



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

20 November 2008

Present:

Mr B. Magee	Chief Executive (Chair)
Mrs B. Cosgrove	Group Director Drivers, Business Transformation and Enforcement
Mr T. Evans	Group Director Licensing Operations
Mrs B. Rooney	Group Director Driver & Vehicle Testing and Standards
Mr D. Wilson	Group Director Finance & Corporate Services
Mr J. Burdett	Non – Executive – Chairman of Audit Committee
Mrs Anne Smiley	Secretary

Apologies:

Mr N Brady	Non – Executive Director
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1 DVA Staff Survey Report 2008.

- 1.1 Barbara Muldoon and Connor Diamond from NISRA presented the findings of the staff satisfaction survey completed in September 2008.
- 1.2 The results were positive. However there is work to be done in some areas.
- 1.3 An action plan will be drawn up and circulated to Board members for comment. HR and Customer Services Directorate will be responsible for coordinating the plan and progressing the corporate issues whilst each Division will be responsible for progressing their own areas.
- 1.4 The Board suggested that the results should be benchmarked against other similar agencies e.g. DVLA, DSA etc.

2 Minutes of previous meeting.

- 2.1 Paragraph 3.3 of the minutes of 23 October was amended.
- 2.2 Para 5.2 of the minutes, FOI replies should be checked by the FOI team who have the required expertise to quality assure these replies
- 2.3 The action points were reviewed and updated.

Action 19.12.07-007. A proposal for cleansing addresses in Driver Licensing Division has been received from Fujitsu. This is being considered.

Action: BC/TE.

A decision is required on the way forward regarding the Driver's Accuracy Survey.

Action: BC/TE.

Action 26.06.08-002. The draft efficiency plan is to be circulated to the Strategic Management Board (including John Burdett) for comment. **Action: DW.**

3 Balanced Scorecard.

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

3.2 The current target position regarding the dispatch of taxi plates should be included in the information provided for the next Ministerial Advisory Board.

Action 1: DW.

3.3 The survey to be commissioned by PriceWaterHouseCoopers (PWC) in support of the service delivery strategy should, if possible, include questions about opening hours for testing and licensing, working patterns and the various methods of access to the services provided. The information gained could prove useful in shaping the business development.

3.4 The Board approved funding for the survey.

3.5 A draft copy of survey questions should be circulated to Board members before issue.

Action 2: DW.

3.6 An action plan to assist with the management of sick absences has been agreed with the Department and will be circulated to Board members.

Action 3: DW.

4 Performance Review if PFI Contract.

4.1 The Board agreed to the MOT2 Unit seeking approval for funding in order to proceed with the performance review of the PFI contract.

4.2 The Strategic Review of DVA will not commence until the performance review is complete. The Board agreed that Stanley Duncan, who is leading the strategic review, should be invited to issue an update to inform DVA staff on the position.

Action 4: DW.

5 H&S issues re HGVs.

5.1 The Board are content with the way in which the Agency is managing the risk involved with technical staff driving vehicles through the test process, however, the other options mentioned need to be explored.

5.2 The issue should be raised at the next audit committee meeting.

Action 5: BR/TD.

6 Management Information Report (MIR).

6.1 Lucia O'Connor, Director of Finance Licensing, presented the detail of the Finance (Licensing) position to the Board.

6.2 Lucia emphasised the need for more accurate forecasting among Divisions. She also requested that the budgets are reprofiled immediately to ensure that no underspends occur.

6.3 The Agency needs to consider what the financial impact will be as a result of credit cards being accepted for re licensing by the post offices from January 2009.

Action 6: TE.

6.4 The report on Finance Testing was noted.

6.5 When compiling the statistics on the complaints received, consideration needs to be given to those issues that are outside the control of the Agency. The majority of complaints appear to fall into this category and therefore presents a distorted picture for the Agency.

6.6 Overall performance across the Agency is good with an increase in testing volumes and a decrease in licensing volumes.

7 Vehicle Testing Projection (final quarter of the year).

7.1 The Board noted the projected waiting time position for the remainder of the year. It is likely that the Agency will achieve its internal and ministerial waiting time targets.

8 Revised contracts for Automated Number Plate Reader (ANPR) Operators.

8.1 The Board noted the report and the decision to employ the operators under the new NICS protocol for the provision of temporary / short term workers.

9 Training Costs for Road Traffic Collision (RTC) inspection staff.

9.1 The Board noted the paper detailing the estimated costs associated with the RTC training.

9.2 The Board approved the expenditure involved in the 2009/10 year.

10 Londonderry Test Centre.

10.1 The Board noted the report detailing that tests cannot be delivered from New Buildings, Londonderry. It was agreed that Corporate Services Directorate proceed to locate suitable premises.

10.2 The Chief Executive set a target date for new premises to be operational by 1 June 2009.

11 New posts.

11.1 The Board approved the following posts subject to completed documentation in respect of grading, funding and accommodation:-

1 SO	–	Transformation Directorate,
1 ICT level 3	–	Desktop Support (licensing),
2 AOs	–	Transformation Directorate,
1 DP	–	Driver Licensing,
1 Grade 7	–	Vehicle Licensing.

12 A.O.B.

12.1 New Senior Management Structure.

This month's edition of The Combined Times will include detail for staff on the new management structure.

The Ministerial Advisory Board should be advised at the next meeting. A letter should be sent to other stakeholders e.g. Core Department, DVLA etc.

12.2 New Powers.

Trevor Evans advised the Board of the new Enforcement powers effective from 1 October 2008. It was agreed that the need for issue of a further press release should be considered.

12.3 Accommodation Strategy.

The Board agreed that as a result of the suspension of Workplace 2010, an accommodation strategy should be drawn up to deal with accommodation issues in the Agency such as Drivers Directorate, Mill House etc.

12.4 Illegal Driving Instructors.

An awareness campaign is required for the general public on the issue of illegal driving instructors. The Board agreed that a bid should be made for £10k to cover the costs.

	<p>from the DID report on the piloting of kiosk.</p> <p>Progress E-delivery in liaison with DID.</p>			<p>take-up per kiosk location.</p> <p>Further meetings held with DID. Customer service survey, being undertaken as part of EDW, review will contribute to review of service delivery.</p>
24.04.08 – 001	Prepare options paper on the Health & Safety of driving HGVs in the test halls	TD / BR	Closed	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	Complete	Efficiency plan circulated to SMB and SMT for comment and action.
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 January
21.08.08 – 004	Develop a paper / action plan on the way forward for ICT for the September Change Programme Board.	BC / AMcG	Closed	
23.10.08-003	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.
20.11.08-001	To include detail of the taxi plates target position for the next MAB.	DW	Complete	Update provide to MAB on 5 th December
20.11.08-002	Circulate draft copy of survey to be commissioned by PWC to board members.	DW	Complete	Survey questions circulated and agreed. Survey is underway
20.11.08-003	Circulate action plan on the management of sick absences to board members.	DW	Complete	Action plan copied to SMB on 1 December
20.11.08-004	To contact Stanley Duncan regarding staff update on the Strategic Review.	DW	Ongoing	Issue raised with SD at SMB at Ministerial Advisory Board SD agreed to issue note when position was clearer.
20.11.08-005	At the next Audit Committee meeting, to raise the issue of the risk involved with technical staff driving vehicles through the test process.	BR	Closed	Risk raised at December Audit Committee meeting
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

Next Meeting:

Date: 18 December 2008.

Time: 10:00.

Venue: Corporation Street.

Prepared by: Anne Smiley