



Present:

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

Apologies:

Mrs McCabe	Director of Vehicle Licensing
Mr McClean	Director of Corporate Services

1.0 The summary of the meeting on 22 September 2005 was accepted and the action list reviewed as follows:

- 1.1 **Action 20041123 – 006** Mr McClean met with DOE to discuss issues regarding use of Irish/Ulster Scots language on official documents.
- 1.2 **Action 20041123 – 007** The number of valid driver licences has been established for a recent PQ. Taxi, bus and freight figures to be provided by RTLD.
- 1.3 **Action 20050126 – 004.** Work is planned to start on Armagh local office next week.
- 1.4 **Action 20050316 – 004** Mr Campbell has been in contact with Grafton about recruiting more staff for the late shift, but was informed that none were available. He will ask Grafton to focus on recruiting students.
- 1.5 **Action 20050316 – 005** Funding has been agreed to outsource the image backlog in DLD. Mr Campbell will process this as soon as possible, including ensuring adequate audit trail of documents.
- 1.6 **Action 20050421 – 003** Drivers fees information is now updated regularly on the website.
- 1.7 **Action 20050519 – 002** The meeting to discuss future staffing has been arranged for early December 2005.
- 1.8 **Action 20050519 – 004** Mr Campbell informed the board that 6 casual staff were departing in December. Mr Campbell said that several staff have been identified as suitable for two year fixed contracts but it would take 6-9 months to put these people into post. The Board discussed employment legislation regarding short term employment of casual staff and the difficulties inherent in these for operational divisions particularly.
- 1.9 **Action 21.07.05 – 002** Mrs Crossley said that work is on-going to define persistent evaders and that the Jill Dando Institute will be assisting DVLNI to define the underclass criteria. Ms O Connor said that DVLNI need to have completed this work by December 2005.
- 1.10 **Action 21.07.05 – 005** Decriminalised Parking Enforcement –this is currently with Departmental Solicitor's Office awaiting approval to release the information.
- 1.11 **Action 21.07.05 – 007** Mr Magee and Mrs McCabe met with Mr Stanley and EO staff from Electoral Register to discuss the matter.



- 1.12 **Action 21.07.05 – 008** The Board discussed the quality of written material appearing on the website, and agreed that Staff Officers would be responsible for quality assuring any written material prior to publication.
- 1.13 **Action 23.08.05 – 001** Mr Campbell is meeting with Mr Lewis (Post Office Counters) next week to discuss this possibility of outsourcing I.D checking for Driver Licensing.
- 1.14 **Action 23.08.05 – 002** A meeting has been arranged with the statistician to discuss weighting for Driver Performance monitoring.
- 1.15 **Action 23.08.05 – 005** It was confirmed that the risk assessment would be completed by the end of the month.
- 1.16 **Action 23.08.05 – 010** A press release regarding V5 is going out next week. Enquiry Branch to be informed before release goes out.
- 1.17 **Action 23.08.05 – 013** Sections are working on Internal Targets and a meeting has been arranged to firm up on details.
- 1.18 **Action 23.08.05 – 014** The Mail Tracking System can, with some modification, record all correspondence. A decision is needed as to whether it is appropriate to record every piece of correspondence received. Vehicles division are currently carrying out a review of correspondence and will be in a better position to report next month.
- 1.19 **Action 23.08.05 – 015** Names are to be forwarded to G Downey for staff requiring letter writing training.
- 1.20 **Action 23.08.05 – 016** Mr Campbell will draft a report on turnaround times and discuss with OHS.
- 1.21 **Action 22.09.05 – 001** Programme for RTLD on Taxi and Road Freight Licensing to be set up. Nothing further can be done on the Taxi side until Taxi Review is complete. The future of Road Freight and Licensing has been discussed with Mr Armstrong and he has been asked to confirm that Ministerial approval for funding is available.
- 1.22 **Action 22.09.05 – 002.** A paper on Tackling Crime has been submitted by Mr Murray for the Core brief.
- 1.23 **Action 22.09.05 – 005** Web enquiry will cost c£140k to set up, with running costs of £15k - £20k per annum, which the Board agreed was too dear.
- 1.24 **Action 22.09.05 – 006** A Regulatory Impact Assessment of proposed taxi fee increases is due in early November. Operator fee are likely to increase next year.
- 1.25 **Action 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? This is to be discussed at the next policy meeting on 30 November 2005.
- 1.26 **Action 22.09.05 – 009** A review of the financial cost of CR has been completed with the exception of computer maintenance and capital.
- 1.27 **Action 22.09.05 – 010** Annual reports to be completed. There are still a few outstanding reports because of issues.
- 1.28 **Action 22.09.05 – 011** It was confirmed that all complaints are logged on the Mail Tracking System.



2.0 Performance Review

- 2.1 The use of Credit Cards to pay for Vehicle Excise Duty in DVLA was discussed. The agreed charge will be £2.50 per vehicle licensed. Credit cards cannot be used in Post Offices, therefore the facility will be limited to DVLA LVLO and internet customers. Credit cards will be introduced in DVLNI post IT Integration with DVLA.
- 2.2 Mrs Cosgrove is to have a meeting next week to discuss management information reports produced from NIVIS and NIDLS databases - who owns these reports, analyses them and considers whether the information is correct. Other organisations using this information need to be certain that it is accurate, e.g. the number of new vehicles is a positive indicator for TSN, and business assumptions based on published statistics from the Department for Regional Development and Northern Ireland Statistics and Research Agency. Operational sections need to take ownership of reports generated as they have the knowledge to recognise errors or inaccuracies. **Action 001: Mrs Cosgrove**
- 2.3 The Customer Service Enquiry section falls under Corporate Services – Mr McClean is to consider staffing structure and accommodation to decide how best to proceed. **Action 002: Mr McClean**
- 2.4 Business volumes are up in RTLD. Each operational director is to arrange for a review of volumes to be sent to Ms O'Connor each month. **Action 003: Ms O'Connor**
- 2.5 Three tenders have been received for handling 0845 calls for telephone enquiries– these are being considered. **Action 004: Mrs Cosgrove**
- 2.6 The future role of Training Branch was discussed. All operational jobs will change over the next 2 years and DVLA will take over the delivery of operational training. The long-term future of training delivery will need to be considered. **Action 005: Mr McClean**
- 2.7 Mr Magee asked if a standard Criminal Record check is carried out on vocational drivers, and if it is the same as the taxi driver check, the standard fee of £27 should be introduced. Mr Campbell is to check with DVLA what fees are charged for passenger carrying vehicles. **Action 006: Mr Campbell**

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3.0 Salary Overpayments

- 3.1 Mrs Maclennan outlined details of salary overpayments. This is to be discussed further at next month's meeting.

4.0 Follow up telephone calls

- 4.1 Mr Magee reminded everyone of the importance of making a follow-up telephone call when this had been promised. He was aware of occasions where complaints had been received by staff in his office, but the operational sections had not followed up on the call. In future his staff would ring the section concerned to check that this had happened.

5.0 Driver licensing fees for vocational licences

- 5.1 Mr Campbell is to draft a paper for the next MB meeting on the differences between DVLA and DVLNI issues. **Action 007: Mr Campbell**

6.0 Business Continuity Plans

- 6.1 The importance of keeping Business Continuity Plans and contingency arrangements up-to-date was discussed. **Action 008: All directors**



7.0 Staffing

7.1 Mrs Maclennan informed the board that the embargo on recruitment had resulted in a significant number of vacancies being covered by staff acting up. Following discussion, it was accepted that no action could be taken until the staffing meeting had taken place in early December. In the meantime, Mrs Crossley will speak to Mrs McCabe about vacancies in Vehicle Licensing Division.



Management Board
Meeting

20th October 2005

Outstanding Actions

Ref.	Action	Who	When	Review / Comments
20041123 - 007	Establish the numbers of licensed taxi drivers, freight and bus operators	BM	Ongoing	
20050316 - 004	Explore possibility of a late shift to deal with peaks in Driver Licensing	CC	Contact Grafton re recruitment of students	
20050316 - 005	Investigate outsourcing of Image backlog in DLD	CC	Funding agreed	
20050316 - 011	Draft Service First Targets and circulate to all directors	SMcC	Ongoing	
20050519 - 002	1.Staffing compliment to be considered and justified within each Directorate 2.Co-ordinate staffing complement – how many staff are deputizing, how many vacancies exist, how many casuals are employed, etc.	All	Staff meeting arranged for early December	
20050519 - 004	Document to be compiled detailing numbers of staff to be considered for fixed term contract – to be forwarded to Mr McClean	CC SMcC	Ongoing	Ongoing Investigate time required to set up 2 year contract.
21.07.05 – 002	Persistent Evaders – define what “underclass” criteria are and put work request to Mrs Cosgrove	AMcC	Dec 05	
21.07.05 – 003	Update of the accuracy project	CC		Ongoing
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	1.Letter forwarded to DRD and subsequently Mrs Cosgrove met with DRD representatives. 2.Awaiting DSO approval to release of information	
23.08.05 – 001	Consider possibility of outsourcing I.D checking for Driver Licensing to Post Office	CC	Meeting Mr Lewis next week	
23.08.05 – 002	Consider weighting of Drivers work sample	CC	Meeting with statistician arranged	
23.08.05 – 003	Examine accuracy of telephone figures	CC		Ongoing
23.08.05 – 005	Risk Assessment to be completed	CC	Completion by end of October	
23.08.05 – 013	New Internal Targets to be developed for corporate services functions	S McC BC		
23.08.05 – 014	Internal system for tracking and monitoring correspondence to be considered. Consider using the current mail tracking system.	SMcC AMcC	1 Vehicle division carrying out a review of correspondence	
23.08.05 – 015	Directors to identify staff requiring letter writing training	All	Names of individuals to be sent to Training	



Management Board
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Ref.	Action	Who	When	Review / Comments
23.08.05 – 016	Drivers to consider setting up Service Level Agreement with OHS	CC		
22.09.05 – 001	Programme for RTLD on Taxi and Road Freight Licensing to be set up. Meeting required with Donald Armstrong	TE		
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		
22.09.05 – 004	Review of procedures regarding mail receipt in Drivers to ensure mail is opened on day of receipt.	CC		
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	



Management Board
Meeting

20th October 2005

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Ref.	Action	Who	When	Review / Comments
20.10.05 - 001	Content of Management information from NIVIS & NIDLA reports to be discussed with Operational Directors	BC		
20.10.05 - 002	Customer Service Enquiry section to be established	SMcC		
20.10.05 - 003	Review of operational forecast volumes to be sent to LOC	LOC		
20.10.05 - 004	0845 call handling tenders to be considered	BC		
20.10.05 - 005	Consider future of training delivery within the Agency	SMcC		
20.10.05 - 006	Check DVLA fees for PSVs	CC	22.11.05	
20.10.05 - 007	Draft a paper on differences between DVLA and DVLNI issues	All		
	Update Business Continuity Plans and contingency arrangements			

Next Meeting: Date: 22 November 2005
Time: 9.30 – 17.00
Venue: Conference Room 1

Prepared By: Liz McAuley