



Present:

Mr Magee	Chief Executive
Mr Campbell	Director of Driver Licensing
Mrs Cosgrove	IT Programme Director
Mr Evans	Director of Development
Mrs McCabe	Director of Vehicle Licensing
Mr McClean	Director of Corporate Services
Ms O'Connor	Director of Finance
Mrs McAuley	Secretary

1.0 Summary of previous meeting

1.1 The summary of the meeting on 20 October 2005 was accepted and the action list reviewed as follows:

Action 20050316 – 004 and Action 20050519 – 004 Fixed term staff are to be recruited for Driver Licensing Division.

Action 20050316 – 005 Now that funding has been agreed, Mr Campbell will draw up a procurement document to outsource Image backlog.

Action 20050316 – 011 Service First Targets have been superseded by NICS Customer Service Principles. No further need to report on these.

Action 21.07.05 – 003 Mr Campbell and Mrs Cosgrove met to discuss the Accuracy Project – many of those sampled have incomplete postcodes, i.e. first 4 digits only, but are still traceable. Vehicles Division is up-to-date.

Action 23.08.05 – 001 Mr Campbell met last week with Mr Lewis to discuss outsourcing ID checking to the Post Office. It was agreed to take this forward but restrict the check to renewal transactions only, i.e. those where DVLNI has already checked ID to process an earlier transaction.

Action 23.08.05 – 013 Internal Targets have been developed for Corporate Service functions.

Action 23.08.05 – 014 The internal system for tracking and monitoring correspondence is to be used Agency wide.

Action 23.08.05 – 015 Names of individuals requiring training in letter writing have been forwarded to Training Branch.

Action 22.09.05 – 004 Procedures were reviewed in Driver Licensing Division to ensure same day opening of mail.

Action 20.10.05 – 001 Operational Directors met with Mr McClelland who agreed to produce reports of all transactions on the business sides – the directors will then decide which figures are relevant for use in future correspondence.

Action 20.10.05 – 002 The establishment of a Customer Service section will be discussed at the staffing meeting on 29 November.



Action 20.10.05 – 003 All processes relating to operational forecast volumes have been revised.

Action 20.10.05 – 004 The contract for 0845 call handling has been awarded.

Action 20.10.05 – 005 Mr McClean informed all directors that the Personal Development Plan is the correct tool to notify Training Plan Manager of future training needs. In the run up to 2007, a massive training programme will be needed to ensure staff are fully trained on the new system, and Mr McClean will discuss this with directors in due course.

2.0 Performance Review

- 2.1 Refresher training is to be organised for staff using System Application Processes (SAP) system.
- 2.2 The Management Board will discuss the content of the Balanced Scorecard on 7 December – this will then be rolled out to divisional level.
- 2.3 Outstanding monitoring statements are to be forwarded to Finance Branch promptly.
Action 1: All directors
- 2.4 Directors were asked to try and clear all 10 action points before the next Audit Committee meeting on 12 December.
- 2.5 Mr McClean has written to the Permanent Secretary regarding the accommodation strategy for County Hall in the context of Workplace 2010.
- 2.6 Charter Mark assessment will take place during week commencing 12 December 2005.
- 2.7 DVLNI has exceeded the NICS target to reduce sick absence by 1 day on 2004/05 levels. Mr McClean will draft a note to the Deputy Secretary giving details. **Action 2: Mr McClean**
- 2.8 All work is within target in Driver Licensing Division. The scanning system has caused problems with the result that photographs are not showing up clearly. The 2 old scanners have been brought back into use to keep up-to-date. Mrs Cosgrove agreed to speak to Fujitsu about the quality of photographs being produced, and to ask them for a swift resolution.
Action 3: Mrs Cosgrove
- 2.9 The validity of Home Office documents for asylum seekers was discussed. DVLA will not accept Home Office policy on identity checking – DVLNI are planning a visit to discuss this and fall into line with DVLA policy, not the Home Office.
- 2.10 The introduction of taxi plating a year ago has brought more people into the system than before. Taxi fees are to be introduced early next year.
- 2.11 Route application refusals, which often lead to Consumer Council involvement, are very time consuming, and RTLD has no spare capacity for any additional work.

3.0 Driver Licence Fees



- 3.1 The board were asked to consider the implications of the current fees structure with regard to taxi driver and vocational licences. DVLNI currently charges for taxi driver licences, but does not for vocational licences. This generates an annual loss of £200k revenue. Unlike DVLA, DVLNI is responsible for the issue of both licences. Following discussion, Mr Campbell agreed to find earlier papers on this and meet next week with Mr Magee, Ms O'Connor and Mrs Maclennan to discuss further. **Action 4: Mr Campbell**

4.0 Private Occupations

- 4.1 The board considered whether DVLNI should implement a procedure where staff must get approval for all private occupations. Mr McClean is to contact Planning Service and also the Department of Agriculture and Rural Development where such arrangements reportedly already exist. **Action 5: Mr McClean**

5.0 Risk Management

- 5.1 Mr McGinnis reported that 3 new risks had been notified - these were considered by the board and placed on the appropriate Risk Register.

6.0 Agency Agreement

- 6.1 The draft DVLA/DVLNI vehicle registration, licensing and enforcement agreement was reviewed by the Board. Ms O'Connor will amend the document taking account of agreed changes, and this will be presented at the November PLG.

7.0 VED Evasion

- 7.1 Mrs McCabe presented a summary of the draft Evasion Report produced by the Department for Transport (DfT) to the Board for approval of recommendations. Following discussion, directors agreed that fundamental differences in data sets used by DfT need to be clarified before approval could be given to the recommendations. Mrs McCabe agreed to speak to DfT.

8.0 Any other business

- 8.1 Since 2002, First Registration figures are not in keeping with the rest of UK. These statistics are used as an indication for TSN, etc. and need to be accurate. Mrs McCabe is to check how many V55s were processed, also to speak to representatives of the motor industry and use whatever other information is available to validate our figures. **Action 6: Mrs McCabe**

- 8.2 Mrs Cosgrove and Mr McClean have briefly discussed storage of records, and a meeting is to be arranged to develop an Agency policy – all business areas will be represented at the meeting.

- 8.3 Mr McClean will review the Actions list for the 2006/07 Business Plan. **Action 7: Mr McClean**



Outstanding Actions

Ref.	Action	Who	When	Review / Comments
20041123 - 007	Establish the numbers of licensed taxi drivers, freight and bus operators	BM	Ongoing	
21.07.05 - 002	Persistent Evaders –define underclass criteria	AMcC	Write to JDI setting out clear requirements	
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	Awaiting DSO approval to release of information	
23.08.05 – 002	Consider weighting of Drivers work sample	CC	Awaiting statistics from NISRA	
23.08.05 – 003	Examine accuracy of telephone figures	CC		Ongoing
23.08.05 – 005	Risk Assessment for new DLD building to be completed	CC	Completion by December MB meeting	
23.08.05 – 016	Drivers to consider setting up Service Level Agreement with OHS	CC	Database has been set up measuring time taken at each stage of process	Ongoing
22.09.05 – 001	Programme for RTLD on Taxi and Road Freight Licensing to be set up.	TE	Item to be put on PLG agenda	
22.09.05 – 003	Identify franchise dealers not on AFRL system. LVLO to carry out a survey to identify those dealers eligible but not using AFRL.	AMcC	Write to AFRL user group with details of uptake	
22.09.05 – 007	Duplicate HRC's – Investigate if the document number on HRC can be utilised via systems such as Eucaris/RESPER Can a system check be run to identify second duplicates	TE	To discuss at PLG on 30.11.05	
22.09.05 – 010	Annual reports to be completed	All	Ongoing – a small number remain outstanding	
20.10.05 - 006	Driver Licence Fees - Vocational Licences	CC		
20.10.05 - 008	Update Business Continuity Plans and contingency arrangements	All		BC to circulate BCPs to all directors to carry out a desktop exercise to update each BCP



Actions

Ref.	Action	Who	When	Review / Comments
22.11.05 - 001	Outstanding monitoring statements are to be forwarded to Finance Branch promptly.	All		
22.11.05 - 002	Draft note about sick absence to Deputy Secretary.	SMcC		
22.11.05 - 003	Speak to Fujitsu about the quality of driver licence photographs being produced, and ask for swift resolution.	BC		
22.11.05 - 004	Find earlier papers on taxi and vocational licence fees, and discuss with Mr Magee, Ms O'Connor and Mrs Maclennan.	CC		
22.11.05 - 005	Liaise with DARD and Planning Service re private occupations	SMcC		
22.11.05 - 006	Check how many V55s were processed, also speak to representatives of the motor industry to validate First Reg figures.	AMcC		
22.11.05 - 007	Review Actions list for the 2006/07 Business Plan.	SMcC		

Next Meeting: Date: 19 December 2005
Time: 9.30 – 17.00
Venue: Conference Room 1

Prepared By: Liz McAuley