

DVLNI Management Board Meeting Agenda 20 May 2004

Time: 9.30 – 16.00

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
 Mr S McClean Director of Corporate Services
 Mr A McGinnis Corporate Governance/Risk Management
 Ms. L O'Connor Director of Finance
 Mrs L McAuley Secretary

Apologies: Mr C Campbell Director of Driver Licensing & RTLD
 Mrs A McCabe Director of Vehicle Licensing
 Mrs J MacLennan Driver Licensing

Item	Start	End	Aim	Responsible
1. DMG Update	9.30	9.45	For Information	Mr Magee
2. Summary of last meeting and matters arising	9.45	10.15	For Review	Mr Magee
3. Risk Management	10.15	10.30	For Review	A McGinnis
4. Stewardship Reporting	10.30	11.00	For Information	L O'Connor
5. Northern Ireland Corporate Standards	11.00	11.30	For Review	L O Connor
6. Review of Business Plan 2004-05	11.30	12.00	For Review	L O Connor
7. Priorities and Budget 2004	12.00	12.30	For Review	L O'Connor
LUNCH	12.30	13.00		
8. Corporate Services Update	13.00	13.30	For Information	S McClean
9. LVLO Review	13.30	15.30	For Review	
10. A.O.B.	15.30	16.00		

Summary of DVLNI Management Board Meeting 20 May 2004

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Attendees:

Mr B Magee	Chief Executive (Chair)
Mrs B Cosgrove	Programme Manager (& Director of IT)
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 and Strategy
Mrs L McAuley	Secretary

Apologies:

Mr C Campbell	Director of Driver Licensing & RTLD
Mrs J MacLennan	Driver Licensing Division
Mrs A McCabe	Director of Vehicle Licensing

	Item	Action
1.	Departmental Management Group (DMG) Update	
1.1	The Minister has announced a Review of Public Administration – this is likely to impact more on local government, i.e. councils, than central government or the Agency.	
1.2	A presentation on Balanced Scorecards was delivered to DMG. DVLNI cannot introduce this until adequate staff resources are in place.	
1.3	<p>A discussion took place concerning Industrial Action and how it had affected the Agency so far. Strike action by DVTA staff will impact on DVLNI, and it was recognised that the Agency needs to adopt a sensible attitude to drivers who are unable to present MOT documentation. At the same time, current legislation does not allow the Agency to waive the requirement to produce an MOT certificate.</p> <p>It was agreed that Mr McGinnis will prepare a risk chart showing potential scenarios in the event of ongoing strike action. Ms O'Connor and Mr McGinnis are to make an assessment of the financial cost of industrial action on the Agency. This information will be relayed to the Minister.</p> <p>In addition, Mr McGinnis is to provide an estimate of how much the SASSER virus cost the Agency.</p>	<p>Mr McGinnis</p> <p>Ms O'Connor</p> <p>Mr McGinnis</p>
1.4	<p>The Minister, Angela Smith MP, made a whistle-stop tour on the first day of Balmoral Show. The Department was well represented under 2 themes, Environment and the Countryside, covered by Planning Service and Environment and Heritage Service, and Safer Travel and Transportation, covered by DVLNI, DVTA and Road Safety Division.</p> <p>The latter exhibit covered road safety education, publicity, cycling proficiency and child safety seats. DVLNI provided information about new car tax rules, Continuous Registration and the Identity Checking for imported vehicles.</p>	

2.0.	Summary of last meeting and matters arising	
2.1	The summary of the previous meeting on 22 April 2004 was agreed.	
2.2	<p>The following matters arising from the meeting on 22 April were discussed:</p> <p>1.3 The guidance paper on the use of Minority Language on official documents was further considered and concern was expressed that the costs involved in introducing bilingual or trilingual documents would be significant. The Board noted that one other UK country, e.g. Wales, had incorporated similar changes to their official documents. It was decided that a paper should be referred to DCAL setting out the associated costs of following the guidance.</p> <p>Training on the use of Minority Languages will be on an ongoing basis.</p> <p>6.2 A Management Information workshop cannot be arranged until adequate staff resources are provided.</p>	Mr Evans
3.	Risk Management	
3.1	New risks were presented and approved by the Board.	
4.	Stewardship Reporting	
4.1	<p>Work on the development of Stewardship reports is ongoing, and it was agreed to set up trilateral meetings between the CEO, either Ms O'Connor or Mr McGinnis, and each director, to develop a report for each position.</p> <p>The Agency's Statement of Internal Control has to reflect any weakness within the Agency along with the strategic action intended to tackle the weakness or if there are restraints to tackling it. It was noted that Audit Branch gave limited or no assurance in previous recommendations on Driver Licensing Division, and DVLNI's response to Audit Branch in this regard needs to be revisited. Mrs Cosgrove agreed to take this on.</p>	<p>All directors</p> <p>Mrs Cosgrove</p>
5.	Northern Ireland Corporate Standards	
5.1	<p>Ms O'Connor presented the Board with sample application forms designed by DVLA's Graphics Unit, who recommend a standard corporate design for all external forms. After discussion it was agreed that the sample forms would be preferable to the existing design and format.</p> <p>It was unclear if the colours of the DOE logo would have to appear on any new form and Mr McClean agreed to check this out. Also a Service Level Agreement would have to be put in place to allow DVLA to provide DVLNI with forms.</p>	Mr McClean

	The Board noted that new forms would be introduced whenever current stocks are being reviewed to avoid unnecessary wastage.	
6.	Review of Business Plan 2004/05	
6.1	The Board considered Operational Objectives listed in the Business Output section of the Business Plan 2004/05, and where appropriate, revised Performance Measures to reflect the current situation. It was accepted that, as a result of Industrial Action, the Agency might need to seek dispensation on several Performance Targets at the next Policy Liaison Group meeting attended by Mr Magee.	Mr Magee
6.2	Mrs Cosgrove agreed to provide details of AFRL transactions to Ms O'Connor, as well as a breakdown of V10 and V11 transactions in Post Offices. She will also check the accuracy of SORN cases.	Mrs Cosgrove
6.3	Mr McGinnis is to review V10 and V11 transactions through the Post Offices and find out how the increase in business is impacting on them.	Mr McGinnis
6.4	Due to delays in getting access to the Motor Insurance Database, telephone re-licensing transactions only increased by 17% between 2002/03 and 2003/04.	
7.	Priorities and Budget 2004	
7.1	Ms O'Connor explained to the Board that bids needed to be made for any new initiatives being introduced during 2005/06 to 2007/08 financial years. Bids such as the following should be included: Mutual Recognition, Tachographs, Review of Taxi Licensing, Anti Fraud initiative and the Review of Road Freight Operators.	
7.2	She also informed the Board that a £90k reduction had to be achieved in 2005/06 and there would be no increase in the 2006/07 or 2007/08 Driver Licensing Division budgets. All Board members were asked to consider possible areas where savings might be made, and convey this to Ms O'Connor by Tuesday next week.	All directors
7.3	The Board agreed that a Procurement Unit urgently needed to be established within the Agency to ensure that all contracts are being adhered to. This would mean that all procurement positions in the Agency would fall under the one umbrella, and procedures would be streamlined. Mr McClean is to investigate this further.	Mr McClean
8.	Corporate Services Update	
8.1	<u>Accommodation</u> Belfast: Agreement has now been reached with Office Accommodation Branch (OAB) for the relocation of the Belfast Local Office from Royston House to 2 Cromac Avenue, Cromac Wood. A tenant has been found for the first floor of the building	

	<p>and we will occupy the ground floor of 5285 sq ft. Initial floor sketches indicate a capacity for up to 30 staff in the one unit and between 12-15 counters in the other.</p> <p>Coleraine: A meeting with OAB representatives and P&T staff has been arranged for Friday 21st May to consider lay-out and costs which will dictate the work areas to be relocated.</p> <p>A meeting was held on Friday 7th May with representatives of all occupying bodies within the County Hall site to identify all requirements and options. The meeting decided that outline floor plans should be developed by Aukett (sub contracted by DVLA) as an indication of overall building capacity.</p>	
8.2	<p><u>Records Management Update</u></p> <p>A meeting with PRONI took place to discuss the DVLNI Retention and Disposal Policy and Schedule. Overall PRONI were satisfied but several changes must be made before they will give approval to the document.</p> <p>DVLNI missed a target deadline in the project, however it is anticipated that the work will be complete by the end of May.</p> <p>The DVLNI File Plan is presently being drawn up and will be sent to Information Management Branch by Monday 24th May.</p> <p>The first Data Protection Workshop will be held in the Conference Room on Monday 24th May. Nominated staff from Drivers, RTL D and Investigation Unit will participate in drawing up guidelines for use within their respective business areas.</p>	
8.3	<p><u>Training</u></p> <ul style="list-style-type: none"> • Training Officers <p>Two EOI Training Officers are to be allocated to Driver Licensing and Vehicle Licensing Divisions respectively. Both posts will report to the Training Manager.</p> <ul style="list-style-type: none"> • Training Room <p>The Training Room is to be re-designed to accommodate the new furniture which will better facilitate the delivery of project and generic training as well as use by NETg students.</p>	
8.4	<p><u>Annual Reports</u></p> <p>Reports have only been received from the Core this week and will be distributed shortly.</p>	
8.5	<p><u>Conference/Information Morning</u></p> <p>The Conference, which had been provisionally planned for 13th and 14th May in the Lodge Hotel, has now been put on hold.</p>	

9.	Local Office Review	
9.1	The findings of the Local Vehicle Licensing Office Review were presented to the Board for consideration.	
10.	Any Other Business/Date of next meeting	
10.1	The Board decided that the monthly Management Board meeting should be spread over 2 half days, starting in June 2004. The dates of the next meetings are Thursday 17 June and Friday 18 June, from 8.30am to 12.30pm.	

Action Points arising from MB Meeting on 20 May 2004

Ref	Action	Who	When	Review/ Comments
1.3	Prepare a risk chart showing potential scenarios in the event of ongoing strike action.	Mr McGinnis		
1.3	Provide figures showing the licensed stock of vehicles in May.	Mrs Cosgrove		
1.3	Draft a formal brief to the Minister advising of the estimated financial impact the industrial action has had on the Agency.	Mr McClean		
2.2	A paper to be referred to DCAL setting out the associated costs of following guidance on the use of Minority Languages on official documents.	Mr Evans		
4.1	Trilateral meetings to be set up regarding Stewardship Reporting in order to develop a report for each position.	All Directors		
4.1	Reconsider DVLNI's earlier response to Audit Branch.	Mrs Cosgrove		
5.1	Check if the colours of the DOE logo have to appear on any new forms.	Mr McClean		
5.1	A Service Level Agreement needs to be put in place to allow DVLA to provide DVLNI with forms.	Mr McClean		
6.1	Seek dispensation on Performance Targets at next Policy Liaison Group meeting.	Mr Magee		
6.2	Provide details of AFRL transactions to Ms O'Connor.	Mrs Cosgrove		
6.2	Provide a breakdown of V10 and V11 transactions in Post Offices.	Mrs Cosgrove		
6.2	Check the accuracy of SORN cases.	Mrs Cosgrove		
6.3	Review V10 and V11 transactions through the Post Office.	Mr McGinnis		
6.3	Find out how the increase in business is impacting on the Post Office.	Mr McGinnis		
7.2	Consider possible areas where savings might be made for Driver Licensing Division budgets and convey this to Ms O'Connor.	All Directors		
7.3	Investigate need for Procurement Unit within the Agency.	Mr McClean		