



In attendance:

Mr Magee	Chief Executive
Mr Campbell	Director of Driver Licensing
Mrs Cosgrove	Director of Development
Mr McClean	Director of Corporate Services
Ms O'Connor	Director of Finance
Mrs Rainey	Vehicle Licensing Division
Mrs McAuley	Secretary

Apologies:

Mr Evans	Director of Vehicle Licensing
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1.0 Summary of previous meeting

- 1.1 The summary of the meeting on 15 June 2006 was accepted and the action list reviewed as follows:

Action 16.03.06 – 004 The Data Accuracy survey has been completed and the results will be used to measure the Agency's performance against the Ministerial target.

Action 28.04.06 – 007 A working group has been established and work has started on looking at how DVLA and DVLNI monitor targets.

Action 15.06.06 – 001 A staff information notice is to be circulated explaining the Permanent Secretary's desire to achieve a reduction in air and land miles covered by DOE staff in the line of business. A database is to be established to show details of proposed journeys, which will give staff the opportunity to car share.

Action 15.06.06 – 002 All directors have sent their responses to the draft Balanced Scorecard.

Action 15.06.06 – 003 Mr McGinnis has drafted reference material on the Risk Mentor Scheme for Directors to use at team briefs. Some form of awareness training will need to be arranged.

Action 15.06.06 – 005 The Agency's Business Plan 2006/07 has been forwarded to the Deputy Secretary and is awaiting her go-ahead before passing to the Minister. The Minister approved the Annual Report and Accounts which were laid on 19 July 2006.

2.0 Balanced Scorecard

The Board reviewed the Agency's Balanced Scorecard for April to June 2006.

2.1 Implementation of Approved Policies

Enforcement Strategy - eleven operations have taken place by end June, and 1,300 vehicles have been seized or clamped - on course to meet annual target. Mrs Rainey reported that there was no guarantee NI funding would be available for much longer



therefore the Agency may not be able to achieve this target in the future. DOE need to be informed of this. Mrs Rainey is to draft a note to Ms O'Connor about funding, and include a definition of what we mean by "removing a vehicle from the public road", for information of DOE Core.

Action 1: Mrs Rainey/Ms O'Connor

Mutual Recognition – Mr Campbell is to check the wording of this target and reword as appropriate.

Action 2: Mr Campbell

Road Safety Bill – The Road Safety Bill will not get Royal Assent until post summer recess. Mr Campbell is to send a courtesy note to MLAs explaining that there has been a delay on this. He will also review the wording of this target.

Action 3: Mr Campbell

Review of Taxi Regulations – Problems with the server are being addressed. An outline business case in respect of the review of Taxi Regulations needs to be prepared, but this is unlikely to meet the September target.

Implementation of new procedures as agreed with DVLA – Mrs Rainey is to check progress and report to next meeting.

Action 4: Mrs Rainey

2.2 Contribute to policy development

Bi-lateral agreement on driving disqualifications between UK and Ireland – on target for April 2007.

Agree a NI timetable for consultation with DVLA – on target for March 2007.

Review and produce papers and proposals for joint enforcement strategy by December 2006 – Mrs Rainey is to reword this target and brief Mr Evans.

Action 5: Mrs Rainey

Provide effective contributions to DVLA to meet their timetable – Ms O'Connor and Mr Campbell are to discuss the timetable and the impact this will have on funding.

Action 6: Ms O'Connor/ Mr Campbell

2.3 Customer Service Delivery Targets

Service delivery measures – The machine which produces Driver Licences occasionally breaks down. There is concern about the impact this could have on production and targets. The Board agreed that a smaller machine for card production should be purchased. This would allow for the main machine to have downtime for full maintenance each month. Mr Campbell will prepare a business case.

Action 7: Mr Campbell

Customer Satisfaction Survey – the 2006 survey was sent out with incorrect dates on the covering letter. DVLA are re-issuing the questionnaires in August free of charge.

2.4 Telephone Enquiries

TCD System – Targets for waiting times are to be populated by next month.

Action 8: All directors

2.5 Better Customer services



Improve Driver Licensing Processes – This target is to be revised. **Action 9: Mr Campbell**

2.6 Improved Value for Money

Deliver £750k non-cash releasing efficiencies – this year DVLNI's contribution will be about £300k. Mr Magee is to speak to Mr McCullough about expenditure items in RTLD.

Action 10: Mr Magee

Introduce revised Taxi Driver Fees – on target for September 2006.

Ensure the Agency lives within budget – at the end of each month budget holders need to reforecast their budgets.

2.7 Change Programme

Integration of Driver Licensing System with DVLA/DSIP by June 2006 – negotiations are ongoing with DVLA on funding options.

2.8 Assess Database Accuracy

Carry out Vehicle and Drivers Accuracy Survey – Previous surveys were conducted by PWC. Mr McClean is to contact Business Innovation Support Branch in DVLA to investigate whether it would carry out surveys of this nature.

Action 11: Mr McClean

2.9 Staff Contributions to Outputs and Outcomes

To reduce sick absence – as a result of good active management policy, sick absence is down to 4.2%, and the Agency is no longer the highest in DOE. On target to meet the target of 14 days per person.

2.10 Business Volumes

Apart from Road Transport and Licensing Division, business volumes are up in all areas. Mr Magee is to meet with Mr McCullough to discuss the reasons for this.

Action 12: Mr Magee

3.0 Risk Management

3.1 The Board considered new risks reported during the period 28 April to 19 May, and the following actions are to be taken:

- Review existing controls in respect of closed enforcement cases. **Action 13: Mrs Rainey**
- Investigate implications of providing donor details direct to UKTS. **Action 14: Mrs Cosgrove**

4.0 DVLA Risk Register



4.1 The Board were asked to note and consider any knock-on effects of “Red Risks” on DVLA’s Risk Register, and if the risk is significant, then agree a new risk for inclusion on DVLNI’s Risk Register. The following actions are to be taken:

- Draft a new risk for DVLNI if DVLA do not get their fees structure sorted.

Action 15: Ms O’Connor

- Draft a new risk for DVLNI regarding accommodation for servers and database equipment.

Action 16: Mrs Cosgrove

5.0 Management Board Self Evaluation

5.1 In accordance with DFP instructions, the Management Board should undertake an annual evaluation of its performance. Three possible questionnaires are available to assist with the evaluation, and the Board were asked to select one of these for use by DVLNI.

Following discussion, the Board selected one questionnaire for DVLNI use, and all directors are to bring alternative questions to the next meeting for approval.

Action 17: All directors

6.0 Road Freight and Road Service Fees

6.1 The Board were asked to consider a paper outlining proposed fee increases which are required to address significant deficits on the Operator Licensing Fee Account. Operator Licensing Fees were last increased on 1 April 1997, and the revised fees will not be in place before 1 January 2007.

Following discussion, the Board agreed to seek DFP approval of the proposed fee increases, to send a draft to DRD in advance and to brief the Minister before going to public consultation. Mr McCullough is to be kept informed.

Action 18: Ms O’Connor

7.0 Any other business

7.1 *Armagh Local Office*

Mr McClean explained that OBD would not be prepared to spend money upgrading Armagh Local Office unless a guarantee is given that the building will be used for at least another 2 years. It was acknowledged that VSIP will not go live until April 2008, and the office will be needed beyond that date. Mr McClean is to investigate if Disability Discrimination Act money is also still available, and if it is, the Board gave approval to proceed with the upgrade.

Action 19: Mr McClean

7.2 *Promotion Boards*

DOE Core wants a Staff Officer and an EO1 to sit on AA/AO promotion boards for 6 days in September. All directors are to forward names to Mr McClean.

Action 20: All directors

7.3 *Business in the Community*

Mr McClean is to accept the team-building challenge on behalf of the Management Board.

Action 21: Mr McClean

7.4 *Managing Change*



Mr McClean informed the Board that a pilot run of the Managing Change course had taken place last month. The course covers the implications of the Local Office Review, Vehicles System Integration Project (VSIP), Drivers Replacement Project (DRP), Electronic Document and Record Management System (EDRMS) and Driver and Vehicle Agency (DVA). Concern was expressed that this course could not run until the Agency had a reasonably clear idea of where it was going and it was felt there were too many uncertainties with some of these projects to give a firm timetable or any sort of commitment to staff about the future.

Mr McClean thought it was unfair to keep staff in the dark about the changes taking place across the Agency. It was agreed to issue a note to staff as soon as there was a clear picture on the way forward.

7.5 *Annual Reports*

Mr McClean reminded everyone that Performance Appraisals were now overdue and should be returned promptly to Personnel.

Action 22: All directors

7.6 The Board was informed that accommodation for between 100 – 150 staff was needed for testing of VSIP.

7.7 Local Office staff could benefit from Read Only Access to the Driver Licensing System. Mrs Rainey is to put in a work request.

Action 23: Mrs Rainey

7.8 Mr McClean is to investigate why there is no longer a “next day” postal delivery from the courier service.

Action 24: Mr McClean



Outstanding Actions

Ref	Action	Who	When	Review/Comments
23.08.05 - 016	Drivers to consider setting up Service Level Agreement with OHS	CC	September	Mr Campbell stated that the new Drivers Forum will meet in September and will finalise measures for OHS to include in the SLA.
21.12.05 - 001	Liaise with OBD re provision of Canopy at entrance to DLD building	SMcC	Ongoing	DVLNI will have to pay for the canopy to be built. Approval given to proceed.
16.03.06 - 003	Write to Fujitsu re non-renewal of contract	TE	Ongoing	Mrs Cosgrove in discussion with FSL re Archea and Image.
28.04.06 - 003	Calculate level of induced relicensing to support CR business case	TE	Ongoing	End of year figures are available and a business case has been done. PPR is soon to be started on CR.
28.4.06 - 005	Set up working group to examine Telephone Enquiry section issues	TE CC SMcC	Ongoing	
22.05.06 - 002	Meeting to be arranged with representative from Jill Dando Organisation	TE	September	Methodology is comparable with GB.
15.06.06 004	Set up template for business cases	LO		The Agency is required to keep a register of all bids in excess of £10k. Mr McClean is to arrange for the existing pro forma to be amended so that such bids may be made using it.



Actions

Ref	Action	Who	When	Review/Comments
20.07.06 – 001	Enforcement strategy – draft note re no guarantee of future NI funding and pass to Ms O'Connor for information of DOE Core	MR/TE		
20.07.06 – 002	Rewrite wording of Mutual Recognition target	CC		
20.07.06 – 003	Send courtesy note to MLAs re Road Safety Bill, also review wording of target	CC		
20.07.06 – 004	Check progress on implementation of new procedures as agreed with DVLA	MR/TE	17 August	
20.07.06 – 005	Reword Joint Enforcement Strategy target and brief Mr Evans	MR/TE		
20.07.06 – 006	Prepare urgent business case for new Driver licence machines	CC		
20.07.06 – 007	Enter targets for telephone waiting times	All dirs	17 August	
20.07.06 – 008	Revise target on improving Driver Licensing processes	CC		
20.07.06 – 009	Speak to Mr McCullough about RTLD's efficiency target	BM		
20.07.06 – 010	Investigate in BIS can do accuracy surveys	SMcC		
20.07.06 – 011	Investigate business volumes in RTLD	BM		
20.07.06 – 012	Review controls iro closed enforcement cases	MR		
20.07.06 – 013	Investigate implications of providing UKTS with donor details	BC		
20.07.06 – 014	Draft new risk for DVLNI if DVLA's fee structure is not sorted	LO		
20.07.06 – 015	Draft new risk regarding accommodation pressures for IT equipment	BC		
20.07.06 – 016	Consider alternative questions for self evaluation questionnaire	All dirs	17 August	



Management Board
Meeting

20 July 2006

20.07.06 – 017	Seek DFP approval for proposed fee increases, send draft to DRD and brief Minister in advance of public consultation. Also tell Mr McCullough of developments	LO		
20.07.06 – 018	Check if money is available to upgrade Armagh Local Office	SMcC		
20.07.06 – 019	Send list of SOs or EO1s to Mr McClean for sitting on promotion boards	All dirs		
20.07.06 – 020	Accept Business in the Community team-building challenge	SMcC		
20.07.06 – 021	Complete Annual Reports and return to Personnel	All dirs		
20.07.06 – 022	Put in work request for LO staff to get Read Only access to NIDLS	MR		
20.07.06 – 023	Check why no “next day” postal delivery from courier service	SMcC		
20.07.06 – 024				

Next Meeting: Date: 17.08.06
Time: 09.30 - 17.00
Venue: Conference Room 1

Prepared By: Liz McAuley
Secretary