



Present:

Mr B. Magee	Chief Executive (Chair)
Mr T. Evans	Director of Vehicle Licensing
Ms L. O'Connor	Director of Finance
Mr S. McClean	Director of Corporate Services
Mr C. Campbell	Director of Driver Licensing
Mrs A. Kelly	Deputy Principal
Mrs E. Craig	Minutes

Apologies:

Mrs B. Cosgrove	Director of Development
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1.0 Summary of previous meeting.

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

Action 23.08.05 – 016 DLD are set to meet the target of 31.01.07 for finalising the OHS Service Level Agreement. A Drivers Forum meeting has taken place with OHS which will in future include other parties. A review of OHS is taking place, this may involve DLD (with other public bodies) having to source an alternative provider, through the tendering process. A 12-18 months timescale was mentioned. Mr Magee and Mr Campbell will meet and set up an Action Plan. **Action 001: Mr Magee & Mr Campbell**

Action 21.12.05 – 001 The Canopy for the entrance to the DLD building is being built off-site.

Action 16.03.06 – 003 Mrs Cosgrove has been pressing Fujitsu regarding the renewal of the contract. NIVIS support should not cause a problem, however if we want Archea supported the work could cost £1.4 million. This has been built into the VINI Business Case. Confirmation from Fujitsu is required in writing.

Action 28.04.06 – 003 The CR PIR will include figures.

Action 20.07.06 – 006 A business case for new Driver Licence machines has been prepared.

Action 20.07.06 – 021 Managers have been asked to ensure the speedy completion of outstanding Annual Reports and PDPs.

Action 21.09.06 – 002 Mr McClean reported that DVTA and DVLA both tracked all correspondence, however DVTA's volumes were minimal compared to those of DVLNI, and DVLA had a more sophisticated system.

Action 21.09.06 – 005 Work is currently ongoing to have SLAs put in place.

Action 21.09.06 – 006 A pilot of 1000 cases has been sent to the debt recovery agency. The level of success of the pilot will inform a decision regarding the future implementation of this process. No pre-publicity will be run.



Action 21.09.06 – 007 DLD require a User Assurance Co-ordinator, and this post has been approved in principal by the Board. Mr Campbell is to submit a formal request for Board approval; this is to be discussed at the December Management Board meeting. DLD staffing needs to be reviewed in light of the end of Peak Renewals, April 07 – April 08. **Action 002: Mr Campbell**

Action 19.10.06 – 001 Directors confirmed that they had briefed staff on the need to include complaints on the Mail Tracking System.

Action 19.10.06 – 002 DVTA have agreed to include, in their fee increases, £4.50 on the taxi PSV fee and £2.00 on the Omnibus PSV fee.

Action 19.10.06 – 003 Peter Aiken is to draft a paper about long-term DVA and the implications for financial arrangements. This action is no longer required, and can be closed.

Action 19.10.06 – 004 Mr Campbell informed the Board that there is a lot of work involved in conducting an Accuracy Survey in DLD, but he will consider if it can be done. Vehicles are having problems with non-respondents, and therefore with meeting the accuracy target of 97.5% of HRC owners. DVLA have mentioned telephoning vehicle keepers in the evenings, and knocking doors, in order to obtain responses. Mr Evans will seek detail from DVLA of their entire process for conducting their Accuracy Survey, and meeting their targets. The possibility of conducting the survey in a different way was discussed, i.e. taking the sample from the phone book and checking the relevant records, rather than taking the sample from the vehicle records. Inclusion in the Omnibus Survey was also mentioned as a possibility.

DLD have met with Noel McDonnell (from GRONI) to receive an update on services available; a consultation document will be issued in mid-December. **Action 003: Mr Evans**

Action 19.10.06 – 005 Directors confirmed that they have passed any changes to the Fraud Risk Assessment to Mr McGinnis.

Action 19.10.06 – 006 Budget allocations were reviewed and passed to Ms O'Connor.

Action 19.10.06 – 008 Mr McClean has contacted Fred Donaghey and Chris Wilson regarding the holding of Recorded Delivery mail until opening hours, this would have a significant adverse impact on vehicles' processing times, and staff in vehicles are content with current arrangements. Mr Campbell will ask Chris to report on the DLD procedures for receipt of DLD's recorded delivery items. **Action 004: Mr Campbell**

Action 19.10.06 – 009 Access (NI) is going ahead. A new lead, Andrew Thompson, will be in place by the end of the year, and then he will contact all stakeholders. The fee is likely to go up. Mr McClean has spoken to John Small, and this will not impact on the vetting procedures for Agency staff.

2.0 'Health & Driver Licensing' Consultation.

2.1 Mr Campbell talked through a paper outlining the detail of the initial draft of the



Consultation. GB are considering the introduction of 'medical restrictions' in terms of the issue of Driver Licences, in some cases, rather than revocation of licence. DLD will be involved in this UK-wide consultation, as DVLNI follow the UK-wide guidance coming from the Medical Advisory Review committee. A meeting will be held on the 19th December, from which an Action Plan will be set up. DLD have met with Donald Armstrong to discuss the way forward. Possible issues were discussed by the Board e.g. system implications, enforcement issues, and the possible social exclusion problems if drivers are required to finance the operational running of this.

3.0 Balanced Scorecard.

- 3.1 The Board reviewed the Agency's Balanced Scorecard for October 2006.
- 3.2 (1.1) Mr Evans spoke to Mr Hayden and has obtained agreement for DVLNI to appoint a funded Enforcement Officer in the summer.
A Business Case will be produced for the Taxi Regulations Policy on IT Systems and on Implementation.
- 3.3 (2.2) Mr McClean said that the Charter Mark assessor is scheduled to visit on the 18th of December, and voiced his optimism regarding retention of the award.
- 3.4 (2.3) Opal go-live is scheduled for December 2006. The Board decided to accept NICIC's offer to take on the Information Line, Forms Line and FAQs free of charge until April 2007. Volumes of calls taken by the Forms Line are approx 68,000 per annum. This would free up two posts for work on enquiries, and would enable DVLNI to judge the effectiveness of continuing with NICIC post April 2007. NICIC can obtain the necessary information for answering these calls on the Internet site. Mr McClean to contact NICIC and TUS to take this forward. A review will be conducted at the end of March.
Action 005: Mr McClean
- 3.5 (2.4) A pilot exercise is to be conducted to gauge the impact on the two mailrooms, of extending the Mail tracking system to include all correspondence.
- 3.6 (3.1) The VED Evasion results will not be out until December.
- 3.7 (3.3) Funding, efficiency, fees, etc, are on target.
- 3.8 (3.4) Ms O'Connor gave an update on DVA.
Wording, with regard to VINI, to be changed.
- 3.9 (5.1) Sick absence levels have risen to 5.8%.
It has been decided not to apply for IIP re-accreditation prior to the launch of DVA. However, work will continue to take forward the Action Plan drawn up for IIP application.
- 3.10 (5.2) DVLNI are going live with Records NI in May 2007, with a pilot (in Corporate Services) commencing in February. Although VINI will be implemented in 2008, Records NI will still be required.
- 3.11 (5.3) 320 staff have now participated in the Managing Change training programme.



- 3.12 (Appendix D) Mr McClean presented analysis of the findings from the Complaints Follow-up survey to the Board. Mr Magee highlighted that sometimes deciding on ownership of complaints, and speed of response, can be a problem.
- 3.13 (Appendix K) Anne Smyth has produced a report, but has also received further relevant information from Jacqui Prentice which has not yet been considered. Therefore, an updated report will be produced for the December Management Board.

4.0 Business Case for new Driver Licence machines.

- 4.1 The Business case is being completed in a different format. A demonstration is to take place this afternoon, at which it is hoped to obtain clarity with regard to e.g. contingency machine vs new current local production machine. The Identity Checking machine is currently in operation.

[Mr McGinnis entered the meeting at this point].

5.0 Risk Management.

- 5.1 New Risks were noted to be mostly procedure related, and therefore Directorate specific.
- Fred Donaghey has written to Alison Muckle of BT to check the cost for moving the ACD system to version 6. If the security patches are applied to the current version it could adversely impact on the current system. This risk should be placed in the Key Risk Register.
 - Registration documents have been issued to the wrong name/address because the two transactions are out of sync. This should be a minor procedural issue.
 - Mr McGinnis will pass information, with regard to the DVTA Temporary Exemption Certificates risk, to Joanne McCullough at DVTA to see if they can put mitigating action in place. Temporary Exemption Certificates should be recalled at the time of test appointment. This risk would have low probability, but high impact.

Action 006: Mr McGinnis

- 5.2 The Audit Committee met on 10 November, the next meeting is scheduled for March. Two issues were raised. Firstly, the need to raise Risk Management awareness across the Agency and to talk to DVTA regarding a joint process, e.g. posters could be put on notice boards naming Risk Mentors, an article could be put in Keynotes, and time could be spent with Risk Mentors to refresh their knowledge (which in turn could be passed on). Secondly, the request for the Audit Office to attend more DVLNI meetings.

- 5.3 The Board discussed the Key Risks from the Agency Risk Register.
- 1 – The present wording is ok.
 - 2 – The action should include 'meeting held with CPD, and letter sent'.
 - 3 – As a result of fixes applied to NIDLS, 1000 licences have been issued with the wrong Expiry date; new licences should be issued along with prepaid envelopes, and instruction to cut up and return previous issue (100% check on these should be conducted); Fujitsu should be liable for the associated costs. The Merge failed this morning; this is a recurring problem. Consideration should be given to inclusion of a risk in connection with the non-replacement of the Datacard machine.
 - 4 – The Board is satisfied that the Accuracy of the Database Survey, and subsequent action taken, represents adequate control, therefore this Risk should be removed



from the Register.

5 – CPG requested that AA and AO posts should be backfilled with e.g. Grafton staff, however DVLNI have written to request that exception be made in light of the large number of casuals already employed, and the associated training implications; GPG accepted. The Board agreed that any decision to recruit more permanent staff would have to be discussed and approved by the Management Board.

6 – The present wording is ok.

7 – Internal Audit have developed a questionnaire which should be useful for DVLNI. A Risk Assessment profile needs to be developed.

5.4 Implementation dates are approaching that were agreed for Audit Monitoring.

[Mr McGinnis left the meeting at this point].

6.0 Local Office Rationalisation in Northern Ireland.

6.1 Mr Evans presented a paper to the Board, which they agreed to accept pending the addition of the working assumption regarding remaining part of the NICS. This paper will be used to initiate discussion with DVLA. Responsibility for the EQIA will lie with those making the policy, i.e. DVLA, however most of the work will be done by DVLNI (funded by DVLA); the EHR EQIA can be used as a template. Public consultation is likely to take place in Spring/Summer 2007.

7.0 Introduction of Car Tax Enforcement free phone Hotline in Northern Ireland.

7.1 The Board deferred a decision, on the introduction of the Hotline, until after the results of the Evasion Survey are known. The fear is that the Hotline won't meet public expectation, as (like DVLA) it will be used to build up an intelligence pattern about unlicensed vehicles which can then be used for Enforcement, rather than acting upon individual telephone calls; this will be largely a presentational issue to ensure that the right message goes out to the public. A Cost Justification should be drawn up, including Cost/Benefit analysis and ensuring Value for Money.

8.0 Hospitality.

8.1 Ms O'Connor is to review the hospitality for future Board meetings.

Action 007: Ms O'Connor

9.0 Staff Numbers.

9.1 The paper presented will form a good basis for discussions. Staffing issues concerning DVA will need to be discussed, also e.g. Vehicles, DLD in light of Peak Renewals, Projects and RTLD. A Human Resource strategy needs to be produced.

10.0 Any Other Business.

10.1 A few leaks of confidential information about VINI were reported; this will be monitored on a weekly basis.



- 10.2 A DVA meeting is scheduled for the 12th of December. The Board mentioned issues in relation to DVA e.g. what will the Management Board structure be like, how will common costs be dealt with, also Human Resources; these issues should be addressed in the Framework document. Ms O'Connor is to forward a copy of the DVLNI PLG Terms of Reference to Mr Magee. **Action 008: Ms O'Connor**
- 10.3 The Industrial Tribunal case against the Agency has been withdrawn.
- 10.4 8 members of staff have been spoken to, by line managers, regarding misuse of the Internet; this will be highlighted at Team Briefs.
- 10.5 The current staffing in Enquiries will be maintained throughout the pilot takeover by Corporate Services.



Outstanding Actions

Ref	Action	Who	When	Review/Comments
21.12.05 – 001	Liaise with OBD re provision of Canopy at entrance to DLD building	SMcC	Ongoing	Work commenced. Canopy is being built off site. To be completed on 15 th December.
16.03.06 – 003	Write to Fujitsu re non-renewal of contract	BC	Ongoing	Written confirmation from FSL still outstanding. - ongoing
28.04.06 – 003	Calculate level of induced relicensing to support CR business case.	BC	December	The CR Project Implementation Review will include figures. - ongoing
28.4.06 – 005	Set up working group to examine Telephone Enquiry section issues.	SMcC	Ongoing	Plans in hand for go-live on 24 th January
20.07.06 – 018	Check if money is available to upgrade Armagh Local Office	SMcC	Ongoing	Work commenced.
20.07.06 – 021	Complete Annual Reports and return to Personnel.	All dirs	Ongoing	Managers were asked to ensure the speedy completion of outstanding reports and PDP's - only 191 PDPs have been received by Training Section.
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 th December
21.09.06 – 003	To investigate impact of an Agency correspondence tracking system on mailroom staff.	TE CC		Vehicles – Pilot proposals with Julie MacLennan for consideration. Drivers – Pilot meeting to be set up following perusal of initial document
21.09.06 - 005	To investigate possibility of setting up mini SLAs with organisations authorised to obtain information by phone.	KA	November	Work is ongoing to have SLAs put in place.
19.10.06 - 007	Arrange for electronic data belonging to former members of staff to be burnt onto CD/DVD.	BC		A Smyth progressing – Line managers will be contacted when task completed Completed



Actions

Ref.	Action	Who	When	Review / Comments
23.11.2006 -001 (1.1)	Mr Magee and Mr Campbell will meet and set up an Action Plan, in relation to the OHS review.	BM CC		To be arranged
23.11.2006 -002 (1.1)	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 December Management Board meeting.	CC		To be discussed as part of Admin Manager consideration
23.11.2006 -003 (1.1)	Mr Evans will seek detail from DVLA of their entire process for conducting their Accuracy Survey, and meeting their targets.	TE		Details obtained and being analysed
23.11.2006 -004 (1.1)	Mr Campbell to ask Chris to report on the DLD procedures for receipt of DLD's recorded delivery items.	CC		Done
23.11.2006 -005 (3.4)	Mr McClean to contact NICIC and TUS, to take forward NICIC's offer to take on the Information Line, Forms Line and FAQs free of charge until April 2007.	SMcC		Awaiting confirmation of start date
23.11.2006 -006 (5.1)	Mr McGinnis will pass information, with regard to the DVTA Temporary Exemption Certificates risk, to Joanne McCullough at DVTA to see if they can put mitigating action in place.	AMcG	Complete	Passed to DVTA. No further action for DVLNI
23.11.2006 -007 (8.1)	Ms O'Connor is to review the hospitality for future Board meetings.	LO'C	Complete	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.
23.11.2006 -008 (10.2)	Ms O'Connor to forward a copy of the DVLNI PLG term of reference to Mr Magee.	LO'C		Done

Next Meeting: **Date: 20.12.06.**
 Time: 09:30 – 14:00.
 Venue: Conference Room 1.

Prepared by: **Elizabeth Craig.**