



In attendance:

Mr Magee	Chief Executive
Mrs Cosgrove	Director of Development
Mr McClean	Director of Corporate Services
Mr Evans	Director of Vehicle Licensing
Mrs Smith	Director of Road Safety Division
Mrs Archibald	Deputy Principal Finance
Mr Wilson	Staff Officer Driver Licensing
Mrs Tennant	Secretary

Apologies:

Mr Campbell	Director of Driver Licensing
Ms O'Connor	Director of Finance

1.0 Summary of previous meeting

- 1.1 The summary of the meeting on 17 August 2006 was accepted and the action list reviewed as follows:

Action 22.05.06 – 002 Jessica Jacobson from the Jill Dando Institute attended the Management Board to give a presentation on the 'Vehicle Underclass' in Northern Ireland.

Action 15.06.06 – 004 The template to be completed when seeking Board approval for new posts has been revised by Personnel Branch.

Action 20.07.06 – 010 Mr McClean contacted DVLA regarding the possibility of their carrying out the Accuracy Survey for NI however they advised that the group carrying out this work had been disbanded. DVLA will therefore be unable to complete this work on our behalf.

Action 17.08.06 – 001 The Balance Scorecard has been reviewed and updated by all Directors.

Action 17.08.06 – 002 Directors advised staff at Team Briefs of the need to raise awareness and empower junior/middle managers to resolve problems.

2.0 Balanced Scorecard

- 2.1 The Board reviewed the Agency's Balanced Scorecard for August 2006. Mr Evans noted that at point 1.2 'Implementation of Approved Policies', 9 out of 40 operations have taken place to remove unlicensed vehicles during 2006/07 and that he would follow up on plans for further multi-agency operations. **Action 1: Mr Evans**

- 2.2 The Board discussed the Agency's target of answering 96% of correspondence within 10 days. Corporate Services has looked at the possible extension of the Agency's mail tracking system for complaints to include all correspondence received. Operational Directors are considering the effectiveness of such a move as it would have a major



impact on the work carried out by the mailroom staff. Mr McClean is to enquire as to how such items are tracked in other organisations like DVLA and DVTA. The operational Directors are to complete a return to Mr McClean detailing the impact on their respective business areas.

Action 2: Mr McClean

Action 3: Mr Evans/Mr Campbell

- 2.3 The Board discussed the recent Data Accuracy Survey and noted that when it was carried out the format was repeated from an earlier survey without considering the need to report on HRC's (this was dealt with retrospectively). It was agreed that when next carried out, it would be necessary to ensure that the survey focused on the targets required. The 'non response' to the survey was discussed and a decision is to be made on how best to follow these up.

Action 4: Mr Evans and Mr McClean

3.0 Presentation on JDI Report on Vehicle Underclass I

- 3.1 Ms Jessica Jacobson from the Jill Dando Institute gave a presentation of the 'Vehicle Underclass' in Northern Ireland. She had previously completed a report for the Board and the presentation highlighted the main points reached in her report. The presentation covered three categories explaining what the 'vehicle underclass' is, the 'vehicle underclass' in NI and the 'vehicle underclass' in GB. Ms Jacobson explained the definition of 'vehicle underclass' and advised on how the decision was taken to use a three month cut off as it was felt that this would exclude vehicles temporarily untaxed as a result of oversight from the keeper. Following the presentation the Board discussed their concerns over the 'mismatch' category results and the comparison between the results for NI and GB.

4.0 Risk Management

The Board reviewed the Risk Register. Three new risks were considered for inclusion in the key register. The Board discussed the validity of setting up mini SLA's with organisations authorised to obtain information by phone in respect of their procedures for password changes. It was noted that any organisation authorised to obtain information by phone should have controls in place which mirror those used by our staff.

Action 5: Mr McGinnis

5.0 Use of Debt Recovery Agency for Late Licensing Penalties

- 5.1 The Board discussed a recommendation made regarding the use of Debt Recovery Agencies (DRA) to collect unpaid late licensing penalties. It was noted that DVLA have initiated a pilot scheme that has successfully achieved a 30% recovery rate to date. Mr Evans will take this forward for DVLNI subject to operational concerns.

Action 6: Mr Evans

6.0 Administrative Manager in Driver Licensing

- 6.1 Mr Wilson discussed a request for a new Administration Manager post at SO grade for Driver Licensing Division. It was agreed by the Board that this post would first need to be JEG scored and that the position regarding funding would need to be considered.

Action 7: Mrs Archibald and Mr Wilson



7.0 Any Other Business

- 7.1 Mr McClean advised that there are a considerable number of risk assessments still outstanding and that this should be mentioned at Team Briefs. **Action 8: All Dirs**
- 7.2 It was noted that the recently held forum for Mentors had been very successful with widespread positive comment for the scheme. Mr McClean asked Directors to ensure that all Mentors are given the support and time necessary for the continued delivery of this valuable service.
- 7.3 The Board discussed the difficulties anticipated by the differing funding status of DVLNI and DVTA following merger. It was noted that legal advice would need to be sought and it was felt that some of the problems encountered may take some time to resolve.



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 Monaghan and Mr Mullan have arranged a meeting with OHS to discuss. It was noted that initial talks have taken place to advise that OHS may become part of CPG – this could have major implications for Driver Licensing.
21.12.05 – 001	Liaise with OBD re provision of Canopy at entrance to DLD building	SMcC	Ongoing	A site meeting took place on 8/9/06 and plans were discussed and agreed. A budget of £7.5k is in place.
16.03.06 – 003	Write to Fujitsu re non-renewal of contract	BC	Ongoing	Mr Evans wrote to Fujitsu in January regarding the extension of the contract until March 2008, however agreement has not been reached. Mrs Cosgrove is to arrange a meeting with Mr Brian Evans (Fujitsu) to discuss this issue.
28.04.06 – 003	Calculate level of induced relicensing to support CR business case.	BC	December	Work has started on the PIR with an expected completion of December.
28.4.06 – 005	Set up working group to examine Telephone Enquiry section issues.	TE CC SMcC	Ongoing	Mr McClean advised that two meetings have taken place with a further meeting scheduled for 22/9/06. A TCD report is to be implemented with further discussion when the report is available. Mr Evans mentioned the number of staff from Vehicles Division who would be available to transfer to Corporate. Mr McClean advised that Mr McKillop is working on identifying suitable accommodation for the Enquiry Unit. Plans are being finalised for the transfer of messages from ACD to OPAL.
20.07.06 – 006	Prepare urgent business case for new Driver licence machines.	CC		Mr Wilson has been in contact with Fujitsu to arrange a demonstration and discuss items like consumables, overlays etc. He advised that Fujitsu would need to show that they could produce licences of the same quality as our current licence.
20.07.06 – 007	Enter targets for telephone waiting times	SMcC	Ongoing	Mr McClean advised that evidence had shown some targets were down.
20.07.06 – 018	Check if money is available to upgrade Armagh Local Office	SMcC	Ongoing	Mr McKillop to attend a site meeting in Armagh on 25/9/06 with plans to commence work within the next couple of weeks.
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.



Management Board
Meeting

21 September 2006

20.07.06 - 023	Check why no "next day" postal delivery from courier service	SMcC	Ongoing	Mr McKillop met with DFP and DX Courier Service to discuss the issues and problems being experienced. Any further issues are to be reported to Mr McKillop who will continue to monitor the situation.
17.08.06 - 003	Develop a Responsibility Plan to address weaknesses in checks/controls	All dirs		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 Evans will roll out the pro forma to other Directors for completion by their business area.
17.08.06 - 004	Make bids for future expenditure in current monitoring round	All dirs		
17.08.06 - 005	Analyse Performance Evaluation questionnaire and develop Action Plan	All dirs		Evaluation forms have been completed by the Board who are awaiting feedback.



Actions

Ref	Action	Who	When	Review/Comments
21.09.06 - 001	To follow up on further multi-agency operations to remove unlicensed vehicles during 2006/2007 (9 out of a target of 40 carried out to date).	TE		
21.09.06 - 002	To enquire as to how other Agencies (DVLA, DVTA) track incoming correspondence.	SMC		
21.09.06 - 003	To investigate impact of an Agency correspondence tracking system on mailroom staff.	TE CC		
21.09.06 - 004	To investigate best way to follow up on non response on data accuracy survey – electoral register/rates office/home visits etc.	TE		
21.09.06 - 005	To investigate possibility of setting up mini SLA's with organisations authorised to obtain information by phone.	AM		
21.09.06 - 006	To investigate use of DRA to collect unpaid late licensing penalties.	TE		
21.09.06 - 007	To check funding and obtain JEG score for a new Administrative Manager post in Driver Licensing.	SA CW		
21.09.06 - 008	To ask Managers to ensure that outstanding risk assessments are completed asap.	All Dirs		

Next Meeting: Date: 19/10/2006
Time: 09.30 - 17.00
Venue: Conference Room 1

Prepared By: Janice Tennant
Secretary