

DVLNI Management Board Meeting 22 March 2004

Time: 10:30 – 16.30

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

Attendees: Mr B Magee Chief Executive (Chair)
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
Mr T Mc Flynn Secretary

Apologies: Mr T Evans Director of Development
Mr C Campbell Director of Driver Licensing & RTLD
Mrs B Cosgrove Programme Manager (& Director of IT)

	Item	Action
1.	Departmental Management Group (DMG) Update	
1.1	Discussion took place regarding the NICS Industrial Action. It was reported that there had been no progress to date.	
1.2	The Reform Agenda was discussed. With reference to the Gershon report on efficiency it was reported that DMG will be given a presentation at a later date.	
1.3	As in some other Departments/Agencies training on the new reporting system will be carried out in house and it is hoped to have this completed by the end of May 2004.	S Mc Clean
1.4	460 requests have been received in respect of the Senior Civil Service competition.	
1.5	The Grade 7 competition will be launched shortly.	
1.6	A discussion took place regarding the use of grammar. It was felt that there are sufficient guides around and DVLNI will consider sending appropriate staff on Business Writing Skills courses if required.	
2.0.	Previous Minutes and matters arising	
1.7	It was noted that the 100-word maximum referred to PQs only.	
1.8	The first draft of the implementation plans for Driver Licensing peak renewals is complete. This has been discussed with Mr Magee/Mr Evans.	

1.2/ 8	The analysis of data received from DVTA is not straightforward. There are many issues to resolve including the number of passengers, weights, names, addresses etc. A further meeting is to be arranged.	Mrs Cosgrove
3.2	It was reported that there are no suitable links in the Service Level Agreement between DVLA and the Department for Transport which could be used between DVLNI and Road Safety Branch within DOE.	
3.3	Mrs A Mc Cabe is to arrange a visit to RTLD by the Belfast LVLO Manager to examine and advise on cash collection and reconciliation.	A Mc Cabe
5.2	Mr Mc Clean stated that DVLNI Personnel will not assume the responsibility of keeping in touch with staff on long term sick absence. This is a line manager function and the line management chain should be followed. However it was noted that there could be exceptions and these should be dealt with on a case by case basis. Mr Mc Clean agreed to write to DOE Core regarding the policies of other Departments.	S Mc Clean
5.3	This should read “a report on the First Registration performance against target should be prepared by IT Section.”	S Mc Clean
2.1	The Board wished to thank “George from Ballymena” for his explanation on the difference between GB and NI licences during a recent Talkback radio interview.	
2.2	Directors were reminded to provide suggestions for Continuous Improvement Projects for the incoming year.	All Directors
3.0	Cost of Flights, Car hire, Attendance at Conferences	
3.1	Mr Magee asked the Board to encourage staff to consider the cost of flights, car hire etc before travelling to ensure that they get value for money. It was agreed to contact DVLA regarding a car hire contract.	L O Connor
3.2	It was mentioned that staff wishing to attend conferences should apply through Training Branch to ensure that there is no duplication. This only applies to conferences which DVLNI pay for. A circular covering this will be issued by Training Branch.	S Mc Clean
4.0	Risk Management	
4.1	Mr Mc Ginnis provided the Board with a copy of the Audit Monitoring Update for the period ended 27/03/04. He	All Directors

	advised the Board that most of the outstanding recommendations are due for implementation by 31/03/04.	
4.2	Mr Mc Ginnis advised the Board that he would arrange end of year meetings with each Director to obtain information on Corporate Governance progress at directorate level. This information will form the basis of the Annual Report on Corporate Governance which will be used by the Chief Executive in completion of his Statement of Internal Control.	A Mc Ginnis
4.3	Mr Mc Ginnis provided the Board with an update in relation to the new risks identified through the Risk Mentor Programme up to and including 22 March 2004. He sought and was granted Board approval for the proposed mitigating action. It was agreed that all 18 new risks should be dealt with at Directorate level.	
4.4.	<p>Progress on the existing key risks was reviewed by the Board. It was agreed to move the risk associated with identity fraud from Number 2 to Number 1.</p> <p>It was also agreed that the risk associated with industrial action should remain on the key register in light of recent developments.</p> <p>No other changes were required and Mr Mc Ginnis agreed to amend the risk register accordingly.</p>	<p>A Mc Ginnis</p> <p>A Mc Ginnis</p>
5.0	Corporate Services Update	
5.1	<p><u>Accommodation – County Hall staff</u></p> <p>Mr Mc Clean highlighted the significantly differing accommodation standards applied by the NICS and DVLA. This issue is to be discussed at a forthcoming meeting between DVLNI, DFP and DVLA's consultant. As there is still uncertainty regarding the exact numbers of staff to be relocated, Mr Mc Clean, Mrs Mc Cabe and Ms O Connor agreed to meet on Thursday 25th March to attempt to finalise the issue.</p> <p>The refurbishment of County Hall is being considered as an option in order to gain additional space.</p>	S Mc Clean
5.2	<p>From 1st April 2004 DOE will launch the Staffcare 24-hour Freephone helpline. This is an independent and confidential counselling, support and advice service which will be available to all staff within the Department.</p> <p>Staff will be notified individually by the Department and</p>	

	DVLNI Personnel Section will also include an article in the next edition of Keynotes.	
5.3	Mr Mc Clean reported that Personnel Section will provide some annual statistics in the next edition of Keynotes. This will include the numbers of new starts, transfers, promotions, resignations, retirements, informal/formal warnings and dismissals.	S Mc Clean
6.0	Budget 2004/05	
6.1	Ms O Connor reported that there was a Drivers Projects shortfall against funding and it was agreed that Mrs Cosgrove should be asked if these Budgets could be revised.	L O Connor
6.2.	All Directors were asked to revisit their budgets and consider where cuts might be made. Ms O Connor will issue a note on this matter. Ms O Connor commented on /clarified several issues contained in the Report and asked the Board members to examine the report more closely after the meeting.	L O Connor
6.3	Mr Magee asked if figures could be produced to indicate how much the Industrial Action cost the Agency in overtime.	L O Connor
7.0	Management Pack Performance Review	
7.1	It was reported that targets are on schedule to be achieved in all areas except Postal Licensing and the LVLO waiting times for both the busiest period and other times.	
7.2	Driver Licensing Division reported an 8% increase in licences issued and Vehicles had a 9% increase.	
8.0	Drivers Peak Renewal	
8.1	Mrs Maclennan reported that approximately 18,000 renewals are expected each month. The reminders for January will be with the public from November and approximately 15 additional administrative staff will be required. A discussion took place regarding ID checking and it was agreed that LVLO current staffing could not cope with this. Other options need to be considered including the use of the Post Office/DVTA. OHS and Disability Action will require notification of the	

	Driver Licensing peak renewals due to the impact which this will have on the medicals.	
9.0	Balance Scorecard	
9.1	Not reached. Moved to April Agenda.	
10.0	A.O.B.	
10.1	Mr Magee reminded the Board that issues around flags and emblems will become more prominent again in the very near future.	