Director of Finance
Mr A McGinnis	Corporate Governance/Risk Management
Mrs L McAuley	Secretary

**Apologies:**

Mr C Campbell	Director of Driver Licensing & RTLD
Mrs J MacLennan	Driver Licensing

Item	Start	End	Aim	Responsible
1. DMG Update	9.30	9.45	For Information	Mr Magee
2. Previous Minutes and matters arising	9.45	10.15	For Review	Mr Magee
3. Risk Management	10.15	11.00	For Review	A McGinnis
4. Gateway Review Presentation (Francis Hamilton)	11.00	12.30		F Hamilton
<b>LUNCH</b>	12.30	13.00		
5. Business Plan 2004	13.00	13.30	For Review	L O'Connor
6. Budget 2004	13.30	14.00	For Review	L O'Connor
7. Corporate Services update	14.00	14.30	For information	S McClean
8. Management Pack Performance Review	14.30	15.00	For review	L O'Connor
9. Driver Peak Renewal	15.00	15.30	For information	J MacLennan
10. Stewardship Reporting	15.30	15.45	For information	L O'Connor
11. A.O.B. Branding Issue Gifts for retirement	15.45	16.00		

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Mrs B Cosgrove	Programme Manager (& Director of IT)
Mr T Evans	Director of Development
Mrs A McCabe	Director of Vehicle Licensing
Mr S McClean	Director of Corporate Services
Ms L O'Connor	Director of Finance and Strategy
Mr A McGinnis	Corporate Governance/Risk Management
Mrs L McAuley	Secretary

**Apologies:**

Mr C Campbell	Director of Driver Licensing & RTLD
Mrs J Maclennan	Driver Licensing Division

	Item	Action
<b>1.</b>	<b>Departmental Management Group (DMG) Update</b>	
1.1	The DMG received feedback from the Core about Investors in People (IIP) – some work still needs to be done on this and any feedback from the Agency would be appreciated.	
1.2	An Electronic Human Resources (EHR) presentation was delivered to DMG – this concentrates on bringing Personnel services together, and is likely to affect All Personnel Branches. Central Personnel Group intend to deliver the EHR presentation to all Senior Management Groups across the NICS in due course.	
1.3	The guidance paper on Minority Languages was discussed, and several points require further clarification, e.g. putting 2 addresses on a document such as a driving licence, which is used for ID purposes, will present difficulties for the Agency. Mr Magee offered to raise this again at DMG. It was agreed that the priority for the Agency was to ensure that all staff received training on the correct procedures should the need arise.	Mr Magee  Mr McClean
1.4	The total scores awarded in Line Managers' Assessments (in respect of candidates presenting for Grade 7 promotion boards) along with overall promotability markings, will be forwarded to the Deputy Secretary.	
1.5	Training on the new reporting system will be carried out in house and it is hoped to have this completed by mid June 2004. Reports for the period ending March 2004 fall under the old reporting system and should be completed upon receipt.	

1.6	The Management Packs that are circulated to Directors on the morning of the Management Board meeting should be circulated at least one full day prior to the meeting.	L McAuley
<b>2.0.</b>	<b>Previous Minutes and matters arising</b>	
1.2/ 87	One member of staff is now working on the analysis of data received from DVTA and will be responsible for liaising with DVTA on any outstanding issues.	
3.3	Belfast LVLO Manager has now visited RTLD in connection with cash collection and reconciliation arrangements.	
5.2	Mr McClean reported that the guidelines on absenteeism are not yet ready for publication.	
2.2	Directors were reminded to provide suggestions for Continuous Improvement Projects for the incoming year.	All Directors
3.1	A letter has been drafted for signature by Mr Magee to send to DVLA regarding a car hire contract.	
6.1	A Business Case for funding the Drivers Projects is to be considered.	
6.2	There has been little or no progress made by either Driver Licensing or RTLD business areas in identifying where budgetary cuts might be made.	
6.3	Figures are to be produced to indicate to the Department of Finance and Personnel how much, in financial terms, the Industrial Action has cost the Agency in overtime.	L O'Connor
<b>3.0</b>	<b>Corporate Governance / Risk Management</b>	
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 22 April 2004. 20 of the 31 risks identified emanated from the recent Risk Management workshop held in Driver Licensing Division.	
3.2	The Board went on to review progress against existing key risks. It was agreed that the current industrial action posed a significant risk to the Agency and should be escalated to number one on the Risk Register. Mr McGinnis agreed to amend the risk register accordingly.	
3.3	Mr McGinnis advised the Board that Internal Audit Division have requested management's response to the current series of draft reports. It was agreed that relevant Directors should take these issues forward and prepare implementation action plans as soon as possible.	

3.4	Finally Mr McGinnis advised the Board that he had now arranged a programme of year-end meetings with each Director to obtain information on corporate governance progress. These will be completed during the week commencing 3 May 2004.	
<b>4.</b>	<b>Gateway Review Presentation</b>	
4.1	Francis Hamilton, NI Gateway Co-ordinator, presented “An Introduction to the Gateway Review Process” to the Board. The Gateway Review Process has come about as a result of the Gershon and the McCartney reports, and has 2 objectives, namely to make projects more successful, and to transfer knowledge between government staff for permanent improvement in procurement procedures, thus delivering better value for money.	
4.2	Mr Hamilton explained that the Assembly Executive and the Procurement Board had endorsed the Gateway Review Process, and its application is now mandatory on Major Capital Projects in Northern Ireland.	
4.3	The 6 steps involved in the Gateway Review Process were explained in some detail and the Board had the opportunity to raise questions during the presentation.	
4.4	Mr Magee, on behalf of the Board, thanked Mr Hamilton for a useful and interesting presentation.	
<b>5.</b>	<b>Business Plan 2004/05</b>	
5.1	<p>The Board considered a draft copy of the 2004/05 Business Plan. A number of changes are to be incorporated in time for the May Management Board meeting on 20 May 2004.</p> <p><b>Actions</b></p> <p>Amend Business Objective on telephone relicensing after the meeting on 5 May which Mr Magee will attend.</p> <p>Rewrite Business Objective in relation to Automated First Registration and Licensing on the website (AFRL Web).</p> <p>Amend Business Objective on contributing to the removal of non-value added and duplication of processes across Government. A full list of possible improvements is to be passed to Mr McClean for inclusion.</p> <p>Amend Business Objective on improving enforcement activities.</p>	<p>Ms O’Connor</p> <p>Mrs Cosgrove</p> <p>All directors</p> <p>Mrs McCabe</p>

<b>6.</b>	<b>Budget 2004/05</b>	
6.1	The annual budget for 2004/05 is approximately £150k shy of requirements. After discussion it was agreed that this money should be bid for in the June monitoring round.	Ms O'Connor
6.2	A workshop is to be arranged on Management Information.	Ms O'Connor
<b>7.</b>	<b>Continuous Registration</b>	
7.1	Mrs McCabe asked the board to consider a paper on Continuous Registration (CR), which was introduced in January 2004. She explained that the issue of a CR letter to a registered keeper will result in one of eight actions, and the board needed to decide what its policy was going to be in each of these 8 scenarios. After some discussion, the board agreed on the policy to be adopted in each scenario, but agreed to review this when the current Industrial Action has ceased.	
<b>8.</b>	<b>Corporate Services Update</b>	
8.1	<p><u>Accommodation</u></p> <p><b>Belfast:</b> The building which had earlier been identified as being suitable to meet the Agency's revised requirements has been taken off the market. Two other possible buildings are now in the early stages of consideration.</p> <p><b>Armagh:</b> The search for suitable accommodation for the Armagh office is continuing.</p> <p><b>Coleraine:</b> Plans are still ongoing to relocate a number of staff from the County Hall to the university campus.</p> <p>At a meeting between Department of Finance and Personnel, Driver and Vehicle Licensing Agency and Roads Service on 7<sup>th</sup> April, the future accommodation requirements of all County Hall site occupants were discussed. A further meeting will take place in May at which representatives from each office will be present.</p>	S Mc Clean
8.2	<p><u>Record Management Update</u></p> <p>A secure strong room has been located in the basement for storing files pending their destruction or their transfer to the Public Records Office for Northern Ireland (PRONI). Confidential files awaiting either destruction or transfer continue to be held in Registry.</p> <p>A meeting with PRONI took place on 21<sup>st</sup> April to discuss the Agency's Retention and Disposal policy and schedule.</p>	

	<p>Further work is needed on this document.</p> <p>Two members from DOE's Information Branch visited the Agency on 16<sup>th</sup> April to deliver a presentation on Data Protection to the Management Board and staff members who deal with Data Protection issues. This was a tailor made presentation to clarify some of the recent issues raised by the Agency.</p> <p>File destruction policy for the County Hall needs to be checked to ensure it complies with new requirements under the Record Management guidelines.</p> <p>Following purchase of a recently released DVD, future training and induction courses will now include a session on the Freedom of Information Act.</p> <p>Work has commenced on collating information for inclusion in the Departmental File Plan.</p>	
8.3	<p><u>Training</u></p> <p>A Training Officer is to be appointed to Driver Licensing Division.</p> <p>Training sessions for the use of Harmonised Registration Certificates will commence on Monday 26 April. The proposed dates may also be in jeopardy due to the forthcoming industrial action when staff will be diverted to implement contingency arrangements. The industrial action could also have an impact on the state of readiness for HRC to go live on 1 June 2004.</p>	
8.4	<p><u>Focus Group</u></p> <p>The Focus Group, suggested at an earlier meeting, met on Monday 19 April and is representative of all business areas and grades. The meeting started with a broad introduction as to why such a group was felt necessary, and moved on to discuss issues including training, accuracy, best use of knowledge/experience and system deficiencies.</p>	
8.5	<p><u>Conference Morning</u></p> <p>The Staff Conference which had been planned for 13<sup>th</sup> and 14<sup>th</sup> May has been postponed indefinitely.</p>	
8.6	<p><u>Industrial Action</u></p> <p>In the approach to the planned industrial action, Mr McClean reported that he had issued a circular to all supervisors</p>	

	pointing out the NICS policy on the use of flexi and annual leave at this time.	
8.7	<p><u>Local Office Review</u></p> <p>The draft first report was received yesterday regarding the Local Office Review. Mr McClean is to write to the Trade Union Side inviting them to a meeting at which a presentation of the report would be delivered. He will also prepare a brief for the Minister and Permanent Secretary explaining that, at DVLA's direction, a review of Local Offices is underway.</p>	Mr McClean
<b>9.</b>	<b>Management Pack Performance Review</b>	
9.1	Ms O'Connor reported that efficiency target figures were not available and more work is needed to extract precise figures from the system. Mrs Cosgrove agreed to supply Ms O'Connor with Harmonised Registration Certificate numbers on a monthly basis.	Mrs Cosgrove
9.2	It was agreed that more indepth analysis of SORN licences was needed and monitoring should continue.	
<b>10.</b>	<b>Stewardship Report</b>	
10.1	A draft Stewardship report, modelled on that in use in DVTA, was circulated to the board. Directors need to amend and tailor this to make it appropriate to their particular position by the end of May. Mr McGinnis will assist by drafting up a section that is common to all directors.	All directors Mr McGinnis
<b>11.0</b>	<b>Any Other Business</b>	
11.1	<p><u>Branding Issue</u></p> <p>Motor Industry Services have raised the issue of their brand being abused. Mr McClean informed the board that he had asked Departmental Solicitors' Office to comment on this.</p> <p><u>Gifts for Retirement</u></p> <p>Before any policy decision is made in connection with the presentation of gifts at retirement or on completion of long service, Ms O'Connor is to check the tax implications for both the employee and the employer.</p>	Ms O'Connor
<b>12.</b>	<b>Date of Next Meeting</b>	
12.1	The date of the next meeting is Thursday 20 May 2004.	

## Action Points arising from MB Meeting on 22 April 2004

Ref	Action	Who	When	Review/Comments
1.3	To clarify several issues regarding use of Minority Language on official documents	Mr Magee	May DMG	
1.3	All staff to be trained on use of Minority Language.	Mr McClean	Ongoing	
1.6	Ensure that Management Packs are circulated to Directors a full day prior to Management Board meeting.	L McAuley	Ongoing	
2.2	Provide suggestions for Continuous Improvement Projects for the incoming year.	All Directors	Ongoing	
6.3	Figures to indicate how much the Industrial Action has cost the Agency in overtime.	L O'Connor	Ongoing	
5.1	Changes to be made to draft copy of 2004/05 Business Plan.	Ms O'Connor	20/05/04	
5.1	Rewrite Business Objective in relation to Automated First Registration and Licensing on the website.	Mrs Cosgrove	Ongoing	
5.1	Amend Business Objective on contributing to the removal of non-value added and duplication of processes across government.	All Directors	Ongoing	
5.1	Amend Business Objective on improving enforcement activities.	Mrs McCabe	Ongoing	
6.1	Money from annual budget for 2004/05 should be bid for in June monitoring round.	Ms O'Connor	Ongoing	
6.2	Workshop to be arranged on Management Information.	Ms O'Connor	Ongoing	
8.1	Two possible buildings being considered for Belfast accommodation.	S McClean	Ongoing	
8.1	Search for suitable accommodation for Armagh Office.	S McClean	Ongoing	
8.1	Plans to relocate staff from County Hall to University.	S McClean	Ongoing	
8.1	A meeting regarding future accommodation requirements to take place.	S McClean	Ongoing	

9.1	Provide Ms O'Connor with Harmonised Registration Certificate numbers on a monthly basis.	Mrs Cosgrove	Ongoing	
10.1	Amend and tailor draft Stewardship report to make it appropriate to their particular position.	All Directors	End May	
10.1	Draft up a section that will assist all directors in amending draft Stewardship report.	Ashley McGinnis	End May	
11.1	Check the tax implications for both the employee and the employer with regards to gifts for retirement.	Ms O'Connor	Ongoing	