



In attendance:

Mr Magee	Chief Executive
Mrs Cosgrove	IT Programme Director
Mr Evans	Director of Development
Mrs McCabe	Director of Vehicle Licensing
Mr McClean	Director of Corporate Services
Mr Monaghan	Driver Licensing Division
Ms O'Connor	Director of Finance
Mrs Smyth	Deputy Secretary, Dept of Environment
Mrs McAuley	Secretary

Apologies:

Mr Campbell	Director of Driver Licensing
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1.0 Summary of previous meeting

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

Action 23.08.05 – 005 Mr Monaghan reported that the Health and Safety Risk Assessments on Driver Licensing Division have been completed.

Actions 20.10.05 – 008 and 16.02.06 – 007 Mrs Cosgrove said that Business Continuity Plans and contingency arrangements have been updated across the Agency. Maintenance of these now rests with each director. Mr McClean met with Dr Power, DOE Core, and agreed to share the Agency's BCP template with other business areas in the Department.

Action 22.11.05 – 007 Mr McClean has completed a review of the Actions list for the 2005/06 Business Plan.

Action 19.01.06 – 008 The DVLNI Framework Document has been revised, however in light of the organisational merge with DVTA, this has been parked until further notice.

Action 16.02.06 – 004 See under 2.1 - Customer Stakeholder Communication Strategy.

Action 16.02.06 - 005 Mr Evans has spoken with Mrs Maclennan about the training needs of staff post VSIP. A sub-exercise on managing change will also be undertaken.

Action 16.02.06 – 007 The Board approved the new draft of the DVLNI Whistle-blowing policy and its dissemination to all staff and incorporation into induction packs.



2.0 Balanced Scorecard

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

2.1 Customers

Customer Service Delivery Targets

The annual targets for Taxi Plating and for Driver Licensing were missed. The introduction of a new computerised system in Driver Licensing Division, as well as office accommodation refurbishment, contributed to the target being missed in that division for 2 months at the start of the year, while increased volumes in Taxi Plating activity led to that target being missed. The Board noted that the targets were absolute, not average. This means that no matter how well the division performed throughout the remainder of the year, the annual target could not be met as one month had been missed.

Telephone Enquiries

A Customer Services Manager has been appointed and has met with key staff. Work is being taken forward on a number of fronts which will hopefully lead to an improved service.

Internal Targets

Two target changes were approved re correspondence and complaints. Ms O'Connor asked all directors to ensure the prompt payment target was met by clearing their SAP inbox regularly and before 26 March when the system closed for end-of-year procedures.

Action 1: All directors

Customer Stakeholder Communication Strategy

The Board discussed how to raise public awareness of the Agency's responsibility to ensure that driving licences are only issued to people who are medically fit to drive. It was decided that, given the current level of awareness, a publicity campaign would not be necessary. The 10-year licence renewal cycle prompts drivers in Northern Ireland to inform the Agency if they have developed a medical condition affecting their ability to drive. The ongoing Medical Review will change procedures for medical conditions to be notified, and an individual medical assessment every 5 years after 45 years old is being considered. Another indicator of awareness could be the number of DLA holders who still have a driving licence.

2.2 Processes

Efficiency and Effectiveness

The NIDLS database is not giving accurate information regarding transactions and costs. When the information has been analysed, further discussions are to take place about the increased spend.

Action 2: Mr Magee/Ms O'Connor/Mr Monaghan

Change Programme

The VSIP user requirement business case will be complete by the end of March, however the business case for the Local Office Rationalisation Project will not be complete at this stage.



On DSIP, Mr Evans reported that DVLA have let us down a second time, first with the Drivers 90 project and now with DRP. Central Procurement Directorate has cautioned against renewal of the existing contract. Mr Evans will write to Fujitsu and notify them that we can build our own system for less. **Action 3: Mr Evans**

Process Improvement

NIDLS has not yet been finally accepted and signed off.

2.3 Stakeholders/partners

Accurate Database

The results of the Vehicles Accuracy Survey are to be passed to Ms O'Connor when completed. **Action 4: Mr McClean**

2.4 People, organisation and learning

Staff contributions to outputs and outcomes

Mrs Smyth commented on DVLNI's very favourable levels of sick absence and praised the Agency's efforts in reducing this to current levels.

Appropriate tools and infrastructure for the job

Development of an accommodation strategy has been parked for 2 months.

Develop organisation and people towards Vehicle Systems Integration

The Board discussed holding an Agency conference but deferred a decision as to timing.

3.0 Communications Strategy

- 3.1 A draft Communications Strategy was circulated to all directors for consideration. Comments and suggestions are to be returned to Mr McClean. **Action 5: All directors**

4.0 Travel and Subsistence

- 4.1 Some members of staff who had to visit DVLA recently have complained that the trip has left them out of pocket. Travel and subsistence allowances are for receipted actual expenses for overnight accommodation up to a maximum of £70, plus £18.30 for meals for each 24-hour period. The costs of the 2 hotels used by staff exceed these maxima, and on top of this, staff may have to buy lunch in DVLA or a snack at the airport which can be very expensive. Mr McClean is to investigate further.

Action 6: Mr McClean

5.0 Civil Service Stress Master class

- 5.1 The Board considered a brief summary of the stress management master class and the key points in stress management.



6.0 Risk Management

- 6.1 The Risk Register was reviewed. Two new risks were identified and appropriate action taken.

7.0 DOE Corporate and Business Plan

- 7.1 Mrs McCabe and Mr Monaghan agreed to produce their business areas' strategic objectives in SMART format.

8.0 Any other business

- 8.1 The Board approved the roll out of the Electronic Document and Record Management System in March – April 2007.
- 8.2 DVLA has produced a draft consultation document on Vehicle Licence fees. Driver Licensing Division to draft an Annex. **Action 7: Mr Campbell**



Outstanding Actions

Ref	Action	Who	When	Review/Comments
23.08.05 – 002	Consider weighting of Drivers work sample	CC		NISRA have asked for written confirmation on how we currently monitor the sample. Future meeting to be arranged.
23.08.05 – 016	Drivers to consider setting up Service Level Agreement with OHS	CC		CC to arrange meeting with OHS, someone from Core to attend.
21.12.05 – 001	Liaise with OBD re provision of Canopy at entrance to DLD building	SMcC	Before 31.03.06	Still ongoing, but still to be completed within timeframe.
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.
16.02.06 – 001	Monitor delivery of change request on Vocational Driver Licence fees	BC SMcC		Mrs Cosgrove awaiting confirmation of specifications. Mr McClean resubmitted change request. Both to follow up
16.02.06 – 002	Draft Agency-specific cover note for conflict of interest circular	SMcC		Ongoing – consider giving examples of what types/areas of work could be perceived as putting the post-holder in a position of influence and circulate to MB.
16.02.06 – 003	Speak to Hugh Evans re advance notice of Ministerial submissions	BM		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	CC liaised with DVTA and is developing a package and presentation for both DVTA and PSNI.



Actions

Ref	Action	Who	When	Review/Comments
16.03.06 - 001	Clear SAP inbox promptly prior to end of year	All		
16.03.06 - 002	Discuss increased spend in DLD after NIDLS data has been analysed	BM LO SM		
16.03.06 - 003	Write to Fujitsu re non-renewal of contract	TE		
16.03.06 - 004	Pass results of Vehicle Accuracy Survey to Ms O'Connor when complete	SMcC		
16.03.06 - 005	Pass comments on draft Communications Strategy to Mr McClean	All		
16.03.06 - 006	Investigate limits of Travel and Subsistence allowances	SMcC		
16.03.06 - 007	Draft annex to DVLA's draft consultation document	CC		

Next Meeting: Date: 28 April 2006
Time: 9.30 – 17.00
Venue: Conference Room 1

Prepared By: Liz McAuley
Secretary