



**In attendance:**

Mr Magee	Chief Executive
Mrs Cosgrove	IT Programme Director
Mr Evans	Director of Development
Mrs Maclennan	Corporate Services Division
Mr Monaghan	Driver Licensing Division
Ms O'Connor	Director of Finance
Mrs McAuley	Secretary

**Apologies:**

Mr Campbell	Director of Driver Licensing
Mr McClean	Director of Corporate Services

**1.0 Summary of previous meeting**

- 1.1 The summary of the meeting on 16 March 2006 was accepted and the action list reviewed as follows:

**Action 21.12.05 – 005** Mr Evans has briefed senior DOE and DVLA officials about Secretary of State targets, and both are content.

**Action 16.02.06 – 001** Fujitsu will charge the Agency for amending the system to accept the Ordinary Licence Fee as the Vocational Driving Licence Fee. Despite the expense involved, funding will need to be found, and the Board gave approval for this to go ahead.

**Action 16.02.06 – 002** A Conflict of Interest circular giving examples of what types/areas of work could be perceived as putting the post-holder in a position of influence, has been circulated.

**Action 16.03.06 – 001** End of year SAP payments were cleared promptly as requested.

**Action 16.03.06 – 005** The Communications Strategy is complete.

**Action 16.03.06 – 007** Mr Campbell has drafted an annex to DVLA's consultation document.

**2.0 Balanced Scorecard**

The Board reviewed the Agency's Balanced Scorecard for March 2006.

**2.1 Customers**

*Telephone Enquiries*

The call-off contract with Central Procurement Directorate is ready. Telephone scripts for the automated answering service have been redesigned and will go live in 2 May.



## 2.2 Processes

### *Efficiency and Effectiveness*

Ms O'Connor reported that the Agency made a huge contribution to DOE's Efficiency Plan this year. Expenditure is down in several areas, while receipts from Taxi Licensing and Driver Licensing business are up. The taxi licensing fee needs to be reviewed, also the impact on the Department of large underspends.

**Actions 1 and 2: Ms O'Connor**

### *VED Evasion Enforcement Targets*

The 2006 survey is due to start soon. There will be a presentation at the next meeting on the work of the Enforcements Section. Mr Evans asked if it would be possible to calculate the level of induced relicensing as this would help to support the HR business case.

**Action 3: Mr Evans**

## 2.3 Stakeholders/partners

### *Accurate Database*

The results of the Vehicles Accuracy Survey are due week commencing 1 May.

## 3.0 EDRMS presentation

3.1 Mr Magee welcomed Conrad Murphy to the meeting. Mr Murphy is the DOE Project Manager with responsibility for implementing the Electronic Document and Records Management System (EDRMS) across the Department. Mr Murphy explained that EDRMS is a computerised system designed to support electronic storage, retrieval and disposal of documents and records. It will be introduced across all NICS departments by mid 2007, and in DVLNI around March/April 2007.

3.2 Following a Question and Answer session at the end of the session, Mr Magee thanked Mr Murphy for an interesting presentation.

## 4.0 Stewardship Report

4.1 Mr Campbell is to have this ready by Tuesday 2 May.

**Action 4: Mr Campbell**

## 5.0 Risk Management

5.1 The Risk Register was reviewed and updated as necessary. Three new risks were identified by the Board. No new risks were received from the Risk Mentor program.

## 6.0 Operational responsibility for Telephone Enquiries (TE)

6.1 Mr Evans said that a major recommendation in the BDS report was that the newly appointed Customer Services Manager (CSM) was intended to take over TE staff.



While he was keen for this to happen, Mr McClean would prefer the CSM to fill a corporate, rather than an operational, role on the grounds that Corporate Services Division (CSD) is not in a position to man an operational section. There is no pool of staff within CSD should any TE staff fall sick. There is the added complication of how these staff would be briefed on vehicles information if they are part of CSD. Mrs Maclennan asked if Line Managers in TE section would also move to Corporate Services.

- 6.2 After further discussion Mrs Maclennan agreed to establish a group to look at all the issues concerning TE section, including Driver Licensing enquiries. Representatives from each of the key business areas will form part of the group. **Action 5:Mr McClean**

## **7.0 Business Plan 2006/07**

- 7.1 The Board considered the draft Business Plan 2006/07 and passed amendments to Mr McGinnis for inclusion in the final version.

## **8.0 Any other business**

- 8.1 Mr Magee said that Mr D Wilson is to look at compliance across the Agency to see if our strategy can be merged with that of DVTA. He asked Board members to ensure that Agency staff understood what the merge would mean for them, and to explain in Team Briefs what the implications are. They should use this opportunity to give reassurance to staff. He noted that there was an increase in business volumes, the vast majority of targets were delivered, and those that were missed were outside the Agency's control. The staff were to be congratulated on attaining these standards despite working in a busy climate filled with uncertainties about the future.
- 8.2 Mr Campbell is to draft a response to Internal Audit Branch on operational control within Driver Licensing Division. **Action 6:Mr Campbell**
- 8.3 The Board marked the retirement of one of their longest serving members of staff, Mr Peter Bell, with the presentation of a gift in appreciation of his loyalty and commitment over many years of service.



**Outstanding Actions**

Ref	Action	Who	When	Review/Comments
23.08.05 – 002	Consider weighting of Drivers work sample	CC	Ongoing	Have responded to NISRA asking them to consider the information provided to them. Future meeting to be arranged. A working group is to be set up to look at totality of all targets and to discuss with DVLA their methodology of monitoring targets. <b>Action 7:Mr Evans</b>
23.08.05 – 016	Drivers to consider setting up Service Level Agreement with OHS	CC	Ongoing	CC has met with OHS to discuss setting up a forum in preparation for a Service Level Agreement
21.12.05 – 001	Liaise with OBD re provision of Canopy at entrance to DLD building	SMcC	Before 31.03.06	Delay between OBD and Premises Officer. A reminder has issued.
16.02.06 – 003	Speak to Hugh Evans re advance notice of Ministerial submissions	BM	Not yet submitted	As soon as Agency is aware of DVLA's submission, Mr Magee will brief Lord Rooker.
16.02.06 – 006	Arrange 1-day visit to DVTA to discuss training needs	CC	Ongoing	A package containing a significant amount of information is in preparation for DVTA, PSNI etc.
16.03.06 – 002	Discuss increased spend in DLD after NIDLS data has been analysed	BM LO SM	Ongoing	Data has been analysed, nothing unusual.
16.03.06 – 003	Write to Fujitsu re non-renewal of contract	TE	Ongoing	Negotiations continue. On NIVIS, no significant problem, however Archea may need a software upgrade, which may not be justifiable.
16.03.06 – 004	Pass results of Vehicle Accuracy Survey to Ms O'Connor when complete	SMcC	Ongoing	Almost completed.
16.03.06 – 006	Investigate limits of Travel and Subsistence allowances	SMcC		In special circumstances receipted actuals may be paid. Mr McClean to check if the Agency can set its own rate, Mr Magee to write to DFP asking if they have any plans to increase the rates of these allowances. <b>Actions 8 and 9:Mr McClean/Mr Magee</b>



**Actions**

Ref	Action	Who	When	Review/Comments
28.04.06 - 001	Review taxi licensing fee	LO		
28.04.06 - 002	Review impact of large underspends on the Department	LO		
28.04.06 - 003	Calculate level of induced relicensing to support HR business case	TE		
28.04.06 - 004	Action Stewardship Report	CC	2 May	
28.04.06 - 005	Set up working group to examine TE section issues	SMcC		
28.04.06 - 006	Draft response to IAB on operational control in DLD	CC		Pass to Mr Magee and Mr McGinnis prior to IAB
28.04.06 - 007	Set up working group to look at targets and discuss with DVLA their methodology of monitoring targets	TE		
28.04.06 - 008	T&S – check if Agency can set its own rate	SMcC		
28.04.06 - 009	T&S – write to DFP asking if an increase in rates is planned	BM		

**Next Meeting:** Date: 22 May 2006  
Time: 9.30 – 17.00  
Venue: Conference Room 1

**Prepared By:** Liz McAuley  
Secretary