



**Minutes of the DVA Strategic  
Management Board Meeting at  
RTLD, Corporation Street,  
Belfast.**

**18 December 2008**

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**Present:**

Mr B. Magee	Chief Executive (Chair)
Mrs B. Cosgrove	Group Director Drivers, Business Transformation and Enforcement
Mrs B. Rooney	Group Director Driver & Vehicle Testing and Standards
Mr D. Wilson	Group Director Finance & Corporate Services
Mrs Anne Smiley	Secretary
Mr N Brady	Non – Executive Director

**Apologies:**

Mr T. Evans	Group Director Licensing Operations
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**1 DVA Testing Customer Satisfaction Survey 2008**

- 1.1 Donal McDade from Social & Market Research, presented the findings from the DVA Testing Customer Satisfaction Survey 2008.
- 1.2 The overall satisfaction level achieved was 94%. The Ministerial target for customer satisfaction is 93%.
- 1.3 The Board noted the very positive results within the report and agreed that there are positive key messages to be delivered from the survey.
- 1.4 The Board agreed that the findings should be benchmarked against other similar agencies.

**2 Minutes of Previous Meeting.**

- 2.1 The minutes of the meeting on 20 November 2008 were agreed.
- 2.2 The action points were reviewed and updated.  
**Action 22.11.07.003.** An internal audit on the transmission of data will be conducted to ensure that the revised procedures are being implemented.  
  
**Action 19.12.07.001.** The 1<sup>st</sup> draft of the DL1 application form has been received from the printer, however, further work is still required on the form.

**Action 20.11.08.004.** A note should be obtained from Stanley Duncan to update staff on the strategic review. This should be included in The Combined Times.

**Action 20.11.08.006.** B Cosgrove to check the position with DVLA regarding charges incurred by the use of credit cards.

### **3 Balanced Scorecard.**

3.1 The strategic business objectives within the scorecard were reviewed and discussed.

3.2 It was agreed that some of the 'red' status ratings could be changed to 'amber'.

3.3 The sick absence target continues to be missed. Line managers are reminded of their responsibility regarding 'keeping in touch' with those staff on sick leave and also ensuring that 'back to work' interviews are carried out.

### **4 Capacity of Test Centres.**

4.1 Jonathan Furphy presented a paper to the Board, outlining the current position in terms of physical capacity for vehicle testing at each of the test centres and also the potential future position along with options for increasing the capacity.

4.2 The Board noted the report and can expect to receive revised projections on a quarterly basis.

4.3 The report will now be submitted to the Department. Future reports will also include some mapping details on customer base e.g. HGVs etc.

### **5 Maintenance / Consistency of Standards of Driving Test Staff.**

5.1 The Board noted the report outlining the current driver examiner supervision process and agreed the recommendations suggested, subject to the amendment of Para. 4 and recommendation No 4.

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

6.1 The Board noted the detail of the MIR.

6.2 While volumes remain high, the demand for licensing and testing is dropping.

6.3 Colin Berry, Director of Finance Testing, presented the Corporate Governance report to the Board. Significant progress has been made on the internal audit recommendations.

- 6.4 The Board reviewed the risk register and revised the ratings as appropriate.  
Risk 3 – to become a financial risk.  
Risk 4 – risk to be reviewed on receipt of update report from Grace McGuinness.  
Risk 5 – can be downgraded to amber.  
Risk 6 – downgraded to amber.  
Risk 9 – Minister’s views need to be established. Is being addressed by RSD..

A new risk is to be escalated onto the risk register V04/CS14/DP9/MT2.  
(Staff driving bus/lorries through the test hall)

- 6.5 The Board agreed that positive facts about the Agency should be included in a future submission to the Minister, perhaps at the end of the financial year’.

- 6.6 Further publicity should be considered for the New Year in the Agenda NI Magazine. The Board agreed that a dedicated resource needs to be allocated to PR work for the Agency. This should be resourced internally.

- 6.7 Colin Berry presented the November 2008 Finance (testing) report to the Board. All three financial targets are currently being met. Delays in notifying of potential under spends of budgets is not acceptable.

- 6.8 The Board agreed, subject to further detail and costings, to the introduction of a 2<sup>nd</sup> reminder for MOT tests.

- 6.9 Managers are reminded of the revised prompt payment target from 30 days to 10 days. Every effort should be made to achieve the revised target.

Staff encountering problems with their pay, due to the recent changes with HR Connect, should follow the correct process in contacting HR Connect, but should also advise their line manager, who can notify workforce planning (T McFlynn) of the detail.

- 6.10 It was agreed that a circular would be issued to staff setting out the process.  
**Action 2: DW / SMcC.**

## **7 Quality Unit Report.**

- 7.1 The Board noted the findings of the Quality Section report for the period July to September 2008. No major areas of weakness were identified.

## **8 Health and Safety.**

- 8.1 Gary Carson, DVA Health & Safety manager, provided the Board with an update on Health & Safety performance for the period April to November 2008.

- 8.2 The Board noted the significant progress made on H&S issues, particularly in the testing side.
- 8.3 Monitoring of the H&S performance in the licensing side is planned for January to March 2009.
- 8.4 The Chief Executive will write to the Department, advising of the Boards concerns in relation to American Stretched Limousines.

## **9 Trading Fund Loan Arrangement with DOE.**

- 9.1 The Chief Executive will write to the Department, detailing the arrangement for the transfer of funds from DVA to DOE in the form of a loan, but seeking agreement to the access to the funds when required by DVA.

**Action 3: BM / DW.**

## **10 Staff Demands.**

- 10.1 The Board approved the following posts:-  
1 x SO Booking Services Section  
1 x SO Corporate Services (information protection IT security and standards)  
1 x Systems Analyst (information protection IT security and standards)

## **11 A.O.B.**

- 11.1 The Board ratified the submission to the Minister on the use of external consultants to support the performance review of DVA's private finance initiative contract.
- 11.2 The Board congratulate the licensing staff on their re-accreditation of Chartermark status.
- 11.3 In light of the recent media reports on 0845 numbers, the Agency should review its 0845 numbers.  
**Action 4: DW / S McC.**
- 11.4 The Board noted the position regarding vehicle test waiting times for the period up to 6 December 2008. Average waiting time 7 days, 99.95% of applicants getting an appointment within 21 days.

## **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  Closed	IMDS Review is on-going. 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. SFTP Plus was introduced on 7/11/08 for external customers e.g. Experian, PSNI. GSI is used for internal government data exchange dependent on file size.
19.12.07 – 001	DL1 application form to be reviewed along with dispatch of Passports regarding the loss of documents.	BC HD / DW	Ongoing	Revised draft under consideration.
19.12.07 – 007	Driver's Accuracy Survey to be carried out through the Omnibus Survey	BC/CC	Ongoing	Data cleansing team set up to investigate inaccuracies identified through CPC extract. FSL to provide proposal for cleansing addresses.
25.01.08 – 003	To progress the recommendations made to the BSP	BR	Ongoing	BSP action plan developed and almost fully implemented. Performance greatly improved and stable.
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.  Further meetings held with DID. Customer service survey, being undertaken as part of EDW, review will contribute to review of service delivery.
24.04.08 - 002	Develop a policy for DVA on driving official vehicles.	DC / DW	Ongoing	H&S Executive policy on driving at work has been examined. DVA

	Check Health & Safety website (Driving for work) for guidance.			existing policy is generally fine but needs to be brought up to date.
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 identified to be delivered in mid February.
23.10.08-005	Prepare job specification for H&S officer for Enforcement Section (Risk CR4)	DW/BC	Complete	Work will be undertaken with H&S Section and is being giving a high priority. Resourcing of the Section being reviewed.
20.11.08-004	To contact Stanley Duncan regarding staff update on the Strategic Review.	DW	Ongoing	Stanley Duncan will prepare a note for January Team Brief.
20.11.08-006	To consider the financial impact for the Agency with the introduction of credit cards being accepted by Post Offices.	TE	Ongoing	Introduction by POCL delayed. Further discussions to take place with DVLA and POCL
18.12.08-001	To draft a submission to the Minister to include positive messages about the Agency.	DW	Ongoing	Draft prepared for Chief Executive
18.12.08-002	Issue staff circular detailing the process for dealing with staff pay issues.	DW / S McC	Complete	Circulars and notes in Team Brief/ Combined Times.
18.12.08-003	To write to the Department RE the transfer of money as a loan from DVA to DOE.	BM / DW		Letter was sent to Department on 12th December. Agreement has now been reached and a draft has been prepared for issue to the Secretary.

18.12.08-004	To review the 0845 numbers used by the Agency.	DW / S McC	Ongoing	It is proposed that DVA continue with the 0845 number for the present. There are indications that BT may provide this free to providers. Now that the telephony service will not be moving to Swansea it will be reviewed.
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**Next Meeting:**

**Date: 28 January 2009**

**Time: 10:00.**

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

**Prepared by:**

**Anne Smiley**