

Summary of DVLNI Management Board Meeting 21 April 2005

Time: 9.30 – 17.00

Venue: Conference Room 1, County Hall, Coleraine

Attendees: Mr B Magee Chief Executive (Chair)
 Mr C Campbell Director of Driver Licensing & RTLD
 Mrs B Cosgrove Programme Manager (& Director of IT)
 Mr T Evans Director of Development
 Mr S McClean Director of Corporate Services
 Mrs A McCabe Director of Vehicle Licensing
 Ms. L O'Connor Director of Finance
 Mrs C Casey Presentation
 Mrs R Walls Presentation
 Mrs A Smiley Secretary

Apologies: N/A

Ref. No	Item	Action
1.	Business Planning	
1.1	The draft Business Plan for 2005/06 was presented by Mrs Casey. The content was discussed and agreed by the Management Board. Mr Magee thanked all those involved in producing a very comprehensive plan.	
2.0	Previous Minutes and Matters Arising	
2.1	The minutes of the previous meeting on 16 March 2005 were agreed and the actions were reviewed.	
3.	Performance Review	
3.1	<u>Policy Development</u> <i>Taxi Driver Licence/Freight and Bus Fees</i> There was general discussion surrounding RTLD fees. RTLD to provide an update on the progress of the fees review at a future meeting.	Mr Campbell
3.2	<u>Deliver improved customer services</u> <i>Staffing Issues</i> Some of our Local Offices at times are understaffed due to the difficulty with security clearance. Mr Magee has written to John Small regarding the time taken for security clearance of staff. <i>Complaints/Compliments</i> It was agreed that it would be more beneficial if the complaints table,	

	completed each month for the Board meeting, included 'Year to Date' figures as opposed to the monthly figures. The 'Not Completed' column in the table is not necessary.	Mr McClean
3.3	<p><u>Improve our efficiency and effectiveness</u></p> <p><i>Procurement</i> It is hoped to have the Service Level Agreement with Central Procurement Directorate signed by September 2005.</p> <p><i>Image</i> The turnaround time within Image Section remains at 29 days. Mrs McCabe agreed to have a look at this area.</p>	
3.4	<p><u>Improve the quality and integrity of our record</u></p> <p><i>Vehicle Status Team</i> Mrs McCabe felt that further investigation was required in this area. Meantime the status should change to red.</p>	
3.5	<p><u>Develop our organisation and people</u></p> <p><i>Internet</i> Mr Magee expressed concern that key information may not be quickly accessible on our website, e.g .Drivers fees. Driver Licensing Division should discuss with their enquiries section and review internet content with a view to displaying fees in a more prominent position.</p> <p>The Board agreed that the website should be updated on a daily basis detailing turnaround times for each Division. Each Division should nominate two people who would be responsible for updating the web each day.</p>	<p>Mr Campbell</p> <p>Mr Campbell Mrs McCabe</p>
4.0	Budget 2005/06	
4.1	Ruth Walls gave an update on the Agency Budget 2005/06, detailing a pressure of £95k. Each area of the budget was discussed at length and bids were reduced . Mr Magee will discuss further with Ruth with a view to finalising bids by 6/5/05.	
5.0	Service 1st internal targets	
5.1	Directors were asked to review the proposed internal targets for their area and how these will be monitored throughout the year. Consideration should be given to the work appropriate to the grades and the resources available.	All directors
6.0	Communications Strategy	

6.1	Mr McClean presented a paper to the Board listing actions which resulted from a recent workshop on internal and external communications within the Agency. These actions will form part of the Agency Communication Strategy. In discussion with Mr Magee, Mr McClean has allocated responsibility to the actions. These were accepted by the Board.	
7.0	Customer Care Manager	
7.1	The Board discussed the possibility of directing all customer care issues to the one area. Mr McClean agreed to investigate the current procedure with DVLA and provide feedback at a future meeting.	Mr McClean
8.0	Enquiries (telephones)	
8.1	<p>The management and operation of the enquiries section was discussed in detail. It was agreed that these sections be fully staffed and must be managed very carefully by the team leader.</p> <p>The EO2 in charge of enquiries, in both Drivers and Vehicles, must have access to and understand the ACD system. The EO2 must monitor the use and availability of staff on the ACD system. This should be discussed with and understood by the staff on a daily basis. The 44 lines should be split- 26 lines to vehicle enquiries and 18 lines to drivers enquiries.</p> <p>The mentors in each Directorate should train staff on Telephone Handling Techniques, where required.</p> <p>A user group will be set up to oversee the implementation of two new numbers, including publicity, stationery etc.</p> <p>Changes to the ACD system should be co ordinated by the Communications Unit. A circular outlining the new procedures should be issued to staff.</p>	Mr McClean
9.0	A.O.B.	
9.1	<p><i>Annual Report</i> The annual report for the Agency will be compiled in the next two weeks.</p> <p><i>Sick Absence</i> The Agency is on target to reduce the average staff sick absence by 1 day against the 04/05 outcome.</p> <p><i>Performance Appraisal</i> End of year reports are now due.</p>	
12.0	Date of next meeting	
12.1	The next meeting will be on 19 May 2005.	

Outstanding Actions

Ref.	Action	Who	When	Review / Comments
20041123 - 007	Check that numbers of licensed taxi drivers, freight and bus operators and valid driver licences have been supplied	C.C	Ongoing	
20041123 - 006	Prepare a paper identifying issues, including costs in relation to the use of Irish/Ulster Scots language on official documents	S.McC	Ongoing	
20050126 - 003	Investigate Continuous Registration late licensing supplement and ability to enforce	A.McG	Ongoing discussion with DVLA (P. Woolley) regarding similar problems in Scotland.	CR paper received and discussed. Further investigation required before final decision..
20050126 - 004	Investigate the possibility of getting more space made available at Armagh LVLO	S.McC	Ongoing	
20050126 - 009	Copy of DVLNI Risk Guidance/Key Questions to be included in Keynotes	L.O'C	Problem in resourcing this but April (New Year) may be a better option Still ongoing	Register now on intranet. Update of process to be included in May keynotes.
20050217 - 001	Examine unlicensed records as identified in 2004 road side survey	A.McG L.O'C	ongoing	
20050217 - 002	LVLO activity to be measured to assess needs of remodeled structure Send 2 staff to Armagh L/O to carry out a survey on why the public are not using the Post Office	L.O'C A.McC	ongoing	

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20050217 – 004	Include leaflet with DL1 advising that the facility to ID check foreign nations is now extended to Belfast and Coleraine Local Offices.	C.C	Form being printed.	
20050217 – 005	Enforcement of uninsured drivers – no legislation to allow notification	A.McG	Ongoing – Long term workstream	Awaiting outcome
20050217 – 007	Write new program for Sale of Marks system	B.C	July 05. Work Ongoing	
20050217 – 010	Update on accuracy project – meet to agree actions	C.C A.McG	First meeting took place 11/04/05 Action plan to be developed for vehicle ops	
20050217 – 014	Nominate key holder for Belfast LVLO	A.McG	ongoing	
20050316 -001	Brief minister on remodeling of staff requirements	B.M T.E	Ongoing	
20050316 –002	Arrange for 2005 Customer Survey to be carried out	S.McC	Ongoing	
20050316 –003	Explanatory note on missed target to be included in commentary to Annual Report and Accounts	C.C		
20050316 –004	Explore possibility of a late shift to deal with peaks in Driver Licensing	C.C B.M	Evening shift ready to commence.	
20050316 –005	Investigate outsourcing of Image backlog in DLD against the possibility	B.C	Ongoing	
20050316 –007	Locate Treasury documents and pass to LO	C.C		
20050316- 010	Review budget and prioritise spending plan	All dirs	Ongoing	
20050316 –011	Draft Service First Targets and circulate to all directors	S.McC	Ongoing	
20050316 –012	Report progress on “back to the floor” programme	All dirs	Ongoing	Report to keynotes

Actions

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20050421-001	RTLD to provide an update on the fees review.	C.C		
20050421-002	Complaints table to include Year to Date figures.	S.McC		
20050421-003	Review accessibility to Drivers fees information on the website	C.C		
20050421-004	Provide names of nominees from each Division who will update the website on a daily basis re turnaround times.	C.C A.McC		
20050421-005	Review internal targets and how these will be monitored. Provide feedback to L.O'C	All Dirs		
20050421-007	Mr McClean to investigate customer care role with DVLA and report back to Management Board.	S.McC.		
20050421-010	Issue circular outlining new procedures for updating ACD system	S.McC		