



**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 Licensing Customer Survey**

- 1.1 Andrew Gibbons and Linda Rees from the Market Research Team in DVLA presented a very positive report on the DVA licensing customer survey 2007. The overall satisfaction level with the service received was 95% which exceeds the Ministerial Target of 92%. The standard of customer service provided remains high with the satisfaction level for 2006 93%.
- 1.2 The report includes recommendations for an action plan to give further consideration to some areas of customer service.
- 1.3 The Market Research Team mentioned an online forum used by the DVLA contact centre (Carol Evans) for customer engagement and encouraged DVA to discuss with Carol.
- 1.4 Further comments analysis will be provided to the customer services manager, Donna Brogan.
- 1.5 The Board asked for a report to be presented at the December meeting detailing the overall waiting times for telephone enquiries, including recent statistics.

**Action 1: S McC/ DB**

**2 Transmission of Data**

- 2.1 There was some discussion on the transmission of data. Areas of consideration for the Agency are:
  - a) Do we have the authority to give out the information that we supply?
  - b) How are we transmitting the information?
  - c) How do we know the information has been received by the other party?



- 2.2 Bernie Cosgrove and David Wilson to consider a process to review all instances where personal data is held in bulk and to ensure that appropriate safeguards are in place.

**Action 2: BC/DW**

### **3 Finance (Licensing)**

- 3.1 L O'Connor gave an update on the finances for licensing. The financial targets are on course; however, the efficiency target may not be met.
- 3.2 Board members requested some local training for budget members on forecasting and budgeting.
- 3.3 The CIPFA financial management training was also suggested.

**Action 3: DW/ L O'C**

### **4 Risk Management Update**

- 4.1 L O'Connor provided an update on the risk management process for the Agency. Lucia explained that they are currently working with IT Division to bring the two risk registers together. It is hoped to have this in place early in the New Year. There was some discussion around the mechanisms used to identify risks with the Agency. The Board were in agreement that the risk register should contain only a minimum number of top risks. The Group Directors are to review the risks currently listed.

### **5 Minutes of the previous meeting**

- 5.1 The minutes of the meeting on 18 October 2007 were agreed.
- 5.2 Outstanding actions were discussed and updated.

### **6 Balanced Scorecard**

- 6.1 The strategic business objectives within the scorecard were reviewed and discussed.
- 6.2 It was agreed that the vehicle test compliance target for 07/08 would be set at 12%.
- 6.3 On the goods vehicle compliance, a project has been identified on the deployment of the ANPR vehicles. An ANPR strategy also needs to be considered.



**7 Management Information Report**

- 7.1 The Board noted an increase in business volumes in all areas.

**8 Corporate & Business Plan 2008-11**

- 8.1 The draft business plan will be circulated for comment. C Casey will review and present revised draft at the workshop on 11 December 2007.

**9 Workforce Planning**

- 9.1 S McClean presented a draft workforce and accommodation plan to help look at the future staffing requirements and identify accommodation needs.
- 9.2 Seamus will contact the Directors over the next two weeks to firm up on the assumptions and proposals.
- 9.3 The plan can then be agreed at the senior management workshop on 11 December 2007.

**10 Provision for Road Traffic Collision Inspections**

- 10.1 A report was produced detailing on outstanding 2002 Internal Audit recommendation on the provision for road traffic collision inspection and associated third party revenue streams.
- 10.2 The Board agreed that the Agency does not have the resource available to put in place provision for general third party revenue streams and that the proposal to conduct Road Traffic Collision (RTC) inspections and reports should be discussed with PSNI with regards to who was best placed to carry out these inspections.

**11 Scissor Lift DUO + 1**

- 11.1 The Board noted the progress made to date on the Scissor Lift DUO+1 in the test centres, following the independent inspections by MIM Lifting Equipment Ltd.

**12 Process Review of MOT2 (PRM)**

- 12.1 The Board noted the progress made to date on the Process Review of MOT2 project. The trials are taking place at Newtownards test centre.

**13 AOB**

- 13.1 The Board noted that there were no major areas of weakness identified during the quality unit quarterly inspection of the test centres.



- 13.2 The Ministerial Advisory Board meeting is on 29 November. D Wilson will attend with Mr Magee.
- 13.3 Circulars DOE 01/07 and 02/07 on the provision of gifts and hospitality and acceptance of gifts and hospitality should be circulated to staff.
- 13.4 The driver and MOT tests booking system is one of the finalists in the e – government national awards 2007. Sandra Grieve plus one other to attend.
- 13.5 The staffing demand for an EO1 in the Sustainable Development Supplies and Services Directorate has not been approved by the Board pending further information on the efforts made to fill the post internally.
- 13.6 The Board suggested that the staff vacancies across the Agency should be listed on one table similar to that currently produced by DVA licensing. The vacancies should be prioritised as far as possible.

**Action 4: DW, S McC**

**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		NISRA survey will be circulated to Group Directors.
27.09.07- 007	Prepare a medium to long term HR staffing plan for the November board meeting	DW S McC	Complete 22/11/07	Paper is being developed – presentation will be made to November Board meeting.
18.10.07 – 001	Clarify the roles of the Agency and the Dept. at the Nov. Change Programme Board meeting.	BC	Complete 22/11/07	Workshop being arranged for January 2009.
18.10.07 – 002	Progress audit recommendations.	BC BR		Action ongoing. Next update to Audit Committee



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

**22 November 2007**

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		DW TE		and MAB at end of November.
22.11.07 – 001	Provide an update on Tel Enquiries waiting times for Dec meeting	S McC DB		
22.11.07 – 002	Check on the availability of financial management training with CIPFA	DW LO'C		
22.11.07 – 003	To consider a process to review all instances where personal data is held in bulk and to ensure that appropriate safeguards are in place	BC DW		
22.11.07 – 004	List staff vacancies for the Agency on one table	DW		

**Next Meeting:**           **Date: 19 December 2007**  
                                  **Time: 10:00**  
                                  **Venue: Belfast**

**Prepared by:**         **Anne Smiley**