



Minutes of the DVA Strategic Management Board Meeting.

23 October 2008

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 Para 6.2 of the minutes on 25 September 2008 was amended and the minutes agreed.
- 1.2 The action points were reviewed and updated.

Action 22.11.07-003

The transmission of data remains a priority for the Agency and work is ongoing in this area. **Action: BC/DW.**

Action 19.12.07-001

A revised DL1 has been produced. B Cosgrove will review the revised form before passing to the Board. **Action: BC.**

Action 19.12.07-007

Monitoring is ongoing on the accuracy of data held by Driver Licensing Division, especially in the area of postcodes and driver licence expiry dates. A change request to the system has been made to assist with the end dates.

Action 19.12.07-011

OHS will continue to provide medical advisory services to DVA. B Cosgrove is to write to Ken Addley to confirm the position. **Action: BC.**

Action 21.2.08-001

B Cosgrove will make the necessary arrangements to have a kiosk relocated from Balmoral Road to Belfast LVLO. This should also include a direct line through to Telephone Relicensing Section. **Action: BC.**

Action 26.6.08-002

S McClean and C Casey to continue with the DVA efficiency plan using the DFP template. The plan should be circulated to the Board for discussion at the next board meeting. **Action: DW/SMcC.**

Action 24.7.08-001

The list of current contracts within the Agency is being collated. Training is to be provided for staff managing contracts and as required their line managers.

Contract management within the Agency should be reviewed with options of central management of contracts, monitoring of and regular training of those managers responsible for contracts or an in-house expert but management still with operational managers. A paper analysing the options should be presented to the SMB. **Action: DW/DC.**

2 Balanced Scorecard

- 2.1 The strategic business objectives within the scorecard were reviewed and discussed.
- 2.2 The rating of the overall status of each SBO needs to be reviewed.
- 2.3 D Wilson agreed to re circulate the minute on EU infraction procedures. **Action1: DW.**
- 2.4 An urgent meeting should be arranged with DFP and in due course the Permanent Secretary, if required, to discuss public corporation status and what impact this might have for the Agency. **Action 2: DW.**

- 2.5 The management of the long term absences has improved.
D Wilson agreed to explore with DOE HR the potential to obtain:
- a) Any trends identified in the sick absences within the Agency.
 - b) The detail of how the sick absence cases are being managed, are back to work interviews being carried out? Are line managers keeping in touch with their staff? etc.
- Action 3: DW/SMcC**

3 Management Information Report (MIR).

- 3.1 It was noted that overall performance across the Agency is very good.
- 3.2 B Cosgrove agreed to send a paper to the Permanent Secretary on the staffing of vacant posts in the Enforcement Section. **Action 4: BC.**
- 3.3 The Agency Risk Register was reviewed and updated. There was discussion around Risk CR4 regarding the requirement for a H & S officer within the Enforcement Section. A job specification will be drawn up for this post which will form part of the Enforcement team, however, H&S Section will continue to provide the specialist policy and guidance on all aspects of H&S including Enforcements. **Action 5: DW/BC**

3.4 Finance – Testing.

C Berry reported a very positive outcome for Testing Finances at the end of the first six months of the year.

Colin asked the Directors to give consideration to any revenue type expenditure required for work to be done this financial year.

The Board agreed to freeze any increase to the fees for the MOT test for the incoming financial year.

3.5 Finance – Licensing.

The Board noted the update provided on Finance – Licensing.

4 AccessNI.

- 4.1 The Board noted the paper detailing the problems associated with the backlog situation in AccessNI.

The Board agreed that the problem should be escalated to the Permanent Secretary. Details regarding the ADI Section should also be included.

Action 6: BC/BR.

5 Official Statistics.

- 5.1 The Board approved the review of the production processes for all of the Agency's statistics.

5.2 Freedom of Information Requests.

The Board asked that FOI requests should be copied to the Group Director for information before final sign off by the Chief Executive. These should be recorded in the Chief Executive's office together with all other correspondence so that trends can be identified.

6 Customer Services Delivery Strategy.

- 6.1 The Board agreed to the proposal to develop a DVA Customer Services Delivery Strategy; however it was felt that there should be sufficient expertise within the Agency to do this, rather than employ consultants.
- 6.2 The Board approved 2 AO posts for Driver Licensing Division, subject to review at March 2009.
- 6.3 The Board noted the interest circular due to be used for the vacant AO post in the BSP/Application Support Section.

7 Business Case.

- 7.1 The Board approved the business case for the enhancement to the Driver Licensing System.

8 A.O.B

- 8.1 The Board noted the update on vehicle test waiting times.
- 8.2 The Board agreed that all staff flights must be approved by Grade 6s.

	<p>on the piloting of kiosk.</p> <p>Progress E-delivery in liaison with DID.</p>			<p>location.</p> <p>TOR for review of customer service delivery has been prepared in draft for SMB approval to take forward using external consultants.</p>
24.04.08 – 001	Prepare options paper on the Health & Safety of driving HGVs in the test halls	TD / BR	Ongoing	Paper presented to November Board meeting.
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	Initial draft of efficiency plan has been re-drafted to align with DFP format.
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	Closed	
23.10.08-001	To re circulate the email on potential EU infraction procedures.	DW	Complete	Original email regarding infraction proceedings not found but a revised email issue.
23.10.08-002	Arrange meeting with DOE/ DFP to discuss Public Corporation status.	DW	Complete	Meeting held with DOE and DFP on 5 th November 2008.

23.10.08-003	To explore with DOE HR the potential to have more detailed information on trends in sick absences and details of the management action.	DW/SMcC	Ongoing	Request to DOE. Considerable information has been received but more detail is still required.
23.10.08-004	Prepare a paper for the Perm Sec on staffing of vacant posts in the Enforcements Section.	BC	Closed	
23.10.08-005	Prepare job specification for H&S officer for Enforcement Section (Risk CR4)	DW/BC	Ongoing	Draft job specification under consideration.
23.10.08-006	Pass paper to Perm Sec regarding backlog situation in ACCESSNI.	BC/BR		Part input provide to BC from ADI section. Access NI performance has improved (almost achieving 4 week turn-around) – RTLD are working closely with ACCESS NI to improve processes.

Next Meeting: **Date: 20 November 2008.**
Time: 10:00.
Venue: County Hall, Coleraine.

Prepared by: **Anne Smiley**