

**Summary of DVLNI Management Board Meeting 17 February 2005**

**Time:** 9.15 – 17.00

**Venue:** Chief Executive’s Office, 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 A McGinnis Acting Director of Vehicle Licensing  
 Ms. L O’Connor Director of Finance  
 Mrs J MacLennan Corporate Services  
 Mrs L McAuley Secretary

**Apologies:** Mr T Evans Director of Development  
 Mrs A McCabe Director of Vehicle Licensing  
 Mr S McClean Director of Corporate Services

Ref. No	Item	Action
1.	<b>Previous Minutes and Matters Arising</b>	
1.1	The minutes of the previous meeting on 26 January 2005 were agreed and the actions were reviewed.	
2.	<b>Performance Review</b>	
2.1	<p><u>Policy Development</u></p> <p><i>Vehicle Inspection Procedures</i>            A summary of responses is still not available from DVLA.</p> <p><i>Electronic Checking of Test Certificates</i>            DVLNI is seeking to amend existing legislation to allow vehicles to be checked electronically for valid test certificates. The draft document, with amendments included, is still with core.</p> <p><i>Foreign Vehicles driven by GB/NI drivers</i>            DVLNI and ROI Licensing authorities have arranged a meeting in Shannon to examine the problem of vehicles registered in one jurisdiction being used in another whilst unlicensed in both.</p> <p><i>VED Evasion</i>            The roadside evasion survey has reported that evasion in NI is currently 10% (previous survey 12%). Mr McGinnis said that the survey included 1067 exported vehicles, (approximately 25% of the sample). Early indications are that a large number of these vehicles were registered and licensed in GB at the time of observation. As such these should not be included in NI survey results.</p>	

	<p>Vehicle Operations staff within DVLNI are currently examining unlicensed records to establish patterns and arrive at an exact figure of evasion - it is expected that this will reduce by a further 1%. When this exercise is finished, DVLNI will report back to Department for Transport on lessons learnt.</p> <p><i>Local Office Review</i> Mr Magee reported that the Secretary had raised the need for a decision on the number of local offices and their locations at a recent meeting with the Minister. It was agreed that the activities in LVLOs over the next few months should be measured and new staffing levels assessed to allow the staffing requirement to be remodeled. Ms O'Connor will speak to LVLO managers about this.</p> <p>The board noted that there was still a lack of public awareness that Post Offices can carry out re-licensing transactions.</p> <p><i>Merger of DVLNI and DVLA</i> The DVLA Feasibility report has been completed and will be considered by the Change Programme Board. Mr Evans is to issue a report soon.</p> <p><i>I/D checking in LVLO of other EU nationals</i> It was decided to include a notification leaflet with each DL1 to inform customers that only Belfast and Coleraine LVLOs can check I/D for Driving Licences.</p> <p><i>Enforcement of Uninsured Drivers</i> DOE are considering how to take this forward with DVLA. Given DVLA/DVLNI experience in relation to enforcement of other motoring offences it is considered that enforcement of uninsured drivers may be a natural progression of Enforcement Activity for DVLA/DVLNI.</p>	<p>Mr McGinnis</p> <p>Ms O'Connor</p> <p>Mr Evans</p> <p>Mr Campbell</p> <p>Mr McGinnis</p>
2.2	<p><u>Deliver improved customer services</u></p> <p><i>Cherished Transfers</i> The target for processing a Cherished Transfer needs to be defined to mean that the full process is complete within a specified time frame (including or excluding those vehicles selected for inspection. Mr McGinnis is to arrange for a member of CT section to give a short talk to the Board explaining the process for each type of Cherished Transfer.</p> <p><i>Sale of Marks</i> The Sale of Marks system failed again during January. Mrs Cosgrove said that, following a meeting with Mr McClelland in her section, they had agreed that the best option was for a member of DVLNI staff to</p>	<p>Mr McGinnis</p> <p>Mrs Cosgrove</p>

	<p>write a new program.</p> <p><i>Driver Licensing</i>  There is concern at the number of driving licence applications which have to be returned because of error. It is not clear why these contain so many mistakes, but Mr Campbell agreed to analyse the reasons with a view to reducing the number of returned applications. Mr Magee suggested that Mrs MacLennan contact the Communications Unit to consider some radio advertising and publicity about the changes.</p>	<p>Mr Campbell</p> <p>Mrs MacLennan</p>
2.3	<p><u>Improve our efficiency and effectiveness</u></p> <p><i>Central Office Telephone Enquiries</i>  The percentage of telephone calls answered within the 30 second target needs to be defined as meaning, after the menu option has finished speaking.</p> <p><i>CR enquiries</i>  Mrs Cosgrove said she had been offered the opportunity to visit a busy call centre to see how supervisors and staff handle high levels of calls. DVLNI's system needs more features to allow better monitoring, however accommodation is the problem. After some discussion, the Board agreed that the possibility of separate ACD system for V &amp; D divisions should be evaluated. RTLD do not need an ACD system to monitor their calls.</p> <p><i>Wheel-clamping/ANPR</i>  Last month 91 vehicles were clamped which equates to just 75.8% of the target. The board noted that when the next wheel-clamping unit becomes operational, it will be based elsewhere, not Coleraine, in an attempt to target other areas.</p> <p><i>NI Public Sector Efficiency Programme 2005/2006 to 2007/2008</i>  Staff numbers in the Department will be reduced by 135 by 2007/2008. DOE have included a number of LVLO staff in this however the validity of this is questioned. These savings may be more appropriately assigned to DVLA efficiencies.</p> <p><i>Procurement</i>  The Board agreed that DVLNI must carry out all procurement activities through Central Procurement Directorate. Although the Chief Executive Officer can give Single Tender approval, this is not preferable. DVLNI operational side need to set out requirements in line with the Procurement Section Order.</p> <p><i>Driver Licensing Image</i>  A meeting has been arranged for 18<sup>th</sup> February to discuss the current backlog.</p>	<p>Mrs Cosgrove</p>

2.4	<p><u>Improve the quality and integrity of our record</u></p> <p><i>Update on accuracy project</i> Mr Campbell and Mr McGinnis are to meet to agree actions.</p>	Mr Campbell Mr McGinnis
2.5	<p><u>Develop our organisation and people</u></p> <p><i>Accommodation</i> Mill House, Coleraine – outstanding work is to be carried out immediately.</p> <p>Belfast LVLO – the new offices are operating well and receiving public praise despite the criticism over lack of car parking. Approval for the disabled parking bay has been obtained and has been put out to tender.</p> <p>Driver Licensing Division Building, Coleraine – The refurbishment programme is on schedule with a completion date of 28 February.</p> <p>Armagh LVLO – No suitable alternative premises are currently available. The existing premises cannot be made fully compliant with the Disability Discrimination Act, however it may be possible to implement a modified DDA programme. An option to lease the adjoining unit on a short-term basis to ease the accommodation pressure is under consideration.</p> <p><i>Health and Safety</i> The board noted those risk assessments that have been carried out to date. The list next month is to show those risk assessments still outstanding.</p>	
<b>3.</b>	<b>Corporate and Business Plan</b>	
3.1	The draft Corporate and Business Plan (CBP) was presented to the Board for consideration. A number of amendments were made which will be incorporated into the next draft. Mr Campbell is to prepare 2005/06 service delivery targets for Taxi Plating and PSV licences, and in the 2006/07 CPB, include Taxi Licensing targets.	
<b>4.</b>	<b>Business Continuity Planning</b>	
4.1	David Thompson, Deloitte, has given his comments and recommendations on the Agency’s Business Continuity Plan, and Mrs Cosgrove will incorporate these into the final draft. This is to be circulated to directors in early March for a final look over.	
<b>5.</b>	<b>Dual Notification</b>	
5.1	Mr McGinnis is to investigate how many notifications are involved in this and how much IT development will cost.	Mr McGinnis

<b>6.</b>	<b>LOBSIP Presentation</b>	
6.1	Matthew Jones, Driver and Vehicle Licensing Agency, delivered an update to the Board on LOBSIP (Local Office Business Systems Integration Project).	
<b>7.</b>	<b>Bonus Payments</b>	
7.1	Only a fraction of the Bonus Payment budget has been spent. Mrs MacLennan will let Ms O'Connor know how much more is earmarked. Mr Campbell is to review how the bonus system can be made available to staff in Driver Licensing Division. Mr Magee will place a letter in Keynotes thanking staff in DLD for their tolerance during the refurbishment.	Mrs MacLennan Mr Campbell Mr Magee
<b>8.</b>	<b>Risk Management/Corporate Governance</b>	
8.1	Directors agreed to update existing controls and present Divisional Risk Registers at the March meeting. As DVLA want to manage DVLNI's Vehicles Register, the board should consider whether a separate register is needed for Drivers Division and for Vehicles Division. It was agreed to discuss with Mr Evans what measures can be taken to align with DVLA pre merger, especially on corporate issues.	All directors
<b>9.</b>	<b>Any other business</b>	
9.1	Mr McGinnis suggested that personal post should be delivered to the Chief Executive only and suggested that one delivery each morning might be sufficient – this was agreed.	
9.2	Mrs MacLennan reported that PSNI were not happy that the 2 key holders of Belfast LVLO both live some distance from Belfast. They want someone who lives closer to the premises in the event of an emergency, but no supervisory grade is available. This is to be looked into.	
<b>10.</b>	<b>Date of next meeting</b>	
10.1	The next meeting will be on 16 March 2005.	

## Outstanding Actions

Ref.	Action	Who	When	Review / Comments
20041123 – 001	Compare EO2 and AO responsibilities in DVLA	S.McC	Waiting DVLA correspondence	Ongoing
20041123 – 004	Follow up correspondence with Internal Audit Branch re imaging V11 forms	L.O’C	Awaiting response	
20041123 – 005	Check that details of taxis licensed have been supplied	C.C	Outstanding	
20041123 – 007	Check that numbers of licensed taxi drivers, freight and bus operators and valid driver licences have been supplied	C.C	Outstanding	
20041123 - 006 and 20050126 – 001	Discuss and prepare paper to FUJITSU to allow Irish language to be used on official documents  Enquiry office staff to receive basic awareness training, e.g. cultural awareness training	B.C A.McG  J.MacL		NIVIS can already cope with Irish language symbols. Clarity is now required on requests where the address has not been legally adopted.
20050126 – 002	Investigate whether language awareness training is available for relevant staff	S.McC		Gail pursuing
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..
20050126 – 004	Investigate the possibility of getting more space made available at Armagh LVLO	S.McC	Ongoing	Ongoing
20050126 – 007	Progress risk registers towards a stage of adequate control	All directors	Next Programme 8 meeting	

<b>Ref.</b>	<b>Action</b>	<b>Who</b>	<b>When</b>	<b>Review / Comments</b>
20050126 – 009	Copy of DVLNI Risk Guidance/Key Questions to be included in Keynotes	A.McG	Ongoing	Problem in resourcing this but April (New Year) may be a better opinion
20050126 – 010	Read Business Impact Assessment Report	All directors	Next Programme 8 meeting	

## Actions

Ref.	Action	Who	When	Review / Comments
20050217 – 001	Examine unlicensed records to measure exact extent of tax evasion	A.McG		Ongoing
20050217 – 002	LVLO activity to be measured to assess needs of remodeled structure	L. O’C		Ongoing
20050217 – 003	Feasibility report on merger to issue	T.E		
20050217 – 004	Include leaflet with DL1 that only Belfast and Coleraine can ID check	C.C		
20050217 – 005	Enforcement of uninsured drivers – no legislation to allow notification	A.McG		Ongoing liaison with DVLA & DOE
20050217 – 006	Arrange CT presentation to Board	A.McG		Due for March meeting
20050217 – 007	Write new program for Sale of Marks system	B.C		
20050217 – 008	<ul style="list-style-type: none"> <li>Analyse reason for increase in Driver Licence applications being returned</li> <li>Arrange publicity/awareness campaign</li> </ul>	C.C J.MacL		
20050217 – 009	Provision of enhanced ACD systems	B.C		
20050217 – 010	Update on accuracy project – meet to agree actions	C.C A.McG		Action Plan to be developed
20050217 – 011	Cost of IT development for Dual Notification	A.McG		Ongoing
20050217 – 012	<ul style="list-style-type: none"> <li>Bonus payments - inform Ms O’Connor of how much is earmarked</li> <li>Consider how bonus system can be made available to DLD staff</li> <li>Place letter in Keynotes</li> </ul>	J.MacL C.C B.M		
20050217 – 013	Update Divisional Risk Registers	All		
20050217 – 014	Nominate key holder for Belfast LVLO	A.McG		