

Summary of DVLNI Management Board Meeting 19th May 2005

Time: 9.30 – 15.00

Venue: Chief Executive's Office, County Hall, Coleraine

Attendees: Mr B Magee Chief Executive (Chair)
 Mr S McClean Director of Corporate Services
 Mrs A McCabe Director of Vehicle Licensing
 Ms. L O'Connor Director of Finance
 Mr S Monaghan Driver Licensing
 Mr Joe McClelland Senior Technical Assurance
 Mrs R Walls Presentation
 Mrs G Downey Secretary

Apologies Mr C Campbell Director of Driver Licensing & RTLD
 Mrs B Cosgrove Programme Manager (& Director of IT)
 Mr T Evans Director of Development

Ref. No	Item	Action
1.	Previous Minutes and Matters Arising	
1.1	The minutes of the previous meeting on 21 st April 2005 were agreed and the actions were reviewed. It was noted that the minutes recorded that the Annual Report would be completed within the next two weeks. This should have read commissioned within the next two weeks	
2.0	Hospitality	
2.1	Hospitality has to be approved by no less than DP grade. Hospitality only to be afforded to non civil servant guests or as when thought appropriate. E.g., A Training Course <i>All gifts to be recorded – DOE information bulletins to be brought to the attention of all staff at Team Brief</i>	
3.	DVONI/PLG	
3.1	Creation of a register for <i>off the road vehicles</i> to be considered. It is voluntary at the moment. To discuss with PSNI iro potential enforcement difficulties	A McCabe
3.2	Business case almost ready to go to DOE iro Dual Tachograph	
3.3	Currently looking for staff to facilitate Road Plate Licensing Review. Business case to go forward	
3.4	DVO are concentrating their focus on CS efficiency & compliance. Planning to identify evasion hotspots & target enforcement	

3.5	Road Safety Bill to get Royal Assent in February 2006. This will cause a delay iro RTA Bill <i>The impact of the delay to be reviewed</i>	B Cosgrove
3.6	There is currently bi lateral legislation iro foreign vehicles enforcement including ROI, Sweden & Lithuania. Unlicensed vehicles from these countries can be clamped in N Ireland. Currently in consultation with PSNI re enforcement	
3.7	PLG route licensing – policy to be resolved	
3.8	Mutual Recognition in Isle of Man begins 23 rd May 2005. DVLA will now pass on details iro endorsement & disqualification in GB on behalf of the court & we will revoke the license	
3.9	DVTA compliance down from 28% to 21%	
3.10	DVLA come across 200 false documents per week iro identity checking <i>Vigilance to be encouraged in DVLNI</i>	
3.11	DVLNI are currently in line with DVLA iro phased return of vocational licenses to disqualified drivers	
3.12	Considerable momentum behind Greenway Review re Insurance. A submission will be made to the Minister in 2 weeks	
3.13	New process under review iro receipt of medical information for driver licenses – potentially to include more stakeholders	
4.0	Staffing Complement	
4.1	Complement for DVLNI is currently 520 staff <i>Directors to consider staffing complement illustrated in the budget pack & compare against current staffing levels within their Directorate.</i>	
5.0	Merger	
5.1	<i>A document is to be prepared outlining the merger workstreams & detailing the staff involved in each one</i>	Merger Project Team

6.0	Dual Targets	
6.1	<p><u>Drivers</u></p> <p>Two system failures have had a detrimental effect on targets.</p> <ol style="list-style-type: none"> 1. Scanning system very slow because of faults with the machine – now fixed 2. Data card machine failure knocked a full week off targets <p>Drivers currently on the edge of ministerial targets due mainly to the introduction of NIDLS</p> <p><u>Vehicles</u></p> <p>Embargo on recruitment having a detrimental effect on the achievement of targets</p> <p><i>Consideration to be given to the use of fixed term contracts instead of casual staff DLA to advise Corporate Services of numbers of staff involved</i></p>	C Campbell
7.0	Budget 2005/2006	
7.1	The 2005/2006 budget was presented to the Board & endorsed albeit with several caveats	
8.0	Internal Targets	
8.1	<p>All internal targets were discussed & considered</p> <p>Consideration to be given to two separate lines – one for Vehicles & one for Drivers</p> <ul style="list-style-type: none"> • Would have to be publicized <p>Consideration given to extending opening hours</p> <ul style="list-style-type: none"> • Would have to be publicized • Would have to be properly managed <p><i>A process is to be put in place to monitor the delivery of the service from OHS iro the impact on medicals turnaround times.</i></p>	S Monaghan
9.0	Risk Management / Corporate Governance	
9.1	<p>Ashley McGinnis gave an update on the Agency Risk Register.</p> <p>The EU Charter for Minority Languages was outlined as a new risk.</p> <p>The Charter is currently being reviewed to assess our responsibilities</p>	S McClean
10.0	AOB	
10.1	<p>Corporate Social Responsibility document ready to sign off to include a Charitable Giving Policy.</p> <p>Eilish McCormick (EO1) is to begin a secondment to Headway to facilitate & forge links with the charity</p>	
10.2	The Annual Sick Absence figures are down from 8.29% to 6.7%	

Outstanding Actions

Ref.	Action	Who	When	Review / Comments
20041123 – 007	Check that numbers of licensed taxi drivers, freight and bus operators and valid driver licenses have been supplied	C.C	Ongoing	To be discussed with T Evans
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	Should be included in merger proposal
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.	Mr Magee accepted we do confirmed keepers only. Response to penalty letters for April / May to be analysed before business case proposed. Postpone automation of DN until CR running well
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 next keynotes.
20050217 – 001	Examine unlicensed records as identified in 2004 road side survey	A.McG L.O'C	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.	C.C	Form being printed.	To check if applicable to ALL foreign nationals or EU nationals only
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	

Ref.	Action	Who	When	Review / Comments
20050217 - 010	Update on accuracy project – meet to agree actions	C.C A.McG	First meeting took place 11/04/05 Action plan drawn up	Action Plan to be implemented
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	Draft completed Issue imminent	
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	Security issues re documents
20050316 - 007	Locate Treasury documents and pass to LO	C.C		
20050316- 010	Review budget and priorities 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	Draft complete – awaiting one report	Article to keynotes
20050421 - 001	RTLTD to provide an update on the fees review.	C.C	Ongoing	T McCullough to commence shortly
20050421 - 003	Review accessibility to Drivers fees information on the website	C.C	Under review	
20050421 - 004	Provide names of nominees from each Division who will update the website on a daily basis re turnaround times.	J MacL AS	Ongoing	Ministerial Targets only
20050421 - 007	Mr McClean to investigate customer care role with DVLA and report back to Management Board.	S.McC.	Ongoing	

Actions

Ref.	Action	Who	When	Review / Comments
20050519 – 001	Review impact of slip in Road Safety Bill.	BC		
20050519-002	Staffing compliment to be considered & justified within each Directorate	All Dirs		
20050519 – 003	Document to be compiled outlining state of play re merger – to be forwarded to all directors	Merger Team		
20050519 – 004	Document to be compiled detailing numbers of staff to be considered for fixed term contract – to be forwarded to Seamus McClean	CC		
20050519 – 005	Consider working from home option for telephone enquiries staff	J McC FD		
20050519 – 006	Monitor service delivery from OHS iro medicals turnaround times	SM		
20050519 – 007	Consider compilation of an <i>off the road vehicles</i> register	A McC		