



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
Mrs Anne Smiley	Secretary

Apologies:

Mr N Brady	Non – Executive Director
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1 Minutes of the previous meeting

- 1.1 The minutes of the meeting on 23 August 2007 were accepted.
- 1.2 Outstanding actions were discussed and updated.
- 1.3 It was agreed that papers being submitted for the Strategic Board meeting should be with the Chief Executive's office no later than the Monday prior to the meeting, as is the case with the updated scorecard. It was suggested that items should be listed for the SB meetings planned for the months ahead.

2 Balanced Scorecard

- 2.1 The strategic business objectives within the scorecard were reviewed and discussed as necessary.
- 2.2 The IVA project delivery could be delayed due to the delay in appointing a Project Manager.
- 2.3 The CPC project is a priority project. It was agreed that the policy and legislation should mirror that in GB.
- 2.4 It was agreed that a strategic approach to customer service delivery is necessary and that we need to meet with trade associations etc. at board level.
- 2.5 The board asked that a paper should be produced for the October meeting



on the re engineering of the MOT2 process including the emissions tests.

Action 1: B Rooney

3 Management Information Report

- 3.1 The Management Information reports were noted. The area of forecasting and volumes requires further work for next year. It is hoped that the recently appointed statistician may be able to assist with the forecasts.
- 3.2 The finance reports were noted. The Board requested a financial update at each of the board meetings, with C Berry presenting the testing report at the October meeting.

4 MOT Evasion

- 4.1 The Board noted the results of the 2006 MOT evasion survey. It was agreed that while MOT evasion has gone down, the level of evasion is still high. The Board agreed that a separate meeting should be arranged specifically to consider the area of enforcement and compliance.

Action 2: B Cosgrove.

5 DVA Quality Management System.

- 5.1 Trevor Hassin gave a very comprehensive report of the quality management system currently in operation within the DVA testing directorate.
- 5.2 The Board agreed in principle that these standards could be usefully applied in other areas of the Agency except for vehicle licensing which is to be centralised in Swansea.
- 5.3 It was agreed that a plan would be necessary to roll out the standard across the Agency and also identify resources required. To begin with, a scoping exercise should be carried out in the area of compliance with a view to achieving the standard for this unit.

6 Resource Issues

- 6.1 Trevor Hassin presented a paper to the board outlining the role, key priorities and resource issues for the technical services directorate.
- 6.2 The Board emphasised the need for closer working with other testing organisations so that we can make use of their research, and be better informed of future developments.
- 6.3 The Board agreed that the role of technical services was vital to the Agency



but that there needs to be a prioritisation of resources. The priority at this moment in time would not include the central administration section and special projects. This resource to be reviewed.

- 6.4 It was agreed that Mr Hassin would provide technical input to the projects while retaining overall management of the technical staff. The project manager would manage the administrative side.
- 6.5 The change of name for the directorate to Vehicles Technical Policy and Standards was agreed.

7 Sustainable Development

- 7.1 The Board endorsed the paper from David Craig introducing an initial sustainable development policy and action plan for DVA.
- 7.2 It was agreed that travel request forms used within the Agency should now include a line 'Why has video conferencing been rejected?'
- 7.3 The Board also asked for more guidance on the 'criteria' as used in the context of evaluation of sustainability included in procurement procedures within projects.

Action 3: David Wilson, D Craig.

8 Telephone and Online Booking Services

- 8.1 The Board noted the paper on the promotion of the telephone and online booking services. The Board agreed that further publicity was required, particularly in the areas of low uptake, but have decided to await feedback from B Cosgrove following her meeting with the Department for Innovation and Development.

Action 4: B Cosgrove.

9 Omagh LVLO

- 9.1 The Board endorsed the paper produced by Trevor Evans stating that DVA will be able to resume the full range of services to the public from the local office at Boaz house.
- Action 5: D Wilson, D Craig.**
- 9.2 Concerns were raised that Property Services Division of DFP had not yet agreed plans for the refurbishment work. David Wilson agreed to establish the position with a view to taking this forward as a matter of urgency.



10 Shift Patterns

10.1 Of the 200 plus records examined by Personnel it was found that there was one case where excessive hours could be involved. Personnel have arranged a meeting with Operations to consider how any infringements in this particular situation can be avoided in the future.

10.2 It was agreed that cases where excessive travel is involved, these should be examined in terms of duty of care. **Action 6: D Wilson, S McClean.**

11 Staffing Situation

11.1 The Board noted the paper on short term staffing needs, indicating that the Agency may be able to take on staff from throughout the NICS on short term transfer. A further meeting should be arranged with CPG to take this forward.

Action 7: D Wilson, S McClean.

11.2 The Board requested that an HR plan for the medium to long term should be presented at the November board meeting, which would consider options for new staffing arrangements in the context of known and predicted changes within the Agency.

Action 8: D Wilson, S McClean.

12 Office Accommodation – Taxi Review

12.1 The Board noted the paper on additional accommodation required at Corporation Street in connection with the Taxi Review. While the Board reserved judgement on the medium to longer term location of taxi licensing (which would be considered in the context of the HR plan to be drawn up), it was agreed that additional accommodation would be required in the Agency and the Board agreed that this should be taken forward by Corporate Services, accommodation section. Other factors such as the longer term plans for the accommodation workplace 2010 and a possible new roads scheme should be considered.

Action 9: D Wilson, D Craig.

13 A.O.B

13.1 Staffing – Taxi licensing.

A Decision on the staffing has been deferred until a job description and JEGS have been considered.

13.2 Staffing Demands



Staffing for an EO2 post in the Taxi licensing project was approved subject to a JEGS assessment.

13.3 A programmer for the programme management office was approved subject to a JEGS assessment and funding approval.

13.4 An AO post for the programme management office was approved subject to a JEGS assessment and funding approval.

13.5 A project mandate for the deployment of road transport ANPR's was approved.

13.6 Corporate and Business planning

The senior management team workshop to be arranged for early December, at which the corporate and business plan will be confirmed, will also include a session on the vision for the Agency in five years.

13.7 October Agenda

PRM update
Finance update
Staffing – Driving directorate

Outstanding Actions

Ref	Action	Who	When	Review/Comments
22.03.07 002	- Prepare job description for compliance checking as result of Audit Committee recommendations	LO'C DW	Complete 27/09/07	The monitoring of Internal Audit recommendation reviewed and new procedures developed.
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.
26.07.07 007	- Detail minimum staff requirements for each section.	S McC DW	Complete 27/09/07	Directors will be asked to estimate staffing requirements as part of 2007/08 business planning process. Further update will be prepared for September Board.
23.08.07- 001	A presentation to be prepared for the September meeting on the role of the Quality Unit (DVA Testing Operations)	BR TH	Complete 27/09/07	
23.08.07-	Set up a coordinating role within the	DW	Complete	Chief Executive's office



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002	Chief Executive's office to control legislative changes.	CC AS		established and procedures being developed.
23.08.07-003	Obtain clarification on the position within the Agency for procedures post HR Connect.	DW S McC	Ongoing	Are continuing to press DOE core on the arrangements.
23.08.07-004	Change headings in Balanced scorecard.	DW CC	Complete	Actioned.
23.08.07-005	Arrange a meeting with DVA Testing (A McC + TH) re programme structure and pressure list.	BC A McG	Complete	Initial meeting held to discuss structure, further meeting to be held following Change Programme Board.
23.08.07-006	Take forward issues re EDW in relation to the business needs of testing and enforcement.	DW S McC	Complete 27/09/07	Paper presented to September board. H&S issues being taking forward as a matter of priority.
23.08.07-008	Pursue the procurement of blackberry devices for board members	BC RH	Complete	Blackberry devices procured – most have been installed.
27.09.07-001	Prepare a paper on the re engineering of the technical testing	BR		Agenda item October board meeting.
27.09.07-002	Arrange a meeting for strategic board to discuss enforcement and compliance.	BC JM		
27.09.07-003	Provide clarification to the board on 'criteria' as used in the context of targets in the sustainable development policy.	DW DC	Complete	The measures and targets set for sustainable development were based on NICS policy and strongly influenced by DOE core targets (e.g. travel). Some targets were developed totally in-house and based on historical data (e.g. energy). Targets will be reviewed as baselines are established.
27.09.07-004	Provide feedback from D/D in order to progress publicity on the telephone/online booking system	BC		
27/09/07-005	Establish the position from Property Services on the accommodation work at Boaz house	DW DC		Plans for the refurbishment of Boaz house have been developed, reviewed and agreed and it is hoped to have work completed by original target of December.
27.09.07-007	Arrange a meeting with CPG to discuss short term staffing needs	DW S McC		Meeting arranged with CPG for the 16 th October.
27.09.07-008	Prepare a medium to long term HR staffing plan for the November board meeting	DW S McC	Ongoing	Paper is being developed.
27.09.07-009	Consider additional accommodation requirements at Corporation Street.	DW DC		The accommodation requirements for Corporation Street have



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				been established but they will need to be considered in the context of the broader DVA accommodation strategy and other DFP/DRD plans.
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Next Meeting: **Date: 21 October 2007**
 Time: 10:00
 Venue: Boucher Road, Belfast

Prepared by: **Anne Smiley**