



Present:

Mr B. Magee	Chief Executive (Chair)
Mr T. Evans	Group Director Vehicle Licensing & Centralisation Project
Mrs B. Rooney	Group Director Driver & Vehicle Testing and Standards
Mrs B. Cosgrove	Group Director Drivers, Operators & Business Development
Mr D. Wilson	Group Director Finance & Corporate Services
Mr N Brady	Non – Executive Director
Mrs Anne Smiley	Secretary

1 DVA Testing Customer Survey

- 1.1 Donal McDade from Social & Market research gave a presentation on the outcome of the 2007 customer satisfaction survey for DVA Testing.
- 1.2 The outcome was very positive with an overall satisfaction level of 95%. The satisfaction with booking arrangements for vehicle tests was 95% and 95% for driver tests.
- 1.3 Satisfaction with vehicle test procedures was 96% and 88% for driver test procedures.
- 1.4 A full report will be with the Agency in early January 2008.
- 1.5 The Board agreed that it is the Agency's intention to retain this high level of satisfaction. It is also the Agency's objective to reduce waiting times for vehicle tests to 2 weeks; however the Board do not support the idea of driving tests on demand.

2. Data Security

- 2.1 The Chief Executive thanked the Board members and all those involved in the work of the past week as a result of the missing data. The Chief Executive appreciated the support provided to him.
- 2.2 Despite the recent media coverage about the Agency, the Chief Executive reminded the Strategic Board of the recent survey findings on both the licensing and the testing sides and of the high quality organisation that is DVA. However, he did point out that some of our procedures need a sharper focus.
- 2.3 The Chief Executive has asked the Information Commissioner for NI to carry out a review within the Agency early in the New Year.



- 2.4 A project entitled Information Management & Data Security will be set up within the Agency with immediate effect.
- 2.5 All staff should receive a refresher course on data protection.
- 2.6 Clarke Nelson and Liz McAuley will continue with their review of information management in both Testing and Licensing.
- 2.7 The issue of lost documents in the post was discussed and it was agreed that there would be an urgent review of receipt and dispatch of Passports, looking initially at the guidance notes on the DL1 application form and the internet to ensure that the message was clear and unambiguous.

Action 1: BC

3. Minutes of the previous meeting

- 3.1 The minutes of the meeting on 22 November 2007 were agreed.
- 3.2 Outstanding actions were discussed and updated.
- 3.3 On the issue of staffing, there is still an embargo on filling those posts which are not funded through the trading fund, by DVLA or by receipts and approval is required to fill such posts.
- 3.4 D Wilson is to check position with regards the funding of the posts in RTLD.
Action 2: DW.
- 3.5 D Wilson is to check if the Agency can commission HR Connect to run two seminars for all senior managers.
Action 3: DW
- 3.6 D Wilson to explore the availability of financial awareness training or audit training as appropriate for managers.
Action 4: DW.
- 3.7 The BIS staffing review in Driver Licensing is now due. B Cosgrove to commission.
Action 5: BC.

4 Balanced Scorecard

- 4.1 The Strategic business objectives within the scorecard were reviewed and discussed.
- 4.2 A report should be available on the heavy goods vehicle compliance for the January meeting.
- 4.3 The Board agreed that policy issues belong to the Core, who will advise what action is required. Directors of the relevant policy areas to meet on a monthly basis with the Core (D Armstrong) to exchange current issues.
- 4.4 The Programme Management awareness presentation delivered by DID



(DFP) was well received by DVA Driver and Vehicles Policy sections.

- 4.5 DVLA have indicated substantial slippage in the Drivers Replacement Programme. Further discussions are required with DVLA and a paper will be prepared for the Board. **Action 6: BC**

- 4.6 The Board discussed the invitation from seebusinessdifferently.com for a lean strategy day workshop for the Agency but agreed that we are unable to direct resources to this workshop at present.

- 4.7 It was agreed that the Driver's Accuracy Survey would not be conducted by post but would instead be carried out through the Omnibus Survey.

Action 7: BC/CC

5 Replacement Booking Service

- 5.1 C Reilly presented a Scoping Exercise report on replacement booking services.

- 5.2 Claire explained the objectives of the scoping exercise to be:

- a) To evaluate the existing system in terms of meeting current business requirements.
- b) To identify any future DVA business requirements.

- 5.3 The Board agreed to the current system recommendations and the need to consider if other improvements to the current system were required which would help efficiency and/or customer services.

- 5.4 The next step is to complete a Feasibility Study which would look at the broader agency wide requirements on Customer Services including booking services. **Action 8: BC/AMcG**

6 Audit Strategy

- 6.1 The Board was content with the DVA Audit Strategy 2007-2010. However, there were concerns raised with regard to auditing of data security. D Wilson is to check that this would be included as part of the audit of information management and IT support.

7 Management Information Report.

- 7.1 The Board discussed the detail of APP J of the licensing report on compensation/ex gratia payments and the need to look around for best practices. D Craig to consider the outcome of this report and who we might benchmark against e.g. SSA/Passport Agency. **Action 9: DC**



- 7.2 The Board agreed that the SO vacancy in Enforcements should be shown and that the need for the post in Drivers would be looked at.

8 Funding of Posts.

- 8.1 The Board agreed to the funding of 4 technical trainer posts within Technical Training & Quality Unit.

9 Postponement of Driving Licence Consolidation.

- 9.1 The Board noted the report on the postponement of the driving licence consolidation. B Cosgrove to write to the core regarding the implications in delaying the driving licence consolidation. **Action 10: BC/CC**

10 AOB

- 10.1 Provision of medical advisory services to DVA. The report produced by C Campbell was noted.

- 10.2 The Board agreed that:

- a) Written confirmation should be obtained from DFP as to the exact date from which the service will cease.
- b) Having confirmed the position with DVLA, we should consider procuring our own provider. **Action 9: BC/CC**

- 10.3 If a member of staff is assaulted on duty, it is the responsibility of the Agency to work with that member of staff on reporting the incident to the PSNI.

- 10.4 BIS report.

A meeting is to be arranged with BIS to discuss the review of the Senior Management Team.

- 10.5 Vehicle Test Fees

On the issue of fees for testing, the Board agreed that we need to be able to justify the fees. The Board asked that a paper be produced for the next meeting that would outline the implications of changing the fee now as against introducing a change in 2009.



10.6 Workforce planning and Accommodation

Following the consultation with all Directors a presentation on the analysis of workforce planning and future accommodation requirements had been made to the senior management workshop on the 11th December. With the delay in VINI and Workplace 2010 at Coleraine not realistically happening until 2012 the Board agreed that further consideration should be given to the development of Option One. This would mean the planned introduction of WP2010 at Coleraine in 2012 and the subsequent closure of Mill House and Beresford House; the use of refurbished Balmoral Road and Corporation Street buildings for the medium and possibly long term.

An economic appraisal for the development of the premises at Balmoral Road that should minimally include increased space efficiency, replacement of the heating system and installation of DDA lift should be undertaken. The proposed refurbishment of Corporation Street premises to meet the expanded needs of RTLD and enforcement should go ahead. Option One also included the scope to reduce travel by use of office facilities at Ballymena Test Centre and conference facilities at Mallusk Test Centre.

Outstanding Actions

Ref	Action	Who	When	Review/Comments
22.03.07 – 005	Conduct a DVA staff survey	S McC DW	Ongoing	Client agreement has been signed for DVA Licensing however survey to be arranged for Testing.
23.08.07-003	Obtain clarification on the position within the Agency for procedures post HR Connect.	DW S McC	Ongoing	Have assessed the residual work following implementation. Are continuing to press DOE core on the arrangements. S McC now member of DOE HR C Project Team.
27.09.07-004	Provide feedback from D/D in order to progress publicity on the telephone/online booking system	BC	Complete 19/12/07	Survey now circulated by B Cosgrove
18.10.07 – 002	Progress audit recommendations.	BC BR DW TE	Complete 19/12/07	Action ongoing. Next update to Audit Committee and MAB at end of November.
22.11.07 – 001	Provide an update on Tel Enquiries waiting times for Dec meeting	S McC DB	Complete 19/12/07	
22.11.07 – 002	Check on the availability of financial management training with CIPFA	DW LO'C	Ongoing	
22.11.07 – 003	To consider a process to review all instances where personal data is held in bulk and to ensure that	BC DW	Ongoing	All instances have been identified and interim and long term secure



	appropriate safeguards are in place			transmission solutions have been provided – awaiting IT Security assurance of proposals before suspension of transmission will be lifted.
22.11.07 – 004	List staff vacancies for the Agency on one table	DW	Complete 19/12/07	
19.12.07 - 001	DL1 application form to be reviewed along with dispatch of Passports regarding the loss of documents.	BC		
19.12.07 – 002	To check the position with regards the funding of posts in RTLD	DW		
19.12.07 - 003	To check if HRconnect can run two seminars for Senior Managers.	DW		
19.12.07 - 004	To explore the availability of financial awareness training or audit training as appropriate for managers	DW		
19.12.07 - 005	To commission BIS to carry out a staffing review in Driver Licensing	BC		Letter to BIS 15 Jan to commission staffing review of Drivers.
19.12.07 - 006	Prepare a paper for the board on the drivers replacement programme	BC		Ashley to provide paper for board following Noel Shanahan on 18 Jan.
19.12.07 - 007	Driver's Accuracy Survey to be carried out through the Omnibus Survey	BC/CC		
19.12.07 - 008	Feasibility study for Customer Services including booking services	BC/AM cG		
19.12.07 - 009	Consider benchmarking against other agency's on compensation/ex-gratia payments	DC		
19.12.07 – 010	To write to the Core regarding the implications in delaying the driving licence consolidation	BC/CC		
19.12.07 - 011	On the provision on medical advisory services to DVA obtain 1. Written confirmation from DFP of date that service will cease. 2. Confirm the position with DVLA	BC CC		Colin Campbell to provide paper for board.

Next Meeting:

Date: 25 January 2008

Time: 10:00

Venue: Conference Room 2, County Hall, Coleraine.

Prepared by:

Anne Smiley