

**DVLNI Management Board Meeting 19 February 2004**

**Time & Date:** 09:30 – 14.30

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

**Attendees:**

Mr B Magee	Chief Executive (Chair)
Mr T Evans	Director of Development
Mrs B Cosgrove	Programme Manager & Director of IT
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

	<b>Item</b>	<b>Action</b>
<b>1.</b>	<b>DMG Update</b>	
1.1	The first draft of DoE's Corporate Plan for 2004/05 is in circulation. DVLNI does not need to contribute to this, as the Agency has no Public Service Agreements, just ministerial targets.	
1.2	Financial pressures are expected next year. The Agency will need to prepare a submission to the Department of Finance and Personnel to offset Departmental Running Costs against receipts to cover the increased cost of Driver peak renewals.	
1.3	EO1 promotion boards are going ahead in March.	
1.4	The Grade 7 promotion board will be held in April.	
1.5	The Freedom of Information Act 2000 comes into full effect on 1 January 2005.	
1.6	A paper on the Northern Ireland Civil Service Communications Strategy is to be circulated to the Management Board.	Mr McClean
1.7	Responses drafted for the Minister are to be a maximum of 100 words. Training is to be arranged for staff involved in briefing and drafting responses.	Mr McClean
1.8	Industrial action taken by staff in Postal Licensing section is having an adverse impact on the Agency's performance targets. It was agreed that contingency plans need to be drawn up especially for Driver Licensing Division to help	Mr Campbell

	deal with the peak renewal period approaching.	
1.9	Vehicle licensing facilities are to be extended to a further 13 post offices across Northern Ireland.	
<b>2.</b>	<b>Previous Minutes and matters arising</b>	
1.2/ 1.1	Testing the appropriateness of the Stewardship pro-forma has been completed.	
1.2/ 8	A meeting has been arranged to facilitate the analysis of data received from the Driver and Vehicle Testing Agency.	Mrs Cosgrove
1.2/ 4.3	Welfare Branch is to arrange a suitable date to discuss sick absence with Mr McClean.	Mr McClean
4.2	The subject of Industrial Action is now being included in team briefs.	
4.3	The analysis of the staff survey is still ongoing.	
4.5	Members of staff from Vehicles, Drivers and RTLD have been nominated for TV/media training.	
4.6	The subject of Line Manager's Appraisals has been included in team briefs.	
5.1	Mr McClean is finalising the nomination of staff for the bonus scheme.	
5.2	The error rate for Driver Licensing will be included in next year's performance targets.	
5.3	The estimated number of staff in each business area during 2004/2005 should be sent to Ms O'Connor by next week	All directors
5.4	The analysis of enforcement cases where no action was taken will be an ongoing process.	
5.5	The date of the implementation of the new Driving Licence fee is 1 <sup>st</sup> June 2004.	
7.1	The board agreed to meet at the first available opportunity to discuss at greater length what information is needed to inform management decisions.	
7.3	The Road Traffic Amendment Bill permits the PSNI access to information regarding road traffic offences, however the Court Service are not included in this.	

<b>3.</b>	<b>Audit Monitoring/ Risk Management</b>	
3.1	<p>Mr McGinnis advised the board that a recent workshop held with colleagues in the Finance Section had highlighted a number of potential risks. The Director of Finance and Strategy was now considering these issues and they would be presented for approval at the next Board meeting. There were no other new risks reported during this period. A review of existing “Key Risks” followed and the re-prioritisation of some risks was considered appropriate. Mr McGinnis agreed to update the register accordingly.</p> <p>Mr McGinnis advised the board that an internal audit review of the Agency’s corporate control is scheduled to commence on 23 February 2004 and the auditors may wish to speak with directors.</p> <p>Finally Mr McGinnis reported that the recent internal audit monitoring exercise had indicated that, whilst there were a number of outstanding recommendations, none were outside the target implementation date.</p>	
3.2	Ms O’Connor is to check the Service Level Agreement between DVLA and the Department for Transport to find any suitable links that could be used between DVLNI and Road Safety within DOE.	Ms O’Connor
3.3	Mrs McCabe said she would arrange for the Belfast Local Vehicle Licensing Office Manager to visit Road Transport and Licensing Division on Corporation Street and ascertain how cash is collected, if receipts are issued and the frequency of lodgement. A report will be made to the CEO.	Mrs McCabe
3.4	Mr McClean reported that because of restructuring of Training Branch, one member of staff will soon be available for other work and could be used to assist in the updating of procedural guidance manuals.	
3.5	A circular is to be issued to all staff reminding them of the need for accuracy and vigilance when carrying out identity checks. In the same vein it was agreed that the issue of identity checking should be raised with DVLA as it does not appear to be effective in preventing fraudulent activity.	Mr McGinnis
<b>4.</b>	<b>Corporate Services Update</b>	
4.1	<p><u>Accommodation – County Hall staff</u></p> <p>The Valuation and Lands Agency (VLA) has now endorsed the proposal to enter into an agreement with the Science Innovation Centre (SIC) at Coleraine University. During a</p>	

	<p>meeting with the VLA and SIC on Tuesday 17<sup>th</sup> February, it was tentatively agreed that the Agency would take some 13k square feet for an initial period of three years with an option for a year on year review thereafter.</p> <p>Subject to further discussions with a representative from IBM who is working on the DVLA Estates Management project, this may reduce to approx 11k square feet. The general timescale for occupation could be late June/early July - a date will be firmed up once the various parties have been consulted.</p> <p>IBM is working to produce data on the feasibility of refurbishing the County Hall to house all DVLNI staff as opposed to a new build on the County Hall site.</p> <p>Further discussion is needed to decide which staff will move to the University site, and it is possible that staff in Beresford House will be included in the relocation. Consideration is also being given to relocating RTLD staff to Coleraine, although it is recognised that a presence will always be needed in Belfast for taxis.</p>	
4.2	<p><u>Accommodation – Armagh Local Office</u></p> <p>We are still looking for a site in Armagh and could be in a position to relocate around September.</p>	
4.3	<p><u>Accommodation – Belfast Local Office</u></p> <p>Several sites in the Greater Belfast area have now been visited and are being assessed.</p>	
4.4	<p><u>Records Management project</u></p> <p>We are well on the way towards producing the Agency’s input to the Departmental File Plan and a draft will shortly be with the Directors for perusal. To date, some 68 files are “missing” and this fact has been reported to the Project Manager in Clarence Court.</p>	
4.5	<p><u>Corporate Services Structure</u></p> <p>With effect from 1<sup>st</sup> April 2004, the Communications Team will fall under Corporate Services while Computer Operations will transfer to IT. It is envisaged that changes will be made to the structure and work allocation within Corporate Services and these will be notified in due course.</p>	
4.6	<p><u>Interchange Scheme</u></p>	

	A member of staff in the Northern Ireland Office has indicated through the staff Interchange Scheme that she is interested in gaining experience in other areas of the Civil Service, and has agreed to a joint 2-year contract with DVLNI and DVTA. Initially the officer will take forward work to finalise the Agency's Balanced Scorecard. Thereafter, efforts will be concentrated on the development of projects common to both Agencies.	
<b>5.</b>	<b>Management Pack Performance Review</b>	
	The contents of the Management Pack were considered:	
5.1	<u>Personnel</u> Opinion was expressed that there at times appeared to be a reduction in the standards applied by Recruitment Service with a resulting impact on the calibre of personnel being accepted to work in DVLNI. Mr Mc Clean reported that this point had already been notified to DFP.	
5.2	Following discussion regarding sick absences and contact between line managers and staff on sick leave, Mr Mc Clean undertook to raise the issue of contact with the Establishment Officers' Forum (EOM).	Mr Mc Clean
5.3	<u>Finance</u> A report on the uptake of Automated First Registration and Licensing, which was piloted among staff, is needed before 8 March.	Mr McClean
5.4	<u>Security</u> Mrs McCabe said she was very concerned about the level of security cover in the County Hall and felt that keypads should be installed. Mr McClean said that this would be included in the scope of the renovation work.	
<b>6.</b>	<b>Management Board Terms of Reference</b>	
6.1	The board agreed to consider the "terms of reference" document for the Management Board - any suggestions for change or addition are to be notified to Ms O'Connor who will incorporate these into a revised version before the next meeting in March.	
<b>7.</b>	<b>Drivers Peak Renewals</b>	
7.1	A proposal was made that the preparatory work involved in Peak Renewals should be managed by means of a project. Mrs Cosgrove will ask DLD for a proposed plan of work.	Mrs Cosgrove

<b>8.</b>	<b>DVTA (Driver and Vehicle Testing Agency) /DVLNI Action Plan</b>	
8.1	Following a recent joint workshop attended by DVLNI, DVTA and RSVSD senior management boards, an Action Plan has been produced to assist with the process of implementing the agreed action. The Management Board reviewed the Action Plan and agreed responsibility for each action point. Ms O'Connor will send this to DVTA.	Ms O'Connor
<b>9.</b>	<b>Business Plan Review</b>	
9.1	The Business Plan objectives were considered and reviewed to take account of changes in target dates.	
<b>10.</b>	<b>Contact Centre</b>	
10.1	<p>A draft Contact Centre Strategy paper prepared by Mr Evans was discussed. Mr Evans said that the board had to take an important strategic decision regarding the way forward. The Contact Centre should be seen as a prime delivery channel which would create an area of expertise to help prepare for the future, as well as avoiding the situation where alternative options could be forced on the Agency.</p> <p>He recommended that the board should seriously consider option 4 as it ensured that business requirements would be fully met and he felt it would enable the Agency to become a centre of excellence.</p> <p>The Board decided that option 1 (do nothing) would not be considered and that the Agency had already moved on from option 2. Mrs McCabe suggested that the Agency should proceed with Option 3 including TRADS 3 (Telephone Re-licensing and Data Sharing), as she was concerned that staff resources would be overstretched if option 4 were implemented fully at this stage. Mr Magee agreed, expressing concern that the implementation of option 4 could have repercussions for the Agency if staff were unable to cope with the volumes of enquiries received.</p> <p>The board agreed to proceed with TRADS3 and to stage in option 3 over a period of time.</p>	
<b>11</b>	<b>Corporate Plan 2004/05</b>	
11.1	The Corporate Plan was considered and reviewed, and several amendments were made to reflect changes in targets and timescales.	

<b>12</b>	<b>Work Measurement</b>	
	Not reached. Moved to March Agenda.	
<b>13</b>	<b>Balance Scorecard</b>	
	Not reached. Moved to March Agenda.	