



**In attendance:**

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

**Apologies:**

None

**1.0 Summary of previous meeting**

1.1 The summary of the meeting on 19 January 2006 was accepted and the action list reviewed as follows:

**Action 20041123 - 007** The number of licensed taxi drivers, freight and bus operators has now been established.

**Action 20.10.05 – 006** Change request on Vocational Driver Licence Fees has been delivered. Delivery to be monitored. **Action 1: Mr Campbell**

**Action 21.12.05 – 002** The circular on conflicts of interest has been re-issued and has been included in the Induction Pack. Mr McClean to consider giving examples of what types/areas of work could be perceived to put the post-holder in a position of influence and circulate these to the Management Board. **Action 2: Mr McClean**

**Action 21.12.05 – 003** The Image backlog has now been addressed. Work started recently and is progressing well. A 19-week target has been set to clear the backlog.

**Action 21.12.05 – 004** Board approved business case for outsourcing printing during peak renewal period to an outside company. See details under Any Other Business.

**Action 21.12.05 – 007** The Minister has been briefed on the Drivers Medical Review and has approved the triple approach by DOE Core, Occupational Health Service and DVLNI to keep him informed of issues. Mr Magee will speak to Hugh Evans and get advance warning of any submission going to their Minister. **Action 3: Mr Magee**

**Action 19.01.06 – 001** A draft Action Plan has been drawn up to address issues arising from the Customer Survey. Consideration is to be given to the inclusion of how to raise customer awareness of DVLNI's responsibility regarding fitness to drive. **Action: 4 Mr McClean**

**Action 19.01.06 – 002** Mr McClean has contacted Central Personnel Group regarding DVLA's offer to fund a redundancy scheme.



**Action 19.01.06 – 003** Department of Finance and Personnel have clarified the position regarding deployment of staff post implementation of the Local Office Review.

**Action 19.01.06 – 004** Ms O'Connor reported that the Department of Finance and Personnel have confirmed that no provision is necessary for redundancies this year, however future provision will need to be considered. Mr Evans felt that an update should be made to the Minister on this matter. This was not agreed by the Board.

**Action 19.01.06 - 005** Post Office Counters Ltd have confirmed that the closure of a number of rural post offices in the future will not have a major impact on their capacity to deliver DVLNI's business.

**Action 19.01.06 – 009** Donald Armstrong has been briefed on the Road Freight Review. Mr Magee said that legislative changes in GB had moved their position on, and suggested that a VOSA representative should visit and update the Agency on the current situation, which would allow the Agency to decide what it wanted to do.

## 2.0 Balanced Scorecard

2.1 The Board reviewed and amended the Agency's Balanced Scorecard for January 2006.

## 3.0 Additional resources for Vehicle System Integration Project (VSIP)

3.1 The Board considered the need for additional staff resources to work on VSIP in 2006/07, specifically 1 EO1, 1 EO2 and 2 AOs. Concern was expressed about backfilling the posts of the staff who would be selected for transfer onto these positions. The Board approved the creation of the new, temporary positions subject to the backfill problem being addressed. Mr Evans and Mr McClean agreed to discuss training needs.

**Action 5: Mr Evans and Mr McClean**

## 4.0 VSIP – Migration of enforcement cases

4.1 The Board considered a paper on the problems of migrating enforcement cases to the DVLA system post VSIP. There is little compatibility between the systems available in NIVIS and those used by DVLA for the processing of enforcement cases, and it will be impossible to migrate any significant enforcement data automatically. Following some discussion the Board agreed that the number of cases to be carried over to the new system should be reduced as much as possible using prioritised criteria for reduction.

## 5.0 Identity checking in Driver Licensing Division (DLD) - policy and practice presentation

5.1 A member of DLD staff delivered a presentation to the Board on identity checking. She explained the procedures involved in checking driving licences, passports and other documents for authenticity, and demonstrated many different examples of how these documents have been tampered with in the past. The staff in this section are specially trained to identify irregularities in identity documents, and as a result of their vigilance,



several individuals have been arrested for fraudulent or criminal activity over the past number of years.

5.2 The Board said that they had been unaware of the rigorous procedures involved in checking identity documentation and told the member and her staff to keep up the good work. Mr Magee thanked her for a most interesting presentation.

## **6.0 Requests from other bodies for training from DLD**

6.1 Mr Campbell said that his division had been asked to deliver training to DVTA on operational matters within DLD. This training would benefit DVTA staff and should result in higher levels of detection by DVTA. The Board were willing to help and agreed that a member of staff from DLD should visit DVTA for a day to go through the key issues with them. DLD should also QA any training material or handouts which DVTA draw up.

**Action 6: Mr Campbell**

## **7.0 Risk Management**

7.1 The Risk Register was reviewed. No new risks were identified.

## **8.0 Business Planning Key Activities 2006/07**

8.1 The Board were asked to identify and agree targets to be submitted to the Minister for approval as part of the 2006/07 Business Plan, and to identify anticipated key business activity in 2006/07. These were agreed under the following headings:

- Business Imperative 1: Contribute to policy development
- Business Imperative 2: Deliver improved customer services
- Business Imperative 3: Improve our efficiency and effectiveness
- Business Imperative 4: Improve the quality and integrity of our records
- Business Imperative 5: Develop our organisation and people

## **9.0 Approval of revised fraud policy plus fraud response plan**

9.1 The Board were asked to consider and approve the final draft of the Anti-fraud policy and the Fraud Response Plan, and then to approve the electronic issue of these documents to all staff as well as their inclusion in Induction packs and their upload to the Intranet website. Full approval was given.

## **10.0 DVLA/DOE Whistle-blowing policies**

10.1 The Board examined and compared the DVLA Whistle-blowing policy and the NICS document "Guidance on Public Disclosure" and following some discussion agreed that DVLNI should draft its own policy which will be a hybrid of the aforementioned documents.

**Action 7: Ms O'Connor**



### **11.0 Enforcement Strategy**

- 11.1 The Board considered a paper setting out DVLA/DVLNI's proposals for addressing enforcement activity for the period 2005 – 2009 and endorsed the strategy.

### **12.0 Armagh Local Office**

- 12.1 No decision was taken as to the detail of the lease proposed by the landlord's solicitor.

### **13.0 Any Other Business**

#### **13.1 *Business Case for printing Peak Renewal Reminders***

Mr Campbell presented a business case to the Board relating to the printing of driving licence reminders during the peak renewal period 2005 - 2008. Driving licences issued in Northern Ireland since the introduction of the photocard licence in 1985 have a normal validity of 10 years. Since then, DLD faces a 3-year peak renewal period each decade, during which time the number of driving licence transactions almost trebles the normal rate.

There is no legislative requirement to issue reminders to drivers whose licence is due to expire. However it has been Agency policy that reminders are issued to prevent loss of entitlement, to ensure that the Drivers Database is kept up-to-date, and to encourage applications for renewal in a planned manner. The cost of printing and sending the reminders during the peak renewal period places additional demands on DLD staff and printing facilities. The Board were asked to consider the following 3 options:

1. Print in house using overtime, additional staff and with the risk of machine failure due to overload
2. Outsource printing to another company
3. Cease the issue of driver licence reminders

Subject to option 2 costs being within £10k of option 1 costs, the Board approved option 2.

#### **13.2 *International Call Access to DVLNI Enquiry Service***

Direct dial access will be provided for Shannon and Ballina and investigations will continue to come up with a solution for other ROI callers.



**Outstanding Actions**

Ref	Action	Who	When	Review/Comments
23.08.05 – 002	Consider weighting of Drivers work sample	CC		NISRA are happy with our proposals. Submission is in preparation
23.08.05 – 005	Send Health and Safety Risk Assessment to Corporate Services	CC	Ongoing	In process of finalising assessment
23.08.05 – 016	Drivers to consider setting up Service Level Agreement with OHS	CC		Ongoing pending outcome of monitoring. Meeting with OHS to consider proposed medical review and SLA is planned
20.10.05 – 008	Update Business Continuity Plans and contingency arrangements	All	Ongoing	Share best practice with other areas of DOE – New Action Point for 16.2.06 <b>Action 8: Mrs Cosgrove</b>
22.11.05 – 007	Review Actions list for the 2005/06 Business Plan	SMcC	Ongoing	
21.12.05 – 001	Liaise with OBD re provision of Canopy at entrance to DLD building	SMcC	Before 31.03.06	
21.12.05 – 005	Brief Deputy Secretary and CEO, DVLA about SOS targets	TE		Submission made to Deputy Secretary and Dr Power. Mr Evans to chase up.
19.01.06 – 008	Revise draft DVLNI Framework Document	LO		Copy of Cabinet Office template received, awaiting DVLA's before proceeding.



**Actions**

Ref	Action	Who	When	Review/Comments
16.02.06 - 001	Monitor delivery of change request on Vocational Driver Licence fees	CC		
16.02.06 - 002	Draft Agency-specific cover note for conflict of interest circular	SMcC		
16.02.06 - 003	Speak to Hugh Evans re advance notice of Ministerial submissions	BM		
16.02.06 - 004	Consider how to raise awareness of fitness to drive	SMcC		
16.02.06 - 005	Discuss training needs of staff re VSIP	TE SMcC		
16.02.06 - 006	Arrange 1-day visit to DVTA to discuss training needs	CC		
16.02.06 - 007	Draft DVLNI Whistle-blowing policy	LO		
16.02.06 - 008	Share best practice with other DOE areas on developing Business Continuity Plans	BC		

**Next Meeting:** Date: 16 March 2006  
Time: 9.30 – 17.00  
Venue: Conference Room 1

**Prepared By:** Liz McAuley  
Secretary