



**Present:**

Mr B. Magee	Chief Executive (Chair)
Mrs B. Cosgrove	Group Director Drivers, Operators & Business Development
Mr T. Evans	Group Director Vehicle Licensing & Centralisation Project (Items 1 to 5.3 only)
Mrs B. Rooney	Group Director Driver & Vehicle Testing and Standards
Mr D. Wilson	Group Director Finance & Corporate Services
Mr N Brady	Non – Executive Director
Mrs Anne Smiley	Secretary

**1 Minutes of previous meeting**

- 1.1 The minutes of the meeting on 25 January 2008 were agreed.
- 1.2 The action points were reviewed and updated.
- 1.3 Mr Evans pointed out that the staff vacancy table had not been amended to show the SO vacancy in VED Enforcements. Mr Wilson agreed to ensure that this was included in the next report,  

**Action: DW**
- 1.4 On the replacement booking service, the Board agreed that the original project needs to be closed and any outstanding issues delivered.

**2 Balanced Scorecard**

- 2.1 The strategic business objectives within the scorecard were reviewed and discussed.
- 2.2 Mr Magee advised the Board that he had written to the Environment Committee detailing the results of the recent VED evasion and Heavy Goods Vehicle compliance surveys. The Environment Committee will be advised of the MOT evasion and taxi surveys once the results are known.
- 2.3 The Board endorsed the project mandate on the review of the current financial regime within DVA and agreed that this should be taken to the Change Programme Board.
- 2.4 A report is due from Delivery and Innovation Division (DID) on the piloting of the kiosks within the Agency. The recommendations from this will be



considered by the Customer Services Manager as part of reviewing the Agency's e-delivery.

**Action1: DW / HD**

- 2.5 N. Brady agreed to contact Foyle Technologies to get information about the services that they can provide on data cleansing

### **3 Management Information Report**

- 3.1 Performance overall continues to be good with most targets being met while volumes have increased.
- 3.2 The audit recommendations outstanding have reduced to 16. The Board noted the excellent enforcement audit report.
- 3.3 The Board reviewed each of the 11 key risks listed. The register will be revised to take account of the changes made.
- 3.4 Although the recent embargo on staffing has been lifted, the Agency is finding it difficult to get suitable permanent staff to fill the vacancies. The Board agreed to raise the issue at the next Ministerial Advisory Board.

### **4 Corporate & Business Plan 2008-11**

The Corporate & Business Plan has been circulated for review and update. Comments should be with D Wilson by 29 February 2008 for discussion at the workshop on 4 March 2008. Copies of the plan will also be circulated to TUS, MAB and DVLA for comment.

### **5 Vehicle & Driver Testing Vision**

- 5.1 The Directors from Driver & Vehicle Testing and Standards gave a presentation outlining their visions for the future of each of their respective areas.
- 5.2 From the Driver Policy & Standards, Ann McCabe highlighted the changes to vehicles, traffic volumes, attitudes and behaviours and the potential action necessary to address these changes.
- 5.3 Trevor Hassin from Vehicles Technical Policy & Standards detailed the issues facing the Agency in terms of capacity, including the need to test 'smarter', testing only critical items and focusing on quality.
- 5.4 Terry Dawson from Vehicle and Driver Testing explained the need for more suitable premises to meet the necessary demands for testing with better waiting areas, increased use of technology and well trained staff.



- 5.5 The Board thanked the Directors for the excellent work in preparing their presentations.
- 5.6 It was agreed that a combined report should now be produced including an action plan listing the short, medium and long term issues to be taken forward. Some of the issues will require further discussion with the Core Department.

## **6 Statistics**

- 6.1 Trevor Hassin produced a report detailing the top ten failure items for Heavy Goods vehicles, Trailers and Omnibus for the period January to December 2007. This information will be sent to the Freight Transport Association and will include the VOSA figures for comparison. It is planned for the longer term to produce a similar report for cars.
- 6.2 The Chief Executive will discuss with S Peover the possibility of inviting the Environment Committee to the Agency where they can see the various aspects of the Agency in operation.

## **7 Quality Report**

- 7.1 The Board noted the Quality Unit Report for the period October to December 2007.
- 7.2 Quality assessments will be carried out on roadside checks and on the mail handling in Coleraine.

## **8 Project Mandates**

- 8.1 The Board approved the project mandates for:
1. Compulsory Basic Training.
  2. Motorcycle Instructor Register.

## **9 Staff Demands**

- 9.1 The Board approved the following new posts:-
1. SO x 2 Transport Review Implementation Project.
  2. DP Transport Review Implementation Project.
  3. EO1 Sustainable Development Supplies and Services.
  4. SO Theory Test.
  5. SO Approved Driving Instructors.
  6. SO Individual Vehicle Approval Project Manager.
- 9.2 Although these new posts have been approved, the needs of the wider Agency will have to be prioritised as resources become available.



9.3 When a post becomes vacant, consideration must be given to the need to fill that post and the grade required for the post. It was agreed that it would not be automatically assumed that post are filled. The need for the post and priority of filling the post will need to be reviewed on a case by case basis.

9.4 The staff demand pro forma requires a signature from Finance, Accommodation and Chief Executive.

## 10 A.O.B

10.1 The Board gave approval for retaining a second AO in Belfast LVLO for driver licensing work.

10.2 A paper on personal security issues for the taxi enforcement team was circulated to Board members for consideration. Pending full consideration of the paper, it was agreed to implement any immediate measures where possible.

10.3 D Wilson is to write to TUS informing them of the proposed review of working patterns in the test centres. **Action 2: DW/SMcC**

### Outstanding Actions

Ref	Action	Who	When	Review/Comments
22.03.07 – 005	Conduct a DVA staff survey	S McC DW	Ongoing	BDS now unable to conduct survey. S McClean to explore other options – BDS may undertake the survey around September.
23.08.07 - 003	Obtain clarification on the position within the Agency for procedures post HR Connect.	DW S McC	Ongoing	Core issued circular on the 14 <sup>th</sup> March. Business partner invited to attend Board to expand on role of DOE HR but unable to do so until April.
22.11.07 – 002	Check on the availability of financial management training with CIPFA	DW LO'C	Complete	A course has been identified, a special rate is being negotiated and attendees being identified. Course arranged for licensing 9/10 April.
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	Ongoing	All instances have been identified and interim and long term secure transmission solutions have been provided – awaiting IT Security assurance of proposals before suspension of transmission will be lifted.



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

**21 February 2008**

					IT security assurance obtained. Backlog of safety recalls cleared project ongoing.
19.12.07 001	- DL1 application form to be reviewed along with dispatch of Passports regarding the loss of documents.	BC	Ongoing		H Lennox working on DL1 draft form due in the next few days.
19.12.07 007	- Driver's Accuracy Survey to be carried out through the Omnibus Survey	BC/CC			B Cosgrove to check the position with DVLA and will explore other options.
19.12.07 008	- Feasibility study for Customer Services including booking services	BC/ AMcG			
19.12.07 009	- Consider benchmarking against other agency's on compensation/ex-gratia payments	DC	Ongoing		System is being benchmarked with HMRC. Meetings have taken place with Royal Mail with regard to improving service.
19.12.07 010	- To write to the Core regarding the implications in delaying the driving licence consolidation	BC/CC	Complete	21.02.08	
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.
25.01.08 003	- To progress the recommendations made to the BSP	BR	Ongoing		Scoping exercise commenced on Central Booking System.  This action to be amalgamated with 19.12.07-008.
25.01.08 004	- Prepare Project Brief on BPS for the CPB on 22 February	BC			
21.02.08 001	- To take forward any recommendations from the DID report on the piloting of kiosk.  Progress E-delivery in liaison with DID.	DW / HD	Ongoing		Customer Services workshop held 6 <sup>th</sup> March to develop work plan. This will be taken forward as a key activity.
21.02.08 002	- To initiate action to review the working patterns in the test centres	DW / S McC	Ongoing		TUS have been advised of our intention to review EDW. A workshop to consider TOR is being organised.

**Next Meeting:**

**Date: 20 March 2008**

**Time: 10:00**

**Venue: Conference Room 2, County Hall, Coleraine.**

**Prepared by:**

**Anne Smiley**

