



Present:

Mr B. Magee	Chief Executive (Chair)
Mr C. Campbell	Director of Driver Licensing
Mrs B. Cosgrove	Director of Development
Mr T. Evans	Director of Vehicle Licensing
Mr S. McClean	Director of Corporate Services
Ms L. O'Connor	Director of Finance
Mrs L McAuley	Secretary

Apologies:

None

1.0 Summary of previous meeting.

1.1 The summary of the meeting on 23 November 2006 was accepted and the action list reviewed as follows:

Action 21.12.05 – 001 The canopy at the entrance of the Driver Licensing building has now been built. A complaint has been lodged regarding the length of time it took for this small job to be carried out.

Action 16.03.06 – 003 Fujitsu have written to confirm that it will cost £250k to sustain the Archea system until November 2008, and £40k to cover additional annual maintenance charges. A further estimated £45k is required to upgrade the ORACLE system for NIVIS. Ms O'Connor said that there is some money in the budget which should cover both the annual maintenance and the cost of the ORACLE upgrade, while the VINI business case should cover the £250k.

Action 19.10.06 – 007 Electronic data belonging to former members of staff have been saved to CD/DVD and given to Line Managers for safe-keeping.

Action 23.11.06 – 002 The Board discussed the post of User Assurance Co-ordinator in Driver Licensing Division and agreed this should be funded through the DRP Business Case. Mrs Cosgrove is to check that funding has been built into the Business Case. It was suggested that DLD would benefit from a re-jig of duties. Mr Campbell is to consider how best this should take place and construct a list of headline duties for SO and above grades.

Action 1: Mrs Cosgrove

Action 2: Mr Campbell

Action 23.11.06 – 003 Mr Evans said that previous Accuracy surveys had asked the wrong questions to measure accuracy. Also the 2005/06 survey had not been completed in-year. On the current survey, 685 replies have been returned out of 827 sent out. Over 80% of those returned are correct, however some 20% have not replied. A follow-up exercise is planned after Christmas, to target the non-returned surveys by telephone. DVLA took this approach and achieved an accuracy level of 92.4%, and with further enquiries reached an accuracy level of 97.4%. Mr Magee said that the Transport Committee will want to know how accurate the database is, therefore some consideration needs to be given to future surveys. The Accuracy target is a Ministerial target and needs high resource - if it is not achievable why spend large sums of money on it. It was agreed that Mr McClean would seek advice



from NISRA and Mr Evans will proceed with the telephone exercise and will then consider sending Local Office staff out.

Action 3: Mr Evans/Mr McClean

Action 23.11.06 – 005 After consultation with TUS and NICIC, Mr McClean has arranged for NICIC to take on the Information Line, Forms Line and FAQs free of charge until April 2007.

Action 23.11.06 – 006 DVTA has been notified of the risk regarding Temporary Exemption Certificates. No further action is necessary by DVLNI.

Action 23.11.06 – 007 Ms O'Connor has reviewed the hospitality for future Management Board meetings. DOE guidance allows provision of lunch where it is preferable for participants to stay together and it is impractical to allow a lunch break. The lunch should be appropriate and the cost kept to a minimum.

Action 23.11.06 – 008 A copy of the DVLNI PLG terms of reference has been forwarded to Mr Magee.

2.0 Balanced Scorecard.

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

1.1 *Implementation of Approved Policies*

Enforcement Strategy: the NIO has reduced funding for Operation Clean Up, and want us to reduce the number of unlicensed vehicles to be removed.

CPC: Mr McClelland met with Ms Hutchinson, DVTA on Monday past to discuss the way forward for implementation of CPC in Northern Ireland. DVTA are undecided about proceeding as an open requirement or going to DSA. If the latter, this would make things complicated for interfacing. Mrs Cosgrove is to speak to Brian Morrison, DVTA and will keep Mr Campbell informed of developments. In relation to funding, a business case will be needed in April, and NI costs will not be included.

Action 4: Mrs Cosgrove

1.2 *Contributions to Policy Development*

Driver Licensing/Vehicle Registration fee structure: the Board agreed that progress should be made on fee parity and they should start the process of getting the business case approved.

Action 5: Ms O'Connor/Mr Campbell

2.2 *Maintain Charter Mark standard*

Mr McClean said that the Charter Mark assessment had taken place on 18 and 19 December and the Agency had been re-accredited with the Charter Mark award. The Charter Mark assessor had complimented the Agency on how well it performed in certain areas, and spoke in glowing terms about the 'meet and greet' service at Local Offices.

2.3 *Telephone Enquiries*

The telephone enquiry function will transfer from operational divisions to Corporate Services in late January and this should see an improvement in the delivery of service to the public.

4.1 *Assess database accuracy*

To be able to trace holders of a current driving licence: the Board discussed



conducting a Drivers Accuracy Survey. This cannot be done by DVLA as the Accuracy Unit has been disbanded, so the Board reviewed the option of carrying out the survey in-house. This has never been done by an operational unit before. Mr McClean and Mr Campbell are to discuss how best to approach the task and Mr Campbell is to provide a form of words for the Select Committee.

Action 6: Mr McClean/Mr Campbell

Action 7: Mr Campbell

5.2 Appropriate tools and infrastructure for the job

Effective systems in place for Records-NI: DVLNI is now scheduled for roll-out in October 2007. Directors asked for an up-date of progress and key issues at the January meeting.

DVLNI IT performance: the Board discussed the shared service centre and noted that there was a new Accounts Manager and a lot of infrastructural work was going on but little information about it was filtering out. The Board were also concerned that the Agency would not be ready for Workplace 2010 – the Co Hall complex is to be discussed with the contractor after the contract has been awarded. Specifications have been drawn up but the Agency had no input to these. It is not known whether we will have to move out or relocate elsewhere, and if so where will the finance come from to pay for this. Mr Magee said that a summary report of the impact of Workplace 2010 and other aspects of the NICS Reform Agenda would be useful.

Action 8: Mr McClean

3.0 Feedback from DOE Management Board

3.1 Mr Magee informed the Board as follows:

1. Stretch limousines are receiving bad publicity.
2. Over 1,200 Freedom of Information requests have been received in DOE, most of which relate to the Planning Service.
3. Sickness levels are going up. Mr Mc Clean reported an increase in the number of Agency staff now on long term sick absence.
4. The spend on Consultancy services is small.
5. A paper on 2007/08 pressures on Corporate Social Responsibility is to be circulated.
6. DOE wish to rewrite the vision statement.
7. If the Assembly gets back up and running, it will need 50 extra staff both this year and next.
8. Business Continuity Plans are to be tested. There needs to be evidence that these are tested at least annually.

4.0 Risk Management

4.1 The Board reviewed the Risk Register and considered 4 new risks which were notified during November – December 2006.

5.0 DVLNI Staff Ideas Scheme

5.1 Mr McClean asked the Board to agree in principle to using the Bonus Scheme to



finance the newly introduced Staff Ideas Scheme. The purpose of the Staff Ideas Scheme is to provide all staff with the opportunity to submit ideas about improvements they think can be made within the Agency. Consideration of this proposal was deferred until next month's meeting.

6.0 Strategy for dealing with vehicle underclass

6.1 Mr Evans asked the Board to consider proposals for addressing the vehicle underclass in Northern Ireland for the period 2006 – 2009. The term “vehicle underclass” has a broad scope and can include untaxed and unregistered vehicles, vehicles with disguised identities and unroadworthy vehicles.

6.2 DVLNI plays a key role in the Government's drive towards reducing nuisance vehicles. By tackling unlicensed vehicles and moving towards a proactive enforcement system where people do not risk driving unlicensed vehicles, it will help deliver a safer and cleaner environment and improve the quality of life of citizens across the UK.

6.3 DVLNI's targets will be to: reduce the number of underclass vehicles by 10%, year on year, reduce the VED evasion level by 10% year on year and to continue to increase the accuracy of DVLNI records allowing enforcement officers to trace evaders and their vehicles more easily, achieving 97.5% traceability by 2009.

6.4 Subject to a robust challenge of the figures provided by the JDI, the Board agreed the proposals.

7.0 Request to Personnel for staff (new posts)

7.1 Mrs Cosgrove asked the Board to consider the appointment of a Project Manager to manage the delivery of the Taxi Licensing Information System Project (TLISP). This will involve a high level of change for the RTLD staff and also involve establishing a new team to process Taxi Operator licensing applications.

7.2 The Board agreed that this post could not be approved until a JEGS score has been completed. Also the timing of this project means it will fall under the Driver and Vehicles Agency, to be created on 1 April 2007. Mrs Cosgrove said that work on this project has to start now. The Board discussed where the funding should come from, should this be a combined project between DVLNI and DVTA ?who should sign the Project Brief? has DVTA signed up to the project? have they put up any resource?

7.3 After further discussion it was agreed that a JEGS score should be completed on the post. The scope and objectives of the project should be agreed and then discussions with DVTA should take place to approve the Project Brief. Mr Magee will draft a note to Permanent Secretary to explain what is happening. **Action 9: Mr Magee/Mrs Cosgrove**

8.0 Datacard System Availability

8.1 Mrs Cosgrove explained to the Board that system availability figures for the Datacard system have shown a 22.27% loss of card production time in November 2006. Yearly figures indicate that system reliability is decreasing month on month. This presents a high risk to the Agency as there is no contingency for DL card production. A feasibility study



should be carried out into medium/long-term options for DL Card Production, and to look at early outsource of card production to DVLA. An EO1 will be needed for 3 months to carry out this work. The Board agreed in principle to this proposal, with the caveat that the EO1 will be available to work on Archea when required. Mrs Cosgrove will find the resource to carry out the work and report back in March 2007.

Action 10: Mrs Cosgrove

9.0 Any Other Business

9.1 Mr McClean is to speak with Mr Small about AA and AO promotion vacancies and ask if AO vacancies may be filled by AAs on the promotion list. He suggested that the Agency should cap the number of casual staff at 20% of posts, except in the case of where a specialist post existed. The Board agreed.

Action 11: Mr McClean

9.2 Debt recovery – since introducing Debt Recovery Agents, 17 cases have been closed, 121 have paid in full, 22 are making payment by instalment and 2 warning letters will be issued post Christmas. There have been 126 complaints received, 120 were verbal, 6 were written. One letter of apology has issued as a result.



Outstanding Actions

Ref	Action	Who	When	Review/Comments
16.03.06 – 003	Write to Fujitsu re non-renewal of contract	BC	Ongoing	Written confirmation from FSL still outstanding. – ongoing. Proposal received for Image/Archea extension – discussions ongoing with FSL. NIVIS – may need to apply GLA Oracle upgrade, awaiting FSL proposal.
28.04.06 – 003	Calculate level of induced relicensing to support CR business case.	BC	December	The CR PIR is on target to be finished by the end of January 2007.
28.4.06 – 005	Set up working group to examine Telephone Enquiry section issues.	SMcC	Ongoing	The changes to the telephony services are scheduled to go live at end January 2007.
20.07.06 – 018	Check if money is available to upgrade Armagh Local Office	SMcC	Ongoing	Work commenced 2 weeks ago and should be completed within 9 weeks. Completed
20.07.06 – 021	Complete Annual Reports and return to Personnel.	All dirs	Ongoing	A reminder issued to all staff last week. Across the Dept. 7.4% of reports are still outstanding. Approximately 50 reports are still outstanding for the Agency
17.08.06 - 003	Develop a Responsibility Plan to address weaknesses in checks/controls.	AM		Internal Audit Services pilot exercise at the LVLOs commenced 8 December LO'C to chase this up.
21.09.06 – 003	To investigate impact of an Agency correspondence tracking system on mailroom staff.	SMcC		Service First Target for correspondence is 96% in 10 working days. A considerable amount of effort will be involved in recording all post in MTS. Proposals with Julie MacLennan for consideration. SMcC to follow this up.
21.09.06 - 005	To investigate possibility of setting up mini SLAs with organisations authorised to obtain information by phone.	TE	November	Work is ongoing to have SLAs put in place.
23.11.06 - 001	Mr Magee and Mr Campbell will meet and set up an Action Plan in relation to the OHS review.	BM CC		To be arranged.
23.11.06 - 002	Mr Campbell is to submit a formal request for Board approval for a DLD User Assurance Co-ordinator; this is to be discussed at the January Management Board meeting.	CC	Ongoing	Mrs Cosgrove to check funding available from DRP Business Case. Mr Campbell to re-jig duties of SO and above grades.
23.11.06 - 003	Mr Evans will seek detail from DVLA of their entire process	TE		Completed. Response rate now 82%. Final telephone contact to be tried.



	for conducting their Accuracy Survey, and meeting their targets.			
23.11.06 - 004	Mr Campbell to ask Chris to report on the DLD procedures for receipt of DLD's recorded delivery items.	CC		A report has been prepared on procedures relating to the receipt of recorded delivery items in Driver Licensing Division. This has been sent to Corporate Services..



Actions

Ref.	Action	Who	When	Review / Comments
20.12.2006 – 001	Check that funding has been built into the Business Case for the position of User Assurance Co-ordinator.	BC		Funding for UAC covered in Business Case.
20.12.2006 – 002	Re-jig DLD duties. Mr Campbell to consider how best this should take place and construct a list of headline duties for SO and above grades.	CC		Completed to be presented at next Management Board Meeting
20.12.2006 – 003	The Accuracy target is a Ministerial target and needs high resource - if it is not achievable why spend large sums of money on it. It was agreed that Mr McClean would seek advice from NISRA and Mr Evans will proceed with the telephone exercise and will then consider sending Local Office staff out.	TE/ SMcC		Telephone contact with non-respondents will be tried in January and a decision made then on personal visits.
20.12.2006 – 004	Mrs Cosgrove to speak to Brian Morrison, DVTA re implementation of CPC and will keep Mr Campbell informed of developments. In relation to funding, a business case will be needed in April, and NI costs will not be included.	BC		DVLNI are working with DVTA in defining the requirements for the implementation of CPC in NI.
20.12.2006 – 005	Driver Licensing/Vehicle Registration fee structure: the Board agreed that progress should be made on fee parity and they should start the process of getting the business case approved.	CC/ LO'C		Ongoing.
20.12.2006 – 006	DVLA Accuracy Unit has been disbanded - the Board reviewed the option of carrying out the survey in-house. Mr McClean and Mr Campbell are to discuss how best to approach the task.	SMcC /CC		To be arranged
20.12.2006 – 007	Mr Campbell is to provide a form of words for the Select Committee.	CC		Completed
20.12.2006 – 008	A summary report of the impact of Workplace 2010 and other aspects of the NICS Reform Agenda is to be made.	SMcC		
20.12.2006 – 009	Project Manager post on TLISP to be JEGS scored. The scope and objectives of the project should be agreed and then discussions with DVTA should take place to approve the Project Brief. Mr Magee will draft a note to Permanent Secretary to explain what is happening.	BC BM		Draft Project Brief – for Management Board approval. Personnel have indicated that a JEG is not required as a Project Manager's post has already been JEG'ed and approved at Staff officer level.
20.12.2006 – 010	Feasibility study should be carried out into medium/long-term options for DL Card Production. EO1 will be needed for 3 months to carry out this work. Mrs Cosgrove will find the resource to carry out the work and report back in March 2007.	BC	March 2007	



Ref.	Action	Who	When	Review / Comments
20.12.06 - 011	Mr McClean to speak with Mr Small about AA and AO promotion vacancies and ask if AO vacancies may be filled by AAs on the promotion list.	SMcC		

Next Meeting: **Date: 18.1.07.**
 Time: 09:30 – 14:00.
 Venue: Conference Room 1.

Prepared by: **Liz McAuley.**