

**DVLNI Management Board Meeting Agenda 2 September 2004**

**Time:** 9.30 – 12.30

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

**Attendees:** Mr B Magee Chief Executive (Chair)  
Mr C Campbell Director of Driver Licensing & RTLD  
Mr T Evans Director of Development  
Mr S McClean Director of Corporate Services  
Mr A McGinnis Corporate Governance/Risk Management  
Ms L O'Connor Director of Finance  
Mrs J MacLennan Minutes

**Apologies:** Mrs B Cosgrove Programme Manager (& Director of IT)  
Mrs A McCabe Director of Vehicle Licensing

<b>Item</b>	<b>Start</b>	<b>End</b>	<b>Aim</b>	<b>Responsible</b>
1. Summary of last meeting and matters arising	09.30	09.45	For review	B Magee
2. IIP/Touching Base Presentation	9.45	10.45	For information	G Downey
3. Corporate Services Update	10.45	11.15	For information	S McClean
4. Driver Licensing update	11.15	11.45	For information	C Campbell
5. Customer Services – Complaints procedure	11.45	12.00	To discuss	B Magee
6. AOB	12.00	12.30		

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 Mrs A McCabe Director of Vehicle Licensing

	<b>Item</b>	<b>Action</b>
<b>1.</b>	<b>Summary of last meeting and matters arising</b>	
1.1	The summary of the previous meeting held on 22 <sup>nd</sup> July 2004 was agreed.	
1.2	<p>The following matters arising from the meeting on 22<sup>nd</sup> July 2004 were discussed:</p> <p>1.4 It was agreed that each director must return their response to the Contingency Plan to Mrs Cosgrove.</p> <p>2.1 Mr Campbell reported that discussions had taken place regarding the proposed staffing levels required for an ID checking team. He added that 2 EO2s have been identified to visit DVLA to check suitability of an ID checking machine. Mr Campbell agreed to report back progress to the board.</p> <p>Following discussion surrounding ID fraud, Mr Magee requested that Mr Campbell and Mr McGinnis forward him a list of areas of concern for discussion at the Eucaris conference planned for later this month.</p> <p>Mr McClean reported that packs containing key circulars, and in particular those relating to the Agency’s policies on harassment, fraud and misuse of the Internet/email system, were being prepared for distribution to all members of staff.</p> <p>4.1 Following discussion, it was agreed that Mr Campbell and Mr McGinnis forward Ms O’Connor statistics relating to telephone enquiries for the Business Plan Progress Report.</p> <p>5.2 The report on the LVLO review has yet to be finalised and Ministerial approval obtained. The final report is to be forwarded to the Minister this month and may contain a caveat stating that plans may change pending outcome of the Vehicles Strategy review.</p>	<p>All Directors</p> <p>Mr Campbell</p> <p>Mr Campbell Mr McGinnis</p> <p>Mr Campbell Mr McGinnis</p>

	<p>6.0 Most Agency targets are now back on track. However Mr McGinnis highlighted concern on the ability to maintain the Postal Licensing target due to the possible impact of the DVTA exemption certificates and staff limitations. It was agreed that Mr McGinnis would carry out an exercise using the Work Measurement Review to establish current individual performance against the set standards.</p> <p>Also Mr McGinnis will initiate a long term training plan to train more of the Vehicles staff in Postal Licensing tasks.</p> <p>6.1 Mr Evans reported that initial discussion regarding the measurement of First Registrations had taken place. He stated that early indications show that this task may be more complex than originally envisaged. It was agreed that the item will be placed on the agenda for full discussion at the next Programme 8 Board meeting.</p> <p>Discussion took place on the processes of cascading information on Agency's performance management to all staff. It was agreed that Ms O'Connor would arrange for a template to be made available for discussion at the next management board.</p>	<p>Mr McGinnis</p> <p>Mr McGinnis</p> <p>Mr Evans &amp; Mrs Cosgrove</p> <p>Ms O'Connor</p>
2.0	<b>IIP/Touching Base Presentation</b>	
2.1	<p>Mrs Downey delivered a presentation on the recommendations from the recent IIP assessment and an update on the findings from Touching Base Courses designed specifically for DVLNI managers. It was agreed that the Touching Base course will continue to be rolled out to Executive Officers and that a member of the Management Board will attend on the final day to address any issues raised.</p> <p>Mr McClean agreed to take responsibility for completion of the following issues/ recommendations raised:</p> <ul style="list-style-type: none"> <li>▪ Adopt improved Training Evaluation processes</li> <li>▪ To assist planning and developing, provide a list of EO2s and time in post for next management board.</li> <li>▪ Consider holding a Conference for all staff.</li> <li>▪ To compare good practices, the Agency should benchmark more with the Private sector and make more use of the DVLA assessment centres.</li> <li>▪ Approach NISRA for an evaluation of the recent "Healthworks" courses.</li> <li>▪ Completion of a Agency Training Plan</li> <li>▪ Establishment Of Staff Officer mentors</li> <li>▪ Provide appropriate responses to issues identified at the Touching Base course in Keynotes.</li> </ul>	<p>Mr McClean</p> <p>Mr McClean</p>
3.0	<b>Corporate Services Update</b>	
3.1	<p><u>Accommodation</u></p> <p>Mr McClean provided an update on the current Accommodation projects:</p> <p><u>Belfast:</u> Arrangements are once again on track for the relocation of Belfast Local Office to Cromac Way. Subject to lead times etc, it</p>	

	<p>is hoped to complete the relocation by 1<sup>st</sup> November 2004. Mr McClean agreed to provide Ms O'Connor with full anticipated costs by 9<sup>th</sup> September 2004</p> <p><u>Coleraine:</u> Renovation to Mill House site is due to get underway w/c 6<sup>th</sup> September 2004 with occupation by the beginning of October.</p> <p><u>County Hall Coleraine</u> A delegation from Interserve visited County Hall on Wednesday 1<sup>st</sup> September to familiarise themselves with the layout etc. of the building.</p> <p><u>Drivers:</u> Awaiting costs of proposed work to the Drivers building prior to the commencement of the peak renewals.</p> <p><u>Armagh:</u> Plans are being formulated to ease the accommodation pressure in the Armagh office. Given that we are now on a rolling three monthly extension of the lease, costs will be crucial to any decision to carry out alterations.</p> <p>Mr Evans requested that Accommodation section keep close contact with Computer Operations regarding the planning of all moves.</p>	Mr McClean
3.2	<p><u>Records Management Update</u></p> <p>The Agency is still on schedule to meet the Records Management Project's various targets.</p> <p>Mr McGinnis agreed to check progress of file disposal within LVLOs.</p>	Mr McGinnis
3.3	<p><u>Sick Absence</u></p> <p>The trigger points introduced NICS-wide on 1<sup>st</sup> April 2004 have resulted in a drop in the Agency's short term sick absence from 6.3% in Dec '03 to 2.2%. However, the Agency's long-term sick absence rates continue to be a cause for concern.</p>	
3.4	<p><u>Personnel</u></p> <p>After discussion on staffing compliments and related posts, it was agreed that Personnel Section should be provided with the agreed staff compliments for each section.</p>	Mr McClean
4.0	<b>Driver Licensing / RTLD update</b>	
4.1	The DLD Data Cleansing team has now been identified.	
4.2	The issue on the use of Derry/ Londonderry has now been resolved. It was agreed that an Agency wide policy will have to be formulated. Mr Campbell agreed to check the processes relating to RTLD.	Mr Campbell
4.3	Mutual Recognition is on target for implementation on 11 <sup>th</sup> Oct 2004	
4.4	Taxi Plating Project is on target for Ministerial launch on 1 <sup>st</sup> November 2004. Mr Campbell and Mr McClean agreed to take responsibility for the PR campaign.	Mr Campbell & Mr McClean
5.0	<b>Customer Services – Complaints procedure</b>	

5.1	Mr Magee expressed concern at the number of complaints that reach his level without going through the correct chains of command. It was agreed that a revised structure must be put in place with the appointment of appropriate Customer Services Managers. Mr Mc Clean stated that a new EO1 is due to start within Corporate Services on 11 <sup>th</sup> Sept to re- launch and revamp the Complaints Procedure that will include a computerised tracking facility. It was agreed to benchmark this process against DVTA's complaints system.	Mr McClean
6.	<b>Any Other Business/ Date Of Next Meeting</b>	
6.1	The date of the next meeting is 23 <sup>rd</sup> September 2004	

### Action Points arising from MB Meeting on 2<sup>nd</sup> September 2004

Ref	Action	Who	When	Review/Comments
1.2 /1.4	All directors return responses to the Contingency Plan to Mrs Cosgrove.	All Directors		
1.2/2.1	Mr Campbell will report progress on suitability of ID Checking machine .	Mr Campbell		
1.2	Mr Campbell & Mr McGinnis to provide list of areas of concern for discussion at the Eucaris conference	Mr Campbell Mr McGinnis		
1.2/4.1	Mr Campbell and Mr McGinnis to forward Ms O'Connor statistics relating to telephone enquiries for the Business Plan Progress Report	Mr Campbell Mr McGinnis		
1.2 /6.0	Mr McGinnis to initiate an exercise using the Work Measurement Review to establish current individual performance against the set standards.	Mr McGinnis		
1.2/6.0	Mr McGinnis will initiate a long term training plan to train more of the Vehicles staff in Postal Licensing tasks.	Mr McGinnis		
1.2/6.1	Measurement of First Registrations to be placed on the agenda for full discussion at the next Programme 8 Board meeting.	Mr Evans Mrs Cosgrove		
1.2/6.1	Ms O'Connor to arrange template to be made available for discussion at the next management board.	Ms O'Connor		
2.0	Mr McClean agreed to take responsibility for completion of issues/ recommendations raised through IIP assessment and Touching Base Courses	Mr McClean		
3.1	Mr McClean to provide Ms O'Connor with full anticipated costs of Belfast LVLO relocation.	Mr McClean	9 <sup>th</sup> September 2004	
3.2	Mr McGinnis to check progress of file disposal within LVLOs.	Mr McGinnis		
3.4	Personnel Section should hold the agreed staff compliments for each section.	Mr McClean		
4.2	Mr Campbell to check use of Derry/ Londonderry on processes relating to RTLD	Mr Campbell		

4.4	Mr Campbell and Mr McClean agreed to take responsibility for the PR campaign relating to the Taxi Plating Project.	Mr Campbell Mr McClean	14 <sup>th</sup> Oct– 1 <sup>st</sup> Nov 04	
5.1	Revamp and re launch the Complaints Procedure and benchmark this process against DVTA's complaints system.	Mr McClean		