

Summary of DVLNI Management Board Meeting 16 March 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 T Evans	Director of Development
Mr S McClean	Director of Corporate Services
Mr A McGinnis	Acting Director of Vehicle Licensing
Ms. L O’Connor	Director of Finance
Mr M Howell	Presentation
Mrs C Casey	Presentation
Mrs L Donaghey	Presentation
Mrs R Walls	Presentation
Mrs L McAuley	Secretary

Apologies: Mrs A McCabe Director of Vehicle Licensing

Ref. No	Item	Action
1.	Previous Minutes and Matters Arising	
1.1	The minutes of the previous meeting on 23 February 2005 were agreed and the actions were reviewed.	
2.0	Presentation by Martin Howell – Business in the Community	
2.1	Martin Howell, Business in the Community, delivered a presentation to the Board on the work and achievements of BITC. He explained that any public authority wishing to become involved with BITC needed to adopt a formal policy and develop a strategic approach to BITC. Mr Magee thanked Mr Howell for an interesting and informative presentation.	
3.	Performance Review	

<p>3.1</p>	<p><u>Policy Development</u></p> <p><i>Driver and Vehicles Fees Proposals</i> The proposal for an annual vehicle registration fee needs primary legislation and there is no bill to take this forward. The likely outcome of this proposal is an increase in driver and vehicle fees next year. DVLA is considering introducing a ten-year fee as opposed to an annual fee.</p> <p><i>Regulating the supply of number plates in NI</i> The first stage of the Bill has been passed and it is anticipated that this will be in place by autumn 2005.</p> <p><i>Vehicle Inspection Procedures</i> A review of the quality and quantity of inspections carried out on imported vehicles and cherished transfers has been completed and a summary report will soon be available on the internet.</p> <p><i>Unlicensed Foreign Vehicles driven by foreign drivers in NI</i> DVLA are taking the lead in examining the problem of vehicles registered in one jurisdiction being used in another whilst unlicensed in both - DVLNI will follow DVLA's lead on this.</p> <p><i>High level of unlicensed vehicles identified during the VED survey that were exported to GB</i> Mr McGinnis reported that work is on-going in relation to analysing the source survey data, and indications are that the reported evasion rate will be reduced by at least 1%.</p>	
<p>3.2</p>	<p><u>Deliver improved customer services</u></p> <p><i>Customer Survey</i> Mr McClean is to arrange for the 2005 customer satisfaction survey to be carried out.</p> <p><i>Automated First Registration and Licensing (AFRL)</i> Mr McGinnis told the Board that there had been difficulties on 2 occasions with the transfer of Vehicle Registration Marks to AFRL system. The first resulted in 5 of the Local Offices having insufficient VRMs for the dealers, and the second related to DVLA's system failing to picking up figures keyed by DVLNI.</p> <p><i>Driver Licensing</i> Driver Licensing Division was on target to meet its turnaround times for the first half of the month but the target was missed in the final two weeks. This was mainly due to the system being down for four days and also to staff moves following refurbishment of the office block.</p> <p>Mr Campbell explained that performance against this target was not</p>	<p>Mr McClean</p>

	<p>measured as an average target. In practice this means should the target be missed for just one month during the year, the annual target will automatically and irretrievably be missed. Following discussion, it was agreed that the commentary in the Annual Report and Accounts should include an explanatory note as to how and why this occurred.</p> <p><i>Internet/Intranet Access</i> Internet/Intranet access has been rolled out to almost all PC users. Line managers are responsible for ensuring that use of the Internet is in line with the Acceptable Use Policy. Sites are managed and monitored by ISU, but ISU staff will not be responsible for which pages staff visit.</p> <p>Some staff still do not have access to the internet while others do not want access.</p>	<p>Mr Campbell</p>
<p>3.3</p>	<p><u>Improve our efficiency and effectiveness</u></p> <p><i>Central Office Telephone Enquiries</i> Ms O'Connor explained that the telephone enquiry system answers only a percentage of calls. There are times when a high volume of calls will be logged, for example on Monday mornings and at the start of each month, while at other times the volumes will be much lower. The telephone system analyses and predicts peaks and troughs in the month, and managers should use this information to allocate more staff at the busiest times and reduce numbers when appropriate.</p> <p>The possibility of a late shift was suggested, especially when there are peaks in Vehicle Licensing. Mrs Cosgrove is to gather more information about this. Target times will also need to be reviewed. Mr Magee said a business case would need to be built to develop this idea further.</p> <p><i>Vehicle Stock</i> The number of vehicle records (i.e. vehicle stock) is 1.09m records, representing an increase of 61k from March 2004. The introduction of SORN and Continuous Registration has increased vehicle stock.</p> <p><i>Procurement</i> DVLNI is awaiting guidance from Central Procurement Directorate to develop a Service Level Agreement by which all procurement activities must be carried out.</p> <p><i>Image</i> The turnaround time within Image Section has increased to 29 days. Mr McGinnis said that the decision not to image V11s should help clear the present backlog.</p> <p><i>Driver Licensing Image</i> Driver Licensing Image Section has been hindered by the breakdown of its only machine. A machine has been loaned, and staff are working overtime</p>	<p>Mrs Cosgrove Mr Magee</p>

	to clear the backlog. This function could be outsourced, as it was not that expensive to have it outsourced on a previous occasion. Any security issues can be resolved and Mrs Cosgrove is to investigate this, however Ms O'Connor cautioned that the difficulty would be in funding it.	Mrs Cosgrove
3.4	<u>Improve the quality and integrity of our record</u> <i>Vehicle Status Team – Beresford House</i> Mr McGinnis said that it would be difficult to sustain the present volume of mail received with the current shortage of staff.	
3.5	<u>Develop our organisation and people</u> <i>Personnel</i> Security clearance for casuals is holding up temporary recruitment. Mr McClean is to write to the PSNI and emphasise the importance of obtaining security clearance as soon as possible. <i>Armagh LVLO</i> An option to lease the adjoining unit on a short-term basis is still under consideration, and final costs are awaited, however these are expected to be prohibitive. The board concluded that it might be best to close this office sooner rather than later.	Mr McClean
4.0	Driver and Vehicle Testing Agency (DVTA) Senior Management Training	
4.1	Christine Casey delivered a presentation on the DVTA Management Board Development Programme. She explained that this programme is based on the Social Security Agency programme and contains modules on: <ul style="list-style-type: none"> • Roles and responsibilities of the Board, which was mostly delivered internally using CIPFA “On Board” materials and with an input from a CIPFA member on the legal aspects relating to Boards; • 360° feedback and Myers Briggs Type Inventory (MBTI) diagnostics and feedback, which was delivered by College of Management and Policy Studies (CMPS); • Leadership and Change Management; • Creativity and Problem Solving; and • Team Building. DVTA’s Management Board has completed the first module and will have completed the second by the end of April. Following some discussion, DVLNI Management Board agreed to sign up for Phase 1 of the Programme. Mrs Casey agreed to track down draft Treasury documentation for Ms O’Connor.	Mrs Casey

5.0	Business Plan 2005/06	
5.1	The latest draft of the Business Plan was circulated and targets discussed and agreed. Ms O'Connor asked for urgent responses to volumes gaps	All directors
6.0	Budget 2005/06 and SAP	
6.1	<p>Ruth Walls delivered a presentation on the Agency Budget 2005/06 and emphasised that £100k would have to be shaved off the Vehicles budget for the current year. The board agreed to review the draft document and draw up a pressure list to prioritise and decide what activities will/will not be funded.</p> <p>Under the new Systems Application Processing (SAP) arrangements, a decision will be needed about where Road Transport and Licensing Division and Driver Licensing Division sit in relation to the merger project. Until this decision is taken, DRP runs parallel with DVLA funded activity.</p> <p>Mr Evans will look at mapping out the SAP structure in respect of the merger project</p>	<p>All directors</p> <p>Mr Evans</p>
7.0	DVONI/EPB/CMT Update	
7.1	Draft minutes of the DVONI Forum meeting held on 22 nd February were circulated.	
8.0	CT Presentation	
8.1	<p>Libby Donaghey delivered a presentation on Cherished Transfer procedures and some of the difficulties faced in transferring a registration mark from a donor vehicle to a receiving vehicle. She explained that there are 4 types of transfer –</p> <ul style="list-style-type: none"> • NI-NI: this involves a transfer between 2 used vehicles both currently registered in Northern Ireland; • NI-GB: this relates to the donor vehicle being currently registered in NI and the receiving vehicle in Great Britain; • GB-NI: this occurs where the donor vehicle is of GB origin and the mark is being transferred to a NI registered vehicle; and • DUP33's: this happens when the mark is being transferred from a NI registered vehicle onto a brand new vehicle being registered in NI. <p>In some cases, vehicles may be called for inspection, for instance if there are any doubts as to the identity of the vehicle, or if the donor vehicle has been reported stolen and recovered, or if the donor vehicle has been involved in an insurance claim. Also there were audit requirements which could result in an inspection being conducted.</p>	

9.0	RTLD fees	
9.1	Mr Campbell said that he had written to Core setting out RTLD requirements and asking for guidance on Regulatory Impact Assessments. A response was awaited before he could make any further progress on this.	
10.0	Service First Targets	
10.1	Mr McClean will draft Service First Targets and circulate to all Directors for consideration.	Mr McClean
11.0	Any other business	
11.1	All directors are to report to Mr McClean about the “back to the floor” programme.	All directors
12.0	Date of next meeting	
12.1	The next meeting will be on 21 April 2005.	

Outstanding Actions

Ref.	Action	Who	When	Review / Comments
20041123 – 001	Compare EO2 and AO responsibilities in DVLA	S.McC	Completed	
20041123 – 004	Follow up correspondence with Internal Audit Branch re imaging V11 forms	L.O’C	Completed	
20041123 – 005	Check that details of taxis licensed have been supplied	C.C	Completed	
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 – 001	Enquiry office staff to receive basic awareness training, e.g. cultural awareness training	J.MacL	Pilot training to commence 14/04.05	Completed
20050126 – 002	Investigate whether language awareness training is available for relevant staff	S.McC	Training delivered on 15/04/05 for the first time	Completed
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

Ref.	Action	Who	When	Review / Comments
				keynotes.
20050126 – 010	Read Business Impact Assessment Report	All dirs	Completed	
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	L.O’C	ongoing	
20050217 – 003	Feasibility report on merger to issue	T.E	Completed	
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 – 006	Arrange CT presentation to Board	A.McG	Completed	
20050217 – 007	Write new program for Sale of Marks system	B.C	July 05. Work Ongoing	
20050217 – 008	<ul style="list-style-type: none"> Analyse reason for increase in Driver Licence applications being returned Arrange publicity/awareness campaign 	C.C J.MacL	Complete For the future. CC to contact S McC	Numbers reduced. Going back quicker. CC to use local radio Derek Black’s Motoring column.
20050217 – 009	Provision of enhanced ACD systems System not showing the right information	B.C	Mid April BDS analyzing requirements. A Contact Officer has been appointed to take the programme forward	Management decision required on implementation of 2 new local rate

Ref.	Action	Who	When	Review / Comments
				numbers. Project team now taking forward.
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 – 011	Cost of IT development for Dual Notification	A.McG	Completed	
20050217 – 012	<ul style="list-style-type: none"> • Bonus payments - inform Ms O'Connor of how much is earmarked • Consider how bonus system can be made available to DLD staff • Place letter in Keynotes 	J.MacL C.C B.M	Completed Completed Completed	
20050217 – 013	Update Divisional Risk Registers	All	Completed	
20050217 – 014	Nominate key holder for Belfast LVLO	A.McG	ongoing	

Actions

Ref.	Action	Who	When	Review / Comments
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	
20050316-006	Write to PSNI regarding security clearance delay	S.McC	Completed	
20050316-007	Locate Treasury documents and pass to LO	C.C		
20050316-008	Map out SAP structure in relation to merger	T.E	Completed	
20050316-009	Complete volumes gaps in Business Plan	All dirs	Complete	
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