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**Minutes of the DVA Strategic
Management Board Meeting.**

26 July 2007

Present:

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

1 Minutes of the previous meeting

- 1.1. The minutes of the meeting on 21 June were accepted.
- 1.2. On the issue on Health & Safety, it was decided that all Centre Managers will be advised of the up to date position regarding the vehicle lifts in the test centres. **Action 1: Mr Wilson, Mr Craig & Mr Dawson.**
- 1.3 A list has now been drawn up of all those staff within the Agency who have had PRINCE2 training.
- 1.4 ISU are considering providing DVA with a portable Video conferencing unit on a long term loan basis for use at Boucher Road
- 1.5 The customer survey will be reissued in August 2007 at an additional cost of £3300. A line to take will be drawn up in anticipation of any media interest. **Action Mrs Smiley.**
- 1.6 There was some general discussion around the support / lack of support from the Core in assisting the Agency, in particular, in the area of supplies. It was agreed to list the issues involving Central Procurement Directorate and the impact on our business in order that Mr Magee may discuss further with Patrick Anderson. **Action 2: Mr Wilson, Mr Craig.**

2.0 Balanced Scorecard

- 2.1 The Board reviewed each of the areas within the scorecard. There was some discussion around the measures listed and it was agreed that these should be reviewed by each of the directors and further measures listed if required.
- 2.2 Clarification was sought on the meaning of 'Baseline' within the scorecard.



Mr Wilson agreed to provide a definition. Mr Wilson and Ms Casey will discuss the scorecard with each of the Group Directors to ensure consistency of understanding. **Action 3: Mr Wilson.**

3.0 Management Information Report

3.1 The Management Information Report should be with the Chief Executive's staff on the Monday prior to the Strategic Board meeting. Mr Magee will discuss the report with each of the Group Directors / Directors before the meeting.

4.0 Finance

4.1 Ms O'Connor gave a presentation on the DVA Licensing funding. Ms O'Connor will take on board some minor comments made in relation to the presentation of financial information to the Strategic Board each month.

4.2 Mr Wilson reported that DVA Testing funding is on target. It was agreed that the Board should have a presentation on the DVA Testing funding at the August meeting. **Action 4: Mr Wilson, Mr Berry.**

5.0 Corporate Governance

5.1 Mr Wilson outlined the process involved in developing the Corporate Governance Framework. The document will now be circulated to all directors, including non-executive directors, for comment by the end of August 07. It is hoped to have a finalised document by September 07.

Action 5: Mr Wilson.

5.2 Risk Management Process

Mr Wilson explained the proposed risk management process for DVA. The Licensing Risk Management Unit will take responsibility for the new process but with input from each of the Directorates. The document will now be circulated to all directors, including non-executive directors, for comment by the end of August 07. The new processes will be discussed with the G7s at the Group meeting in September. **Action 6: Mr Wilson.**

5.3 Audit Monitoring

A comparison has been carried out on the 2 systems currently in operation within the Agency, on the monitoring of audit recommendations. A draft paper with recommendations will be circulated to the Strategic Board and Directors in August for comment.



- 5.4 A new risk was identified to the Board and is to be included on the Taxi Division risk register.

6.0 Group Bonus Scheme

- 6.1 It was agreed to meet with TUS to discuss the Group Incentive Bonus Scheme.

7.0 Merger – Issues

- 7.1 Mr McClean presented an initial analysis of the HR situation within the Agency. It was agreed that the business has got to continue with a full service provided right up to the centralisation of Vehicle Licensing with DVLA.

- 7.2 It was suggested that a paper would be prepared outlining the minimum requirements for permanent staff in each section, prior to Mr Magee meeting with Patrick Anderson to discuss the difficulties faced by the Agency. It was agreed that some flexibility is required on the embargo on the recruitment of permanent staff in some key posts and Mr Magee will take this up with Mr Anderson.

Action: 7 Mr Wilson, Mr McClean.

- 7.3 It was also agreed that assistance should be sought from NISRA with regards to the longer term staffing projections within the Agency.

8.0 Staff Absence

- 8.1 Mr McClean provided an analysis of the staff absence levels within the Agency and gave an explanation as to the increase in May /June. Mr Magee has volunteered the Agency to take part in any pilot exercise organised by the Core to improve sick absence levels.

- 8.2 Mr Magee also agreed to raise the issue of OHS resources and role at the Departmental Board with a view to upgrading the service provided by them.

9.0 Omagh LVLO

- 9.1 Mr Evans produced a paper detailing the work required to restore a DVA Licensing service at Omagh Local Vehicle Licensing Office following the flood there in June 07. It was agreed to pursue the option of sharing a counter with the Land and Property Services Agency (the Rates Office) which would mean providing a limited service at Omagh LVLO.

10.0 Programme / Project Management



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10.1 The Board discussed the Pressure List from the Programme Management, including the resourcing of the various projects. It was agreed that a resource plan should be developed in advance of the Change Programme Board meeting in September.

10.2 The 'Business as Usual' areas will be reported through the Scorecard.

11.0 A.O.B.

11.1 The board gave agreement to a request for a new EO1 post in Vehicle Licensing for the Regulation of Number Plate Suppliers.

11.2 DVA Testing are preparing a briefing for the Minister's visit on 9th August.

Outstanding Actions

Ref	Action	Who	When	Review/Comments
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	Complete 26/7/07	Mrs Cosgrove and Mr Campbell agreed a job description and will meet to discuss the way forward. 21 June 2007- Mrs Cosgrove to discuss further with Ms O'Connor.
23.11.06 - 004	Mr Campbell to ask Chris to report on the DLD procedures for receipt of DLD's recorded delivery items.	SMcC	Complete 26/7/07	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. 21 June 2007 – Mr Evans and Mrs Cosgrove to discuss the option of one mail room for DVA Licensing.
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	Complete 26/7/07	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. 21 June 2007 – Mrs Cosgrove to assign someone to do the survey.
22.03.07 - 002	Prepare job description for compliance checking as result of Audit Committee recommendations	LO'C DW	Ongoing	The monitoring of Internal Audit recommendation is to be reviewed as part of DVA



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22.03.07 - 005	Conduct a DVA staff survey	SMcC DW	Ongoing	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. 21 June 2007 – Survey to be arranged.
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	Complete 26/7/07	Workshop arranged with Fujitsu for 5 July 2007 to look at working practices.
25.05.07 - 004	Develop a staffing plan post creation of DVA	DW	Complete 26/7/07	
25.05.07 - 005	Progress DVA Corporate & Business Plan	DW	Complete 26/7/07	Plan has been updated to reflect comments from Core Department.
21.06.07 - 006	Obtain a timetable including detail for Operator Licensing legislation from the Department.	BC	Ongoing.	
26.07.07 - 001	Issue a note to all test centre managers advising of the position regarding vehicle lifts in the test centres.	DW DC TD		
26.07.07 - 002	Compile a list of the issues involving CPD that impact on our business.	DW DC		
26.07.07 - 003	Provide a definition for 'Baseline' as used in the Scorecard.	DW		
26.07.07 - 004	Provide an overview of DVA Testing funding at August SMB meeting.	DW CB		
26.07.07 - 005	Circulate Corporate Governance Framework to all directors for comment by end of August.	DW		
26.07.07 - 006	Provide D Wilson with comment on the Risk Management Process by end of August.	BM TE BC DW BR NB		
26.07.07 - 007	Detail minimum staff requirements for each section.	SMcC DW		



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Next Meeting: **Date: 23 August 2007**
 Time: 10:00
 Venue: Balmoral Road, Belfast

Prepared by : **Anne Smiley**