



Present:

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|-----------------|--------------------------------|
| Mr B. Magee | Chief Executive (Chair) |
| Mr C. Campbell | Director of Driver Licensing |
| Mrs B. Cosgrove | Director of Development |
| Mr T. Evans | Director of Vehicle Licensing |
| Mr S. McClean | Director of Corporate Services |
| Ms L. O'Connor | Director of Finance |
| Mrs L McAuley | Secretary |

Apologies:

None

1.0 Summary of previous meeting.

1.1 The summary of the meeting on 20 December 2006 was accepted and the action list reviewed as follows:

Action 28.4.06 – 005 The changes to the telephony system went live at the start of February and the initial indications are good. The number of calls answered within 2 minutes increased in both Drivers and Vehicles systems, and further improvements are anticipated.

Action 21.09.06 – 003 The Board discussed the extension of the Agency's correspondence tracking system to cover all correspondence. It was decided not to proceed with this as it would have an adverse impact on the timely delivery of services. However it is an issue for the new agency to consider after April 2007. In the meantime Mr McClean will arrange to conduct interim surveys to gauge the level of correspondence being processed within 10 working days.

Action 21.09.06 – 005 SLAs have been put in place with organisations authorised to obtain information by telephone.

Action 23.11.06 – 001 Mr Campbell met with Dr Addley to review the Service Level Agreement, and they agreed to keep in contact to monitor how it is working out.

Action 23.11.06 – 003 Mr Evans reported that 4 attempts had now been made to contact the people selected to participate in the 2006 Accuracy Survey. Of 827 in the original survey, 706 replies had been received, and of these, 637 confirmed accuracy of details and traceability. Depending on how the non-replies are counted, these figures equate to either a 77%, or 90.2% traceability rate. The Board agreed to accept this result which means that the target of 97.5% traceability has not been met.

DVLA have introduced a target on accuracy of input documents and it was



agreed to adopt this measurement.

It was agreed not to conduct a survey in 2007/08 since the Agency is unable to implement remedial action in light of vehicles centralisation. In 2008/09, DVLA will use the V79 scheme (police stop and check) to measure accuracy. The Board discussed this and agreed that PSNI should be asked to carry out similar checks. Mr Evans is to take this forward. **Action 1: Mr Evans**

Action 20.12.2006 – 001 The funding for the Driver's User Assurance Co-ordinator post has been included in the DSIP Business Case.

Action 20.12.2006 – 003 This action point has been covered by Action 23.11.06 – 003 above.

Action 20.12.2006 – 005 DVLA have treasury approval to go live with the new fee structure on 1 May 2007. Mrs Cosgrove will check if this can be introduced in the Drivers and Vehicles systems. **Action 2: Mrs Cosgrove**

Action 20.12.2006 – 007 Mr Campbell has provided a form of words for the Select Committee in relation to the Drivers Accuracy Survey.

Action 20.12.2006 – 008 Mr McClean has reported on the impact of Workplace 2010 and other aspects of the NICS Reform Agenda.

2.0 Balanced Scorecard.

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

2.5 Customer Communication Strategy

Mr Campbell said he would like to have the review and design of the DL1 form completed within 3 months.

3.2 Better Customer Services

The Road Traffic Order will go through the House of Lords on 27 February 2007.

3.3 Improved VFM

A meeting has been arranged for 20 February 2007 to discuss Road Freight and Bus Operator Licensing Fees. PSV fees are part of DVTA's fee structure, and DVTA have been asked to include a fee increase of £4.50 on the taxi PSV and £2.00 on the Omnibus PSV. Mr Magee will alert Mr McCullough about this. **Action 3: Mr Magee**

3.4 Change Programme

To enable the EQIA to proceed on vehicles centralisation, a decision is needed regarding the locations of the Local Offices to be retained. In relation to DVA, the Board expressed concern that a DP would have responsibility for



the role of Project Manager and felt that this was not enough to manage a large project.

4.1 Assess database accuracy

Mr McClean and Mr Campbell are to meet to discuss the Drivers Accuracy survey.

5.2 Appropriate tools and infrastructure for the job

TUS have asked questions that the Agency is not in a position to answer, and there appears to be some confusion on the extent of the Shared Service Centre's remit. Mr Barry Lowry is to deliver a presentation to the Board on 7 March on the Shared Service Centre.

5.3 Managing change

390 staff attended the Managing Change programme. Someone is needed at Director level to look after change management during the coming transitional period. Interviews with staff as part of the development of the Redeployment Plan will hopefully commence in mid-March.

Action 4: Mr McClean

Mr McClean told the Board that the creation of the Centre for Applied Learning (CAL) had resulted in the Agency losing its remit to deliver generic training. The level of service delivery from CAL has so far been poor, and Mrs MacLennan is meeting with CAL representatives to discuss. As a result the EO1 position in Training Branch was not fully occupied. If any other training work was needed across the Agency, directors should inform Mr McClean

Mr Mc Clean also advised that the decision had been taken not to re-apply for IIP accreditation for administrative purposes only.

3.0 Feedback from DOE Management Board

3.1 Mr Magee informed the Board as follows:

1. The Board received a presentation on Infrastructure Northern Ireland. This covered issues such as re-skilling and human resources, as well as physical infrastructure.
2. The Board received a presentation on eHR. An agreed programme of work is to be circulated to Agencies to contribute to. HR Connect will go live in DOE during July and August 2007.
3. DVLNI received praise for its management of staff attendance. The Agency is on course to meet the target of 11 days which was set for the Department. It was also pointed out that the Agency is the most proactive area of the Department in processing medical discharge applications.
4. Preparation for devolution is continuing.



5. There will be cuts to next year's funding, with some reduced staffing anticipated. Ms O'Connor is to check the implications for DVA.

Action 5: Ms O'Connor

6. Only 50% of the consultancy budget has been spent.

7. DOE's IIP accreditation is up for renewal. They have decided to go for 2-year retained status and will have to go through a review for this.

4.0 Risk Management

4.1 The Board reviewed the Risk Register and considered 1 new risk, notified during January 2007, that the TRADS system was continually down. The problem is that too many users are using too narrow a link to the insurance database. This cannot be resolved without spending a great deal of money. The consensus was that this is not a risk, but more an inconvenience. Mr Evans will draft a note to staff explaining the situation.

Action 6: Mr Evans

5.0 Implementation of new Driving Licence fees 2007

5.1 Mr Campbell presented a paper to the Board about the future of the optional renewal service provided for Northern Ireland drivers. The Board considered the benefits and disadvantages of retaining the facility, and following discussion agreed that it should continue until the introduction of the DRP, at which stage it should be treated as an early expiry renewal.

6.0 Report on 3rd Directive

6.1 Mr Campbell informed the Board that he had attended a meeting on the implementation of the 3rd directive on driving licences. This directive covers 4 main areas: mopeds and motorcycles, cars and trailers, revised driving licence entitlement and revised requirements for driving examiners. The purpose of the meeting was to ascertain the progress made by GB colleagues, identify NI issues or difficulties, agree the way forward and create a timetable for action. Road Safety Division will produce a NI timetable, and this will be presented to the Board in due course.

7.0 Complaints Procedures

7.1 The Board considered a paper on proposed changes to DVLNI's procedures for dealing with complaints, specifically the centralisation of complaints with effect from 1 April 2007. The aim is to ensure that more of the Agency's complaints and compliments are captured and logged on the Mail Tracking System, which will enable more accurate Management Information reports to be produced through a



streamlined process. This will also bring the Agency's procedures into line with DVTA practices. The Board approved the proposals.

8.0 Ideas Scheme

8.1 The introduction of an Agency Ideas Scheme has been deferred for 6 months.

9.0 Business Cases

- **DLD ID Checking Machines**
- **Mail Franking Machine**

The Board approved the Business Case for the purchase of 2 ID checking machines and for the purchase of a Mail Franking Machine, both for use in Driver Licensing Division.

10.0 Any Other Business

10.1 Work is to start shortly on the preparation of the Annual Report and Accounts.

10.2 The level of security clearance for staff working in Vehicle Licensing Division is under review. OFMDFM view is that basic clearance is sufficient, while DVLA say a higher level is needed. Mr McClean has written to DVLA asking for confirmation that this is still the case, and if so the matter will be referred to the Cabinet Office for a final decision.



Outstanding Actions

| Ref | Action | Who | When | Review/Comments |
|----------------|--|----------|----------|--|
| 16.03.06 – 003 | Write to Fujitsu re non-renewal of vehicles contract | BC | Ongoing | Written confirmation from FSL still outstanding. Option for NIVIS extension agreed – awaiting CCN from FSL for signing. Mr Evans said there were 3 options regarding the Archea system, do nothing, move from Archea onto DVLA system early or go for the NIDLS solution. Third option is the best value for money, and Fujitsu's formal proposals are awaited. Archea disk failure is becoming more frequent. Fujitsu have put forward a further option for consideration – outsourcing the hosting of Imaging to Annacomp. This was discussed at a meeting with DVLA and it was agreed that TORs should be drafted for a design study into this option. |
| 28.04.06 – 003 | Calculate level of induced relicensing to support CR business case. | BC | December | CR Project Implementation Review (which includes findings on induced relicensing) on the agenda for the Programme Board. |
| 20.07.06 – 018 | Check if money is available to upgrade Armagh Local Office | SMcC | Ongoing | Work is ongoing. |
| 20.07.06 – 021 | Complete Annual Reports and return to Personnel. | All dirs | Ongoing | A reminder issued to all staff last week. There are still 26 reports from DVLNI outstanding. |
| 17.08.06 - 003 | Develop a Responsibility Plan to address weaknesses in checks/controls. | AM | Ongoing | Ms O'Connor reported that Internal Audit Branch had looked at cash handling procedures in NIVIS, and had also asked EOs why they carried out certain checks. A full report is awaited, but there are concerns which could lead to limited assurance for the whole Agency. There is a need to check the checkers. |
| 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 | Ongoing | Funding is available from DRP Business Case. There is too much work and travel involved to expect one person to deliver. The best way is for 2 staff to share the responsibility. Still need to get paperwork for the post cleared and the post needs to be JEGS scored. Action 7: Mr Campbell |
| 23.11.06 - 004 | Mr Campbell to ask Chris to report on the DLD procedures for receipt of DLD's recorded delivery items. | CC | | Mr Campbell to discuss report with Mr McClean. The problem is having staff on site before 8.00am. If the Post Office would deliver at 9.00am instead for recorded delivery post, the problem |



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| | | | | would be solved. |
| 20.12.2006 - 002 | Re-jig DLD duties. Mr Campbell to consider how best this should take place and construct a list of headline duties for SO and above grades. | CC | Ongoing | |
| 20.12.2006 - 004 | Mrs Cosgrove to speak to Brian Morrison, DVTA re implementation of CPC and will keep Mr Campbell informed of developments. In relation to funding, a business case will be needed in April, and NI costs will not be included. | BC | Ongoing | Complete DVTA will produce a business case for CPC which will include DVLNI costs. Mr Campbell and Mrs Cosgrove are represented on the CPC Project Board. |
| 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 | |
| 20.12.2006 - 009 | Project Manager post on TLISP to be JEGS scored. The scope and objectives of the project should be agreed and then discussions with DVTA should take place to approve the Project Brief. | BC BM | Ongoing | Personnel have indicated that a JEGS is not required as a previous Project Officer's post has already been JEGS scored and approved at Staff Officer level. However this was too long ago and the Board took the view that a JEGS score is now needed. |
| 20.12.06 - 011 | Mr McClean to speak with Mr Small about AA and AO promotion vacancies and ask if AO vacancies may be filled by AAs on the promotion list. | SMcC | | Mr McClean is to circulate an explanatory note setting out procedures. The Board is aware that these are key issues for junior staff especially with so much uncertainty about jobs. They will hold an urgent staff meeting after next week. |

**Actions**

| Ref. | Action | Who | When | Review / Comments |
|---------------|--|------|------|-------------------|
| 15.2.07 - 001 | To assist with data accuracy, PSNI should be asked to confirm keepership | TE | | |
| 15.2.07 - 002 | Inform Mr McCullough about PSV fee increase in DVTA fees structure | BM | | |
| 15.2.07 - 003 | Check if new fee structure can be introduced to Drivers and Vehicles Systems | BC | | |
| 15.2.07 - 004 | Develop Redeployment programme | SMcC | | |
| 15.2.07 - 005 | Check implications of funding cuts on DVA | LO | | |
| 15.2.07 - 006 | Circulate a note about TRADS downtime and the reason for this | TE | | |
| 15.2.07 - 007 | Post of DLD User Assurance Co-ordinator to be JEG'ged | CC | | |

Next Meeting:**Date: 22.3.07.****Time: 09:30 – 14:00.****Venue: Conference Room 1.****Prepared by:****Liz McAuley.**