

Summary of DVLNI Management Board Meeting 16 June 2005

Time: 9.30 – 17.00

Venue: Conference Room, 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 O Crossley	for Director of Vehicle Licensing
Ms L O'Connor	Director of Finance
Mrs C Casey	Presentation
Mrs L McAuley	Secretary

Apologies: Mrs A McCabe Director of Vehicle Licensing

Ref. No	Item	Action
1.	Presentation	
1.1	Mrs Casey delivered a presentation to the Board on Balanced Scorecards.	
2.0	Previous Minutes and Matters Arising	
2.1	The minutes of the previous meeting on 19 May 2005 were agreed and the actions were reviewed.	
3.	Performance Review	
3.1	<p><u>Policy Development</u></p> <p><i>Unlicensed Foreign Vehicles driven by foreign drivers in NI</i> DVLA are holding talks with their counterparts in several other countries to examine the common problem of vehicles registered in one jurisdiction being used in another whilst unlicensed in both.</p> <p><i>Use of Irish Language</i> Mr Campbell is to draft a note about the use of Irish on driving licences to Mr McClean, who has arranged to meet with DOE Equality Unit to discuss the implications, especially now that Irish has been added to the list of officially recognized languages in the European Union.</p> <p><i>VED Evasion level</i> Mrs Cosgrove is to check when the next Evasion Survey is to take place.</p>	<p>Mr Campbell Mr McClean</p> <p>Mrs Cosgrove</p>

	<p><i>Continuous Registration</i> The Business Case will be delayed until Continuous Registration has been up and running for a year. Mrs McCabe is to update the board on progress.</p> <p><i>I/D checking in LVLO of other EU nationals</i> More staff are needed in Belfast LVLO to cope with the extra work involved in identity checking. Mr Campbell will submit a bid for additional money to finance the extra staff. The Peak Renewal Business Case may also need to be revised.</p> <p>Mr Campbell will also draft a paper on all DLD activities to include transactions, written correspondence and telephone calls, thereby justifying the need for extra staff in DLD.</p> <p><i>New/Amendments to Legislation</i> Mr Campbell is to provide updates on the following pieces of legislation:</p> <ul style="list-style-type: none"> ● Access to Drivers Data ● 3rd EU Directive ● Tachograph 	<p>Mrs McCabe</p> <p>Mr Campbell</p> <p>Mr Campbell</p> <p>Mr Campbell</p>
3.2	<p><u>Deliver improved customer services</u></p> <p><i>Driver Licensing</i> Mr Campbell is to examine a change in how driver licensing targets are measured.</p>	Mr Campbell
3.3	<p><u>Develop our organisation and people</u></p> <p><i>Armagh LVLO</i> Mr McClean reported that there have been positive developments in solving the space difficulties in Armagh, and there is now the possibility of extending from the present office into the premises next door. Mr McClean is to proceed to explore this option in more detail.</p>	Mr McClean
4.0	Appointment of Customer Services Manager	
4.1	Mr McClean is to consider best practice and develop a job description for the position of Customer Services Manager.	Mr McClean
5.0	Road Transport Licensing Division (RTLTD) Fees	
5.1	The Board considered and approved proposals to introduce a revised fee structure in RTLTD. The current fees for freight and bus licensing have been in existence since 1997, while the fees for taxi drivers' licences were last increased in 1996.	
6.0	Internal Targets	

6.1	Internal targets were reviewed and will be re-issued to all directors to monitor on a regular basis.	
7.0	Risk Management/Corporate Governance	
7.1	There were no new risks identified via the Risk Mentor Programme this month. The Board reviewed existing risks recorded in the Corporate Risk Register and accepted the recommendations of Mr McGinnis who will update the Risk Register as necessary. It was agreed that the Stewardship Report is to be reviewed on a six monthly frequency at the April and October meetings	
8.0	Any other business	
8.1	A member of the Investigations Team is to prepare an article for Keynotes explaining what is involved in the work of the section.	
8.2	Mr McClean stated that there was no reason why AA and AO grades should not be recruited into Local Vehicle Licensing Offices providing they were clearly informed about the possibility of merger.	
9.0	Date of next meeting	
9.1	The next meeting will be on 21 July 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	CC	Ongoing	Ongoing
20041123 - 006	Draft a note of concern 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	Meeting with Equality Unit to take place in July - Irish is now officially recognized as a language in the EU.
20050126 - 003	Investigate Continuous Registration late licensing supplement and ability to enforce	AMcC	Postpone automation of DN until CR running well	Ongoing discussion with DVLA regarding similar problems in Scotland.
20050126 - 004	Investigate the possibility of getting more space made available at Armagh LVLO	SMcC	Ongoing	Premises next door may be available and this is being investigated.
20050126 - 009	Copy of DVLNI Risk Guidance/Key Questions to be included in Keynotes	LO'C	Completed	Completed
20050217 - 001	Examine unlicensed records as identified in 2004 road side survey	AMcG LO'C AMcC	Ongoing	Ongoing
20050217 - 004	Include leaflet with DL1 advising that the facility to ID check foreign nations is now extended to Belfast and Coleraine Local Offices.	CC	Completed	Completed
20050217 - 005	Enforcement of uninsured drivers – no legislation to allow notification	AMcG	Ongoing - Long term work stream – to be taken out of Action Points next month.	DOE are currently examining the Greenaway report and DVLNI await the outcome.

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20050217 - 007	Write new program for Sale of Marks system	BC	July 05	Ongoing
20050217 - 010	Update on accuracy project – meet to agree actions	CC AMcG	First meeting took place 11 April 2005	Action Plan to be implemented Action plan to be developed for vehicle ops
20050217 - 014	Nominate key holder for Belfast LVLO	AMcC	Ongoing	Ongoing
20050316 - 001	Brief minister on remodeling of staff requirements	BM TE	Ongoing	Three separate submissions to be prepared: 1. Brief the Minister on the Local Office review. 2. Brief the Minister on merger and current state of play in Vehicles Division 3. Brief Deputy Secretary via Business Case on the options available to the rest of the Agency, e.g. RTLD, DLD and LVLOs. There are four options - 1.DLD to DVLA. 2. IT systems only merge (staff stay in NICS) 3. Staff stay in NICS but are managed by DVLA 4. Do nothing, no merger of staff or systems
20050316 - 004	Explore possibility of a late shift to deal with peaks in Driver Licensing	CC BM	Evening shift ready to start	Ongoing
20050316 - 005	Investigate outsourcing of Image backlog in DLD against the possibility	BC CC	Ongoing	Company has been given security clearance. Funding to be investigated. Progress has been made using 8-8 shifts. Opening and processing of mail on the same day
20050316 - 010	Review budget and prioritise spending plan	All dirs	Completed	Completed

Ref.	Action	Who	When	Review / Comments
20050316 - 011	Draft Service First Targets and circulate to all directors	SMcC	Ongoing	Ongoing
20050316 - 012	Report progress on "back to the floor" programme	SMcC	Article to appear in July Keynotes	Report to keynotes
20050421 - 001	RTLD to provide an update on the fees review	CC	Completed	Completed
20050421 - 003	Review accessibility to Drivers fees information on the website	CC	Under review	Ongoing
20050421 - 004	Provide names of nominees from each division who will update the website on a daily basis re turnaround times	JMacl AS	Completed	Completed
20050421 - 007	Mr McClean to investigate customer care role with DVLA and report back to Management Board	SMcC	Ongoing	Ongoing
20050519 - 001	Review impact of slip in Road Safety Bill	BC	Late 2006	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 SMcC	July 2005 July 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
20050519 - 005	Consider working from home option for telephone enquiries staff	JMcC FD	Completed	Completed. NICS do not sanction home working and no policy exists to allow this to happen
20050519 - 007	Consider compilation of an <i>off the road vehicles</i> register	AMcC	Ongoing	Ongoing

Actions

Ref.	Action	Who	When	Review / Comments
20050616 - 001	Check when the next Evasion Survey is to take place.	BC		
20050616 - 002	Update the board on progress of CR Business Case	AMcC		
20050616 - 003	Submit a bid for additional money to finance extra staff in DLD Review Peak Renewal Business Case	CC CC		
20050616 - 004	Draft a paper on all DLD activities to include transactions, written correspondence and telephone calls, thereby justifying the need for extra staff in DLD.	CC		
20050616 - 005	Provide updates on the following pieces of legislation: <ul style="list-style-type: none"> ● Access to Drivers Data ● 3rd EU Directive ● Tachograph 	CC		
20050616 - 006	Examine how driver licensing targets are measured	CC		
20050616 - 007	Develop a job description for the position of Customer Services Manager	SMcC		