



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

**25 September 2008**

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**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
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 the previous meeting.**

- 1.1 The minutes of the meeting on 21 August 2008 were agreed.
- 1.2 The action points were reviewed and updated.

**Action 22.11.07-003**

Progress with IT Assist is slow in obtaining the correct product for the transmission of data by secure methods. B Cosgrove to raise with K Alexander / B McCluggage. **Action BC.**

**Action 19.12.07-001.**

A Working Group is looking at the DL1 application form.

**Action 19.12.07-007**

Discussions are ongoing with Fujitsu regarding a data cleansing package for Driver and Vehicle Licensing accuracy.

**2 DVA Licensing Customer Satisfaction Survey 2008.**

- 2.1 Andrew Gibbons and Julie Anne O'Carroll from the DVLA Market Research Team presented the findings of the 2008 DVA Licensing Customer Satisfaction Survey to the Board.
- 2.2 The overall satisfaction level is 94% and meets the Ministerial Target of 92% however, this is a reduction from 95% in 2007.

- 2.3 The Board agreed that an action plan should be developed from the report and actions progressed by the relevant Directorates. The action plan will also feed into next years Corporate & Business Plan.
- 2.4 Andrew and Julie Anne agreed to forward a catalogue of all the research areas that have been carried out by DVLA. Particular areas of interest to DVA are researched around the use of the Post Office for licensing transactions, SMS texting for reminders, accuracy survey and the use of a customer panel for ongoing consultation with the Agency.
- 2.5 The Board thanked Andrew and Julie Anne for a very informative presentation.

### **3 PFI Contract.**

- 3.1 The Board noted that a performance review of the Romaha PFI contract is due to commence.

### **4 Refurbishment of Duo lifts (Scissors lift).**

- 4.1 The Board noted the update on the current refurbishment programme by Maha, of all test all scissor lifts.

### **5 Operating Plan – Operations (Testing) Directorate.**

- 5.1 The Board approved the recommendations as outlined in the Operations Testing Directorate operating plan subject to an action plan and business cases being developed.
- 5.2 It was noted that some of the recommendations could be progressed as soon as possible.

### **6 Road Traffic Collision Inspections (RTC).**

- 6.1 The Board agreed to the recommendations of the DVA review of Road Traffic Collision inspections carried out on behalf of PSNI.
- 6.2 A team of 4 PTO technical trainers will be appointed and undertake responsibility for RTC inspections and receive appropriate specialist training. The Board asked for the funding issue to be resolved as a matter of priority and for the Board to be advised of the outcome.  
**Action BR/TH**

### **7 Balanced Scorecard.**

- 7.1 The Board noted the content of the Balanced Scorecard.

### **8 Management Information Report (MIR).**

- 8.1 The Chief Executive had agreed the management information report with each of the Board members.

## 8.2 Finance- Licensing

L O'Connor outlined the key issues for the Agency from the Licensing Division;  
1. The Driver Licensing fee account normally subsidised by DVLA is forecast to have a deficit of £1.3m for 2008/09. DVLA have indicated that they may not be in a position to fund the subsidy for this year.

DVA Licensing needs to review its long term options for this fee account.

2. The Road Freight Licensing fee account forecast shows a deficit of £80k. DVA Licensing did not plan to increase the fees in the short term due to the planned introduction of the new freight licensing system. Management are currently reviewing costs to identify areas that will reduce the costs.

3. The taxi Licensing fee account forecast shows a deficit of £60k. DVA Licensing plans to increase the taxi vehicle fee from April 2009.

4. DVA Licensing employee liability claims are ongoing.

5. DVA Vehicle Licensing is funded by DVLA. DVLA require DVA to reduce costs by 2%. Discussions are currently ongoing with DVLA to resolve.

6. The final settlement for the payment of back pay has not been agreed . DVA Licensing do not have the funding for this.

### Finance – Testing

C Berry provided an update on Testing Finances. The 3 financial targets are currently being met.

## 9 A.O.B.

### 9.1 Replacement Vehicle Test Discs.

The Board noted the paper on the issue of replacement vehicle test discs for vehicles involved in the transfer of registration marks. (“Cherished Transfers”). The decision was deferred to allow further discussions to take place.

### 9.2 Vehicle Test Waiting Times

The Board noted the update on vehicle test waiting times.

### 9.3 Mutual Recognition of Driving disqualifications.

The Board approved the project mandate for Mutual Recognition of Driving Disqualifications between UK and Ireland.

### 9.4 IT Security & Standards Manager Post

The Board approved the post at DP grade . B Cosgrove will discuss with L O'Connor and D Craig.

## Outstanding Actions

Ref	Action	Who	When	Review/Comments
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	IMDS Review is ongoing. Data capture exercise complete and business areas are now being risk rated. All data transmissions are now by secure methods including encryption, however, we continue to seek a more efficient solution in terms of delivery. Update 10/9/08 - DVA are working with IT Assist on the implementation of SFTP Plus. The service to external customers should be available by the end of September but the GSI – internal service - will take longer and is primarily based on IT Assist's prioritisation of work load. We continue to stress the importance of this work to IT Assist.
19.12.07 – 001	DL1 application form to be reviewed along with dispatch of Passports regarding the loss of documents.	BC HD / DW	Ongoing	All contributions from various sources have been assimilated and a composite has been prepared to include revised legal requirements. Confirmation has been sought on Schengen requirement
19.12.07 – 007	Driver's Accuracy Survey to be carried out through the Omnibus Survey	BC/CC		Revised accuracy exercise ongoing
19.12.07 – 011	On the provision on medical advisory services to DVA obtain 1. Written confirmation from DFP of date that	BC CC		Following the meetings held between the interested parties, confirmation is being sought from CPG as to their intentions with regard to OHS. It

	service will cease. 2. Confirm the position with DVLA			appears that the Agency may be able to retain their services.
25.01.08 – 003	To progress the recommendations made to the BSP	BR	Ongoing	Paper and implementation action plan presented and agreed at April Strategic Board. Progress slow due to lack of DP resource.
25.01.08 – 004	Prepare Project Brief on BPS for the CPB on 22 February	BC	Closed	Project Brief presented and agreed
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	DID to provide statistics on level of take-up per kiosk location.  TOR for review of customer service delivery has been prepared in draft for SMB approval to take forward using external consultants.
24.04.08 – 001	Prepare options paper on the Health & Safety of driving HGVs in the test halls	TD / BR	Ongoing	Liaison with DSA and H&S continuing. Update submitted to August Strategic Board. Awaiting legal advice.
24.04.08 - 002	Develop a policy for DVA on driving official vehicles. Check Health & Safety website (Driving for work) for guidance.	DC / DW	Ongoing	H&S Executive policy on driving at work has been examined. DVA existing policy is generally fine but needs to be brought up to date.
26.06.08 – 002	Develop an efficiency plan	DW	Ongoing	Work is ongoing
26.06.08 – 003	Provide an update on the reintroduction of emissions tests	BR	Ongoing	Options under review. Proposals on way ahead being identified.
24.07.08 – 001	Review the management of and responsibility for all current contracts within the Agency and provide details to D Wilson.	All Directors / DW	Ongoing	List of contracts circulated and updated. Guidance circulated and suitable training being identified.
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21.08.08 – 004	Develop a paper / action plan on the way forward for ICT for the September Change Programme Board.	BC / AMcG	Ongoing	
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**Next Meeting:**           **Date: 23 October 2008**  
                                  **Time: 10:00**  
                                  **Venue: RTLD, Corporation Street**

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