



**In attendance:**

Mr Magee	Chief Executive
Mr Campbell	Director of Driver Licensing
Mrs Cosgrove	Director of Development
Mr McClean	Director of Corporate Services
Mr Evans	Director of Vehicle Licensing
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 21 September 2006 was accepted and the action list reviewed as follows:

**Action 20.7.06 – 023** Mr McClean informed the Board that Mr McKillop met with DFP and the courier firm to discuss the issues and problems being experienced. Omissions in the contract have been addressed and any further issues are to be reported to Mr McKillop who will continue to monitor the situation.

**Action 20.07.06 – 007** Targets for telephone waiting times have been entered. Mr McClean advised that some targets were down.

**Action 17.8.06 – 004** No bids for future expenditure were made in the current monitoring round.

**Action 17.8.06 – 005** See Paragraph 6 of minutes.

**Action 21.9.06 – 001** Mr Evans reported that 13 operations had now taken place and he was confident that the target of 40 would be achieved. There may be an issue achieving several subsidiary targets.

**Action 21.9.06 – 004** Mr Evans said that DVLNI would have to follow DVLA's approach exactly in investigating non-responses to the Data Accuracy Survey. 226 cases have been identified and field officers will follow up the circumstances of each.

**Action 21.9.06 – 008** All outstanding risk assessments have now been completed.

**2.0 Balanced Scorecard**

- 2.1 The Board reviewed the Agency's Balanced Scorecard for September 2006. Mr Magee informed the Board that a workshop has been arranged with DVTA to draft a joint compliance strategy.
- 2.2 Ms O'Connor informed the Board that a submission has gone to the Minister of State for Transport, Dr Ladyman on the introduction of a new fees structure for driver licensing and



vehicle registration. The new fees for both drivers and vehicles will be introduced at the same time.

- 2.3 Mr McClean told the Board that the Agency had exceeded its 2005 customer satisfaction level target of 92% - the 2006 level was 93%. An article is under preparation for Keynotes.
- 2.4 A Charter Mark workshop is being held today in preparation for assessment in December.
- 2.5 The Board discussed monitoring Agency correspondence and proposed carrying out spot checks throughout the year to ensure that the target of 96% of correspondence was answered within 10 working days. Mr Evans is to check the position in Vehicles Division.
- 2.6 Mr McClean informed the Board that not all complaints are being logged on the Mail Tracking System and asked for this to be brought to the attention of managers at the next team brief. **Action 1: All directors**
- 2.7 The results of the VED evasion survey are due in November.
- 2.8 The Road Transport Bill is not likely to be introduced before winter 2007.
- 2.9 DVLNI PSV fees form part of DVTA fees. Ms O'Connor informed the Board that DVTA are not proposing to increase PSV fees. She will take this up with DVTA. **Action 2: Ms O'Connor**
- 2.10 Ms O'Connor is to draft a DVA Options Paper for consideration. **Action 3: Ms O'Connor**
- 2.11 The Board discussed carrying out an Accuracy Survey on Driver Licensing Division. DVLA are unable to conduct the survey as their Accuracy Unit has been disbanded. Mr Campbell is to assess how much work is involved, and then the Board will decide whether to carry out the work in-house or to bring in consultants. **Action 4; Mr Campbell**
- 2.12 Mr McClean reported that the Managing Change programme is being rolled out to all staff between 16 October and 11 December 2006. There is general acceptance among staff that change is going to happen, and the course has been well received by those staff who have already attended.

### **3.0 Fraud Risk Assessment**

- 3.1 At the June Audit Committee, the Chairman recommended that future Fraud Risk Assessments should be approved by the Management Board prior to submission to the Audit Committee. The Board discussed the assessment and are to let Mr McGinnis have a note of any key risk, activity or control which is not covered by the assessment. The document should be a dynamic document, updated as appropriate and passed to the Local Office Service Manager to ensure that controls have been checked. The Board approved the current document. **Action 5: All directors**

### **4.0 Risk Management**

- 4.1 The Board reviewed the Risk Register. No new risks were raised from the Risk Mentor Programme. Two new risks are in preparation for notification from Driver Licensing Division. The Board discussed if the new Agency, DVA, should be included in the DOE



Risk Register. Some directors had not seen the PID for DVA – this is to be circulated to all directors.

## 5.0 DOE Capital Allocation

- 5.1 There are significant pressures within the Department caused by capital programmes in other agencies and the Departmental Board has sought assurances that the DVLNI element of the capital budget will be fully utilised before 31 March 2007. All directors agreed to review their allocation, include any new requirements, and notify Ms O'Connor of updated budget by next month.

**Action 6: All directors**

## 6.0 Management Board Self-Assessment Programme

- 6.1 The Board considered the analysis of the Management Board Self Assessment and noted the conclusions and recommendations. Only 3 areas highlighted anything other than general satisfaction with current practice: strategic planning, long term significant policy issues and effective meetings.
- 6.2 On the first 2 issues the Board agreed that the state of uncertainty surrounding the long-term future of the Agency posed a difficulty. Following next week's meeting they should be in a better position to produce a strategic plan and address long-term policy issues.
- 6.3 On effective meetings, the Board agreed that many of their meetings tended to drift on, and some important issues had never been discussed at the Management Board. The existence of sub-groups within the Board meant that some issues were discussed within the sub-group, while other Board members knew nothing about them. To rectify this, it was agreed that the final version of all submissions should be circulated to all Board members at the appropriate time and this would be agreed by the CEO and the director responsible for drafting the submission.

## 7.0 Outlook Archive File – Ex DVLNI staff

- 7.1 The Board were asked to decide upon the data storage retention and removal policy to be adopted in relation to staff who are about to leave or have left the Agency. They also discussed whether these files should be copied to CD/DVD and held securely by relevant line managers, should access to the information be required in the future. This would allow the deletion of the files from the DVLNI server. It was agreed that all these files should be burnt onto CDs - Mr Evans will store vehicles files and Mrs Kelly will store Drivers files.

**Action 7: Mrs Cosgrove**

## 8.0 Any Other Business

- 8.1 Mr Magee advised the Board that the security staff were signing for Recorded Delivery post delivered by Royal Mail outside of normal opening hours. Security staff cannot be expected to know what they are signing for or if the parcel is complete. Mr McClean will ask Royal Mail to hold Recorded Delivery post until after opening time, and security staff should be advised not to sign for any further Recorded Delivery post.

**Action 8: Mr McClean**



- 8.2 From next year, a fee will be charged for each Criminal Record check carried out. This will have financial implications for the Agency. Current discussions are taking place regarding taxi and bus drivers checks. The Board questioned should DFP be involved in raising this matter. Mr Campbell will raise the issue with DOE Establishment Officer and report further at the November Board meeting. **Action 9: Mr Campbell**
- 8.3 Mr McClean informed the Board that the DVLNI was not going for IIP re-accreditation until the new Agency was formed. Instead an action plan had been drawn up to work on Best Practice.



**Outstanding Actions**

Ref	Action	Who	When	Review/Comments
23.08.05 - 016	Drivers to consider setting up Service Level Agreement with OHS	CC	September	To be finalised by 31./01/2007
21.12.05 - 001	Liaise with OBD re provision of Canopy at entrance to DLD building	SMcC	Ongoing	Work commenced
16.03.06 - 003	Write to Fujitsu re non-renewal of contract	BC	Ongoing	Brian Evans , FSL to provide written confirmation to Trevor Evans by 09/11/2006
28.04.06 - 003	Calculate level of induced relicensing to support CR business case.	BC	December	PER completed and Project closure scheduled for end of November. Fionnuala working on PIR
28.4.06 - 005	Set up working group to examine Telephone Enquiry section issues.	SMcC	Ongoing	Arrangements being considered for cackup and training support. It is hoped to commence the trial in November
20.07.06 - 006	Prepare urgent business case for new Driver licence machines.	CC		Done
20.07.06 - 018	Check if money is available to upgrade Armagh Local Office	SMcC	Ongoing	Work to commence on November 27
20.07.06 - 021	Complete Annual Reports and return to Personnel	All dirs	Ongoing	Mr McClean advised that a few annual reports still remain outstanding however he was also concerned that only 191 PDP's have been received by Training Section.
17.08.06 - 003	Develop a Responsibility Plan to address weaknesses in checks/controls	AM		Mr Evans has met with SO's in Vehicles Division and has developed a pro forma for completion to identify checks and controls being carried out. Mr McGinnis will forward this to Internal Audit Branch for consideration and approval. Pilot exercise being taken forward in LVLO's Internal Audit Service have agreed to provide advice and guidance in terms of existing controls and risks.
21.09.06 - 002	To enquire as to how other Agencies (DVLA, DVTA) track incoming correspondence.	SMC	Ongoing	Mr McClean reported that DVTA and DVLA both tracked all correspondence, however DVTA's volumes were minimal compared to DVLNI, and DVLA had a more sophisticated system. Completed



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21.09.06 - 003	To investigate impact of an Agency correspondence tracking system on mailroom staff.	TE CC		Vehicles – Pilot agreed Drivers - Ongoing
21.09.06 - 005	To investigate possibility of setting up mini SLA's with organisations authorised to obtain information by phone.	KA	November	A review of access to information is to be carried out by Mrs Armstrong by end November. Review completed. Action plan being drawn up.
21.09.06 - 006	To investigate use of DRA to collect unpaid late licensing penalties.	TE	Ongoing	This is more complicated than it appeared at first glance. Mr Evans is looking at the possibility of using DVLA's system. DVLA's system not available. Small manual pilot will be run.
21.09.06 - 007	To check funding and obtain JEG score for a new Administrative Manager post in Driver Licensing.	CC	Ongoing	Done



**Actions**

Ref	Action	Who	When	Review/Comments
19.10.06 – 001	Refer to Complaints to be logged on MTS at next team brief.	All dirs		Done
19.10.06 – 002	Discuss PSV fees with DVTA.	LO'C		Ongoing
19.10.06 – 003	Draft DVA Options paper.			
19.10.06 – 004	Assess how much work is involved in conducting an Accuracy Survey in Driver Licensing Division.	CC		Ongoing
19.10.06 – 005	Consider Fraud Risk Assessment and pass any changes to Mr McGinnis.	All dirs		Done
19.10.06 – -006	Review budget allocation and pass any changes to Ms O'Connor.	All dirs		Done
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
19.10.06 – 008	Contact Royal Mail to arrange for Recorded Delivery post to be held until opening hours.	SMcC		In hand
19.10.06 – 009	Fee to be charged for Criminal Record checks. Mr Campbell to raise with DOE Establishment Officer.	CC	November MB meeting	Meeting held with Access (NI) manager and position clarified

**Next Meeting:** Date: 16 November 2006  
Time: 09.30 - 14.00  
Venue: Conference Room 1

**Prepared By:** Liz McAuley  
Secretary