



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
Mr D. Wilson	Group Director Finance & Corporate Services
Mr N Brady	Non – Executive Director
Mrs Anne Smiley	Secretary

Apologise:

Mrs B. Cosgrove	Group Director Drivers, Operators & Business Development
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1 Minutes of previous meeting

- 1.1 The minutes of the meeting on 19 December 2007 were agreed.
- 1.2 The action points were reviewed and updated.

2 Balanced Scorecard

- 2.1 The strategic business objectives within the scorecard were reviewed and discussed.
- 2.2 In the area of compliance (SB01), results will soon be available on vehicle test compliance, goods vehicle compliance and road tax evasion.
- 2.3 Legislation to implement the regulation of the supply of number plates to NI has been delayed. However the scheme will be introduced in NI on a voluntary basis from March 2008.
- 2.4 The Board agreed that SB04 (accurate records) should include the data handling exercise as a key activity. **Action 1: DW/CC**
- 2.5 A Grade 7 will be appointed to the MOT2 project from 3 March 2008. This project will now be able to move forward.



2.6 In summarising the scorecard, the board commented on the very good performance throughout the Agency. Looking ahead, the board agreed that as well as reviewing the current targets, the focus of the Agency should be as follows:

1. Data handling
2. Consistency in standards across the test centres.
3. Managers to understand and accept their responsibilities.
4. Replacement of the taxi licensing system.
5. Continue to improve the telephony service.

2.7 The Board agreed that Personal Performance agreements (PPAs) for 2008-09 should include generic objectives in each of the areas; Health and Safety, Data Protection and Audit Responsibility.

3 Finance

3.1 The Board reviewed the finance reports for licensing and testing. It is unlikely that the Agency will achieve the efficiency target on the licensing side. The Board asked that an overall financial summary sheet be provided each month for both licensing and testing.

4 Audit Monitoring

4.1 The initial feedback from Enforcement Audit is very positive.

4.2 The Agency is progressing very well with the outstanding audit recommendations which have reduced from 46 to 24 and steadily reducing. The Board noted the effort made by staff and managers in this area of work.

4.3 Membership of the audit committee will be reviewed at the next audit committee meeting.

5 Management Information Report

5.1 Performance overall is very good. Most targets are being met while volumes have increased.

5.2 There is a need for consistency in the reports that are produced for both licensing and testing. These will be reviewed for the February meeting.



6 Risk Management

- 6.1 The Board noted the risks listed in the risk register and agreed that the loss of data should be recorded on the register as a specific risk. **Action 2: DW**
- 6.2 The recent round of visits between D Scott from Risk Management Unit and the Grade 7s to discuss the DVA risk register has been very useful.

7 Operation of staffing embargo

- 7.1 The Board discussed the impact of the current policy of running the business with a maximum of 20% casual staff. Taking into consideration that the Agency will be required to deliver an up-to-date quality service to the date of centralisation of motor tax to DVLA, the board agreed that while the Agency would proceed to fill vacant posts it would be sensible to maintain flexibility in staffing levels and continue to operate with perhaps 10-15% casual staff.

8 Delivery of Services

- 8.1 The Board noted the report on proposals for the future delivery of services and agreed to review these proposals at a strategic workshop.

9 Staff Demands for RTLD

- 9.1 John Martin explained the background to the CSR2 bid and the need for additional staffing in compliance, enforcement and RTLD.
- 9.2 The Board agreed to the posts being filled but asked that the relationship between Enforcements and Operations (testing) be reviewed in order to maximise the skills and knowledge available within both units.
- 9.3 The recruitment competition should also run parallel with testing.

10 Mandatory Display of MOT Discs

- 10.1 The Board noted the paper outlining proposals for the publicity on the mandatory display of MOT discs, to be introduced from 1 April 2008.
- 10.2 The Board agreed to option No. 2 minimal publicity.

11 Goods Vehicle Compliance Survey

- 11.1 John Martin presented the findings from the HGV fleet compliance survey 2007. The level of non compliance is 50.8% for serious offences.
- 11.2 A paper is being prepared for the Minister to include the level of non compliance, the reasons for such a high level and the action necessary to address the issue.



11.3 The Board agreed that the Agency must now liaise with the industry, target enforcement, review the processes internally and get the legislation changed.

12 Procurement of two Utility Vehicles

12.1 The Board noted the approval to procure two Enforcement Utility Vehicles.

13 Drivers Replacement Project

13.1 Ashley McGinnis presented a paper to the board outlining the need to replace the Driver Licensing System.

13.2 The Board agreed that depending on the decision by DVLA, the Agency may have to re evaluate all other options for the replacement of the driving licence system.

14 Information Management and Data Security

14.1 The Board formally agreed the project initiation document for the commencement of the review of information management and data security project.

15 AOB

15.1 Replacement Booking Service.

The recommendations made in relation to the current system should be taken forward by the BSP manager

Action 3: BR

15.2 Stage 2 can move to project brief, with a brief to be ready for the change programme board on 22 February 08.

Action 4: BC

15.2 Corporate and Business Plan

It is planned to have an away day to present the 2008-11 Corporate and Business Plan and vision to Agency management.

15.3 BIS

Mr Magee and D Wilson met with BIS. A response paper to the BIS findings will be circulated to Grade 6s.

Outstanding Actions



Ref	Action	Who	When	Review/Comments
22.03.07 – 005	Conduct a DVA staff survey	S McC DW	Complete	Arrangements have been made for BDS to have survey completed by end of March.
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.
22.11.07 – 002	Check on the availability of financial management training with CIPFA	DW LO'C	Ongoing	A course has been identified, a special rate is being negotiated and attendees being identified.
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.
19.12.07 – 001	DL1 application form to be reviewed along with dispatch of Passports regarding the loss of documents.	BC	Ongoing	
19.12.07 – 002	To check the position with regards the funding of posts in RTLD	DW	Complete 25/01/08	D Wilson spoke with L O'Connor – treat in same as trading fund. D Wilson circulated a minute.
19.12.07 – 003	To check if HRconnect can run two seminars for Senior Managers.	DW	Complete 25/01/08	
19.12.07 – 005	To commission BIS to carry out a staffing review in Driver Licensing	BC	Complete 25/01/08	Letter to BIS 15 Jan to commission staffing review of Drivers.
19.12.07 – 006	Prepare a paper for the board on the drivers replacement programme	BC	Complete 25/01/08	Ashley to provide paper for board following Noel Shanahan on 18 Jan.
19.12.07 – 007	Driver's Accuracy Survey to be carried out through the Omnibus Survey	BC/CC		
19.12.07 – 008	Feasibility study for Customer Services including booking services	BC/Am cG		
19.12.07 – 009	Consider benchmarking against other agency's on compensation/ex-gratia payments	DC		
19.12.07 – 010	To write to the Core regarding the implications in delaying the driving licence consolidation	BC/CC		
19.12.07 –	On the provision on medical	BC		Colin Campbell to provide



011	advisory services to DVA obtain 1. Written confirmation from DFP of date that service will cease. 2. Confirm the position with DVLA	CC		paper for board.
25.01.08 – 001	Include data handling in the scorecard (SB04)	DW/ CC	Complete 14/02/08	
25.01.08 – 002	Include the lost of data in the risk register	DW	Complete 14/02/08	
25.01.08 – 003	To progress the recommendations made to the PPS	BR	Ongoing	Scoping exercise commenced on Central Booking System
25.01.08 – 004	Prepare Project Brief on BPS for the CPB on 22 February	BC		

Next Meeting: **Date: 21 February 2008**
 Time: 10:00
 Venue: Balmoral Road, Belfast.

Prepared by: Anne Smiley