



Present:

Mr B. Magee	Chief Executive (Chair)
Mr C. Campbell	Director of Driver Licensing
Mrs B. Cosgrove	Group Director of Drivers, Operators & Business Development
Mr T. Evans	Group Director Vehicle Licensing & Centralisation Project
Mr S. McClean	Director of Corporate Services
Mrs B Rooney	Group Director Vehicle Testing & Standards
Mr D Wilson	Group Director Finance & Corporate Services
Mrs Janice Tennant	Secretary

Apologies:

Ms L. O'Connor	Director of Finance
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1.0 Summary of previous meeting.

1.1 The summary of the meeting on 19 March 2007 was accepted and the action list reviewed as follows:

Action 16.03.06 - 003 Mrs Cosgrove reported that the vehicles contract with Fujitsu has been extended.

Action 15.02.07 - 003 Checks have been completed on the Vehicles and Drivers systems to ensure that the new fee structure can be introduced.

2.0 Balanced Scorecard

2.1 The Board reviewed the Agency's Balanced Scorecard for March 2007.

1.1 Implementation of approved policies

It was reported that the joint exercises with law enforcement partners are still ongoing however due to the withdrawal of funding by the NI Office and the PSNI, 'Operation Clean-Up' has tailed off.

Mr Wilson reported that a meeting has been arranged with the PSNI to discuss several issues including modified vehicles and accident investigations. Mr Wilson will provide a list of the items for discussion to Mr Murray to consider if representation is required from DVA Licensing.

Action 1: Mr Wilson

The Board discussed the high instances of NI vehicles (10%) which hold a GB



test certificate. A sample check is to be completed to investigate if this is a result of the high number of GB imports or MOT 'tourism'. **Action 2: B Rooney**

2.1 Customer Service Delivery Targets

The Board discussed Customer Service Delivery Targets, in particular in relation to Driver Licensing Division as the target outturn for the first two weeks in April had not been met, making the 07/08 target difficult to achieve. A number of contributory factors were discussed focusing on system problems and staffing difficulties as 26% of Driver Licensing staff are casual. Mrs Cosgrove and Mr Campbell will discuss and present a plan to the Board on how to improve performance. **Action 3: Mrs Cosgrove and Mr Campbell**

The Board also discussed changing the format of targets in the future to make them more meaningful to customers. It was agreed that this would be something to consider for 08/09 (excluding vehicles division targets).

2.3 Telephone Enquiries

The trial period for the transfer of telephone enquiries to Corporate Services Division has been completed successfully and the Board endorsed that it remain within Corporate Services Division.

3.3 Improved VFM

Mrs Archibald advised that only indicative figures are available at present but the final figures for March would be available following completion of year end procedures in 2-3 weeks time.

Appendix C Staffing

2.2 The Board discussed the difficulties caused throughout the Agency by the staffing embargo. It was noted that although the embargo was lifted last year at AA grade, it is still proving difficult to fill posts. Mr McClean will contact Recruitment Service regarding staff on the AA lists who may have been CTC cleared and could be posted immediately and also if it would be possible to fill vacancies in Coleraine temporarily with Agency staff in other locations. **Action 4: Mr McClean**

2.3 Mr Evans discussed the staffing pressures within Vehicles Division and noted that while it will be beneficial operationally to get permanent members of staff in post, this will also mean that there will be higher numbers of staff to redeploy at systems integration.



3.0 Baseline Staffing Post Vehicles Centralisation

3.1 The Board endorsed the paper on 'Baseline Staffing Post Vehicles Integration' which will now be submitted to Trade Union for comment.

Outstanding Actions

Ref	Action	Who	When	Review/Comments



20.07.06 – 018	Check if money is available to upgrade Armagh Local Office	SMcC	Ongoing	Work is ongoing and should be finished by 8 May 2007.
20.07.06 – 021	Complete Annual Reports and return to Personnel.	All dirs	Ongoing	There are still 26 reports from DVLNI outstanding. Mr McClean advised that this was mainly due to long term sick leave. A circular has been issued to staff regarding the need to complete 06/07 reports.
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 BC	Ongoing	Mrs Cosgrove and Mr Campbell agreed a job description and will meet to discuss the way forward.
23.11.06 - 004	Mr Campbell to ask Chris to report on the DLD procedures for receipt of DLD's recorded delivery items.	SMcC	Ongoing	Mr McClean is to check if a contract exists with POCL and will speak to the Account Manager to agree what can be done regarding early morning recorded deliveries. Mr C Wilson to report on Driver Licensing procedures.
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	Ongoing	Mr McClean and Mr Campbell met to discuss way forward. Mr McClean spoke to Ms Weaver (DVLA) who advised to handle in-house but to get a 3 rd party to evaluate, to satisfy NISRA. Mrs Cosgrove advised that she may be able to provide staff support to carry out the survey by using the DRP team.
22.03.07 - 002	Prepare job description for compliance checking as result of Audit Committee recommendations	LO'C	Ongoing	
22.03.07 - 003	Draft comprehensive operating procedures to improve internal control	TE		Draft has been circulated to Central Office Managers and is now with LVLO Managers for comment. Draft to be agreed and signed off at next LVLO Managers meeting in June.
22.03.07 - 005	Conduct a DVA staff survey	SMcC		Client agreement has been signed for DVA Licensing however DVA Testing survey due in June therefore decision to be taken on whether to complete an Agency wide survey, and if this could be carried out by DVLA.



Actions

Ref.	Action	Who	When	Review / Comments
19.04.07 - 001	DVA Testing meeting with PSNI – list of issues to be discussed to be passed to Mr Murray for consideration	DW		
19.04.07 - 002	Sample check to be carried out on NI vehicles with GB test certificates	BR		
19.04.07 - 003	Meeting to be arranged to discuss how to improve performance on customer service delivery targets in Driver Licensing Division	BC/CC		
19.04.07- 004	Mr McClean to contact recruitment Service regarding CTC Clearance for AA staff and filling vacancies in Coleraine temporarily with Agency staff in other locations	SMC		

Next Meeting: **Date: To be confirmed**
Time: 09:30 – 14:00
Venue: Conference Room 1

Prepared by: **Janice Tennant**