



Present:

Mr Magee	Chief Executive
Mr Campbell	Director of Driver Licensing and RTLD
Mrs McCabe	Director of Vehicle Licensing
Mrs MacLennan	Deputy Director of Corporate Services
Ms O'Connor	Director of Finance
Mr Evans	Director of Development
Mrs Downey	Secretary

Apologies:

Mr McClean	Director of Corporate Services
Mrs Cosgrove	IT Programme Director

Ref No.	Item	Action
1.0	Previous Minutes	
1.1	The minutes of the previous meeting on 21 st July 2005 were agreed & the actions were reviewed. It was noted that Action 20041123 should read <i>draft a note about the use of Irish Language</i> – not <i>draft a note <u>of concern</u> about the use of Irish Language</i>	
2.0	Performance Review	
2.1	Discussed the possibility of outsourcing I.D checking for Driver Licensing to Post Office. Would customers pay for fast track / same day service similar to that offered by Passport Office? To Note - Pension documents can now be used as I.D	C Campbell
2.2	Discussed weighting of Drivers work sample – not truly representative of work underway. Consider sample size of 6	C Campbell
2.3	Concern expressed about accuracy of telephone figures. Are customers waiting as long as figures suggest?	C Campbell
2.4	Discussed issue of duplicate driving licenses to a particular individual suspected in credit card scam	C Campbell
2.5	Discussed increase in percentage of unlicensed vehicle stock & increase in evasion levels New mobile wheel clamping unit operative from next month should have major impact on these figures	
2.6	Discussed staff compliment & current embargo on recruitment at management grade. Directors to consider staffing compliment & compare to current need within their Directorate	All Directors



2.7	All outstanding Risk Assessment to be completed	C Campbell
2.8	Discussed occurrences of unexplained activity under IT security	T Evans
2.9	Discussed gaps on finance side. If fees income guaranteed we have enough on DOE side (excluding tacograph). Prompt payment figures below target due to implementation difficulties with SAP. Will take until December to catch up. Training to be provided to users	L O'Connor
3.0	Apollo Graphics	
3.1	Discussed potential graphics & text for Apollo portable display. Need to check cost involved with changing middle canvas.	J MacLennan All Directors
4.0	Non Receipt of V5's	
4.1	Discussed not charging for duplicate V5's until December – to be formally confirmed with DVLA A Smiley to look at advertising campaign	A McCabe A Smiley
5.0	Processing DVLNI Postal Applications	
5.1	Discussed possibility of Post Office processing postal applications. Consider allowing Post Office to process V11's only – cost / efficiencies? Examine extent of problems with Post Office processing V10's – situation to be reviewed Post Office to submit a paper re extending network to include 319 further Post Offices To Note - Post Office running new mobile units in rural locations to tax vehicles	A McCabe A McCabe
6.0	Governance Framework – OFF AGENDA	
7.0	SAP update – at 2.9	
8.0	Update of Post Offices - at 5.1	
9.0	Internal Targets	
9.1	Discussed developing new internal targets for non-operational areas	J MacLennan
9.2	Discussed internal correspondence – how is it tracked / monitored? Discussed definition of correspondence / complaints Discussed possibility of using current system for tracking complaints to track all correspondence Concern expressed about quality of correspondence from Agency staff. Directors to discuss training needs with Line Managers & course to be designed to address business writing needs	S McClean J MacLennan All Directors G Downey
9.3	All internal targets discussed. A McCabe to define Vehicle Status / Court Status 4 / Statute Barred Telephone figures to be checked with F Donaghy	A McCabe A McCabe
9.4	Drivers Enquiries recorded increase in calls in July. To Note - Target to read increase number of calls answered not reduce	C Campbell



	waiting time Drivers to consider Service Level Agreement with major stakeholders to include turnaround times To Note - Target agreed for Driver Imaging – 10 days by September	C Campbell
9.5	Awaiting Route Licensing Policy decision from DRD. Extent of current backlog to be reviewed	B Magee/T McCullough
9.6	Internal finance targets & Computer Ops targets to be added to list of Internal targets	L O'Connor B Cosgrove
10.0	Budget 2005 Bids	
10.1	Original 19 bids reduced to 5 1. Freight 2. Mutual Recognition 3. Taxi Service 4. Penalty Points 5. Greenaway	
11.0	Risk Management	
	Ashley McGinnis gave an update on the Agency Risk Register and outlined 6 new risks. Key Register to be amended according to discussion Directors to consider internal audit review as part of PLG. Responses to Ashley by Friday 26 th August...	



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 to ascertain how many people in Northern Ireland have a current driving licence	CC	Ongoing	Ongoing
20041123 - 006	Draft a note about use of Irish on Driving Licence to S McClean Prepare a paper identifying issues, including costs in relation to the use of Irish/Ulster Scots language on official documents	CC SMcC	 Ongoing	Waiting for Departmental Policy line
20050126 - 004	Investigate the possibility of getting more space made available at Armagh LVLO	SMcC	Ongoing	With solicitors Finalising security arrangements
20050217 - 007	Write new program for Sale of Marks system	BC	By 10 August	
20050316 - 004	Explore possibility of a late shift to deal with peaks in Driver Licensing	CC JMac		Consider offering to our own staff. Discuss with TU
20050316 - 005	Investigate outsourcing of Image backlog in DLD against the possibility	L'OC	Ongoing	L O'Connor to take forward
20050316 - 011	Draft Service First Targets and circulate to all directors	SMcC	Ongoing	Ongoing
20050421 - 003	Review accessibility to Drivers fees information on the website	CC BC	Under review	Completed
20050421 - 007	Mr McClean to investigate customer care role with DVLA and report back to Management Board	SMcC	Ongoing	
20050519 - 002	Staffing compliment to be considered and justified within each Directorate Co-ordinate staffing complement – how many staff are deputizing, how many vacancies exist, how many casuals are employed, etc.	All dirs JMacL	August 2005 August 2005	Ongoing Ongoing
20050519 - 004	Document to be compiled detailing numbers of staff to be considered for fixed term contract – to be forwarded to S McClean	CC	Ongoing	Ongoing



Management Board
Meeting

23rd August 2005

Ref.	Action	Who	When	Review / Comments
20050616-003/004	Submit bids for additional money to finance extra staff in DLD, review Peak Renewal business case and draft paper on DLD activities.	LO		L O'Connor to discuss with C Campbell
21.07.05 – 002	Vehicle Stock – define what “underclass” criteria are and put work request to Mrs Cosgrove	AMcC	Dec 05	Discuss with statistician / A McG cars exported to GB & detected in N Ireland
21.07.05 – 003	Update of the accuracy project – investigate if this is a corporate function and if so arrange for a member of staff to undertake	JMacL		Kevin McKillop to take forward
21.07.05 – 004	Overtime – investigate why overtime was up in some areas	CC		Measured returns for OT to date. Managers advised to use OT only when necessary
21.07.05 - 005	Decriminalised Parking Enforcement - write to Roads Service advising that their request and the cost of providing the service is under consideration.	AMcC		Completed
21.07.05 – 006	Risk Management/Corporate Register – draft Corporate Governance Framework by September	LO		Ready to go
21.07.05 – 007	Electoral Register – arrange meeting with Chief Electoral Officer to discuss sharing information	SMcC		Meeting to be arranged
21.07.05 – 008	“What’s New” website - daily checks need to be made on the front page of the website. Staff Officers in each operational area are to ensure that a monthly check regarding content is carried out, increasing to weekly if necessary. Changes are to be reported in a monthly return to Keynotes.	All directors to arrange		Completed

Actions



Management Board
Meeting

23rd August 2005

Ref.	Action	Who	When	Review / Comments
23.08.05 – 001	Consider possibility of outsourcing I.D checking for Driver Licensing to Post Office	CC		
23.08.05 – 002	Consider weighting of Drivers work sample	CC		
23.08.05 – 003	Examine accuracy of telephone figures	CC		
23.08.05 – 004	Discuss with A McGinnis issue of duplicate Driver Licence to individual involved in credit card scam	CC		
23.08.05 – 005	Risk Assessment to be completed	CC		
23.08.05 – 006	Check occurrences of unexplained IT activity	TE		
23.08.05 – 007	Cost changing middle canvas on Apollo portable display	JMacL		
23.08.05 – 008	Directors to send ideas for graphics & text for Apollo to J MacLenann	All Dirs		
23.08.05 – 009	Confirm with DVLA the non charging for duplicate V5's until December	AMcC		
23.08.05 – 010	Advertising campaign to be devised for V5's	AS		
23.08.05 – 011	Paper to be prepared re feasibility of Post Office processing V11's	AMcC		
23.08.05 – 012	Problems re Post Office processing V10's to be examined & discussed with B Magee	AMcC		
23.08.05 – 013	New Internal Targets to be added to existing list	J MacL L O'C BC		
23.08.05 – 014	Internal system for tracking & monitoring correspondence to be considered	J MacL SMcC		
23.08.05 – 015	Directors to discuss training needs for junior staff iro letter writing & forward to G Downey	All Dirs		
23.08.05 – 016	Drivers to consider setting up SLA with OHS	CC		