

**SUMMARY OF THE DRIVER & VEHICLE AGENCY (DVA) STRATEGIC
MANAGEMENT BOARD (SMB) MEETING
HELD ON WEDNESDAY 13 DECEMBER 2023**

Time and Venue: 10:00am, Room 605, Clarence Court

Members:

Jeremy Logan	Chief Executive (Chair)
Mike Beare	Director of Business Improvement
Pat Delaney	Director of Operations
Jonathan Furphy	Director of Compliance, Enforcement & Licensing
Siobhan Lynn	Acting Director of Financial Management & Corporate Services
Enda McKeever	Independent Board Member

In Attendance:

Cathy McGrath	NICS HR (Deputising for Linda Barlow)
Ciara Colhoun	Dfl Press Office
Emília Ferreira	Board Secretary

Apologies:

Ref	Item	Action
1.0	Conflict of Interest Declaration	
1.1	SMB members declared no conflicts of interest.	
	Agenda Items – Presentations and for Decision	
2.0	Confirmation of Business Improvement business targets	
2.1	Mike briefly explained the process for reviewing the programme and the fact that the whole programme is recorded as one single target, which means that if one of the individual targets is missed, then the whole programme is recorded as not achieved. He then provided an update on a few of the individual targets.	
2.2	Enda queried if there is a risk of delays with Hydebank putting the targets at risk and Mike confirmed that the target for Hydebank was to be in a UAT phase, which has been achieved.	
2.3	The Board was content to approve the paper.	
3.0	Vehicle Testing Equipment Maintenance Contract – Continuation of Service post March 2024	
3.1	Siobhan presented the business case and explained why a modification to the contract is required. Siobhan also discussed different options outlined in the business case.	
3.2	There was some discussion around the merits of the different options, and on the the risks associated with the equipment and the contract.	
3.3	Siobhan confirmed that Permanent Secretary approval would be required for the contract modification due to the current contract	

3.4	<p>being a direct award contract. DoF/CPD would also need to be consulted.</p> <p>The Board agreed to proceed with option 4b.</p>	
4.0	Business case on procurement of two new vehicles for Driver & Vehicle Standards	
4.1	Pat outlined the reasons for submitting the business case and why the new vehicles are necessary, given the age and mileage of the two vehicles currently in use.	
4.2	The Board was content to approve the business case.	
5.0	Revised 2023-24 In-year Budget Position	
5.1	Siobhan provided an overview of the paper, noting that the deficit forecast has significantly decreased when compared to the forecast earlier in the year. She explained this was mostly due to an increase in revenue together with significant decreases in costs, including energy costs, salaries and other variable costs such as the contact centre contract.	
5.2	Siobhan also explained that there are other elements which could impact the outturn position at the end of the year, such as the valuation of assets.	
5.3	Siobhan noted that overall the position is much more positive than that presented at the start of the year.	
5.4	She then provided an overview of the position with cash reserves and the draft investment plan for these.	
5.5	Jeremy thanked Siobhan and the team for the work that went into preparing the paper and the Board was content to approve the recommendations.	
6.0	Agenda Items for Discussion	
6.1	<p><u>Minutes of Previous Meeting and Action Points</u></p> <p>The Board reviewed and approved the minutes and actions for November 2023 Board meeting.</p>	
6.2	<p><u>Items of Forthcoming Business</u></p> <p>The Forward Plan for January to March 2024 will be circulated for updates.</p>	
6.3 6.3.1	<p><u>Executive Dashboard / Business Updates</u></p> <p>Pat informed the Board of a forthcoming meeting with the IT Partner to discuss predictive analytics and the ongoing work to achieve a better way of mapping expected demand. He then provided an overview of testing figures, noting that vehicle testing figures remain high.</p> <p>On waiting times, he confirmed that despite a downward trend, the target for driving tests is unlikely to be met, due to ongoing pressures with staff resourcing and delays with recruitment.</p>	

6.3.2	Pat also provided an update on the regrading exercise, noting that the submission and recommendations have been approved by the DoF Permanent Secretary. The next stage in the process is for NICS HR to engage with the trade unions.	
6.3.3	Jonathan gave a brief update of the figures for Compliance and Roadside Enforcement, noting that the situation is similar to the update provided at the November SMB meeting.	
6.3.4	He provided an update on recent meetings with Occupational Health Service (OHS) and their intention to redevelop their service to be in a position to potentially take back the Agency's work for medical referrals. Jonathan noted that conversations are moving in the right direction but that, based on the delivery model described, some concerns remain regarding the resilience of the system and there is still uncertainty regarding a possible timeframe.	
6.4	<u>Health & Safety (H&S)</u>	
6.4.1	Siobhan gave an overview of the report, the status of actions in the operational programme as well as an update on recent incidents. There was some discussion around a number of the incidents and Enda queried the type of near misses being reported.	
6.4.2	Siobhan outlined that the Health and Safety Executive (HSENI) has advised that they have concluded the checks of the contractor's staff certifications/qualifications and are proceeding with the investigation of the equipment and site.	
6.4.3	The Board was content to note the update and report.	
6.5	<u>Business Improvement update</u>	
6.5.1	Mike gave an update on the Business Improvement Programme, noting some of the priorities that could be agreed on the IT work programme.	
6.5.2	On Hydebank, he confirmed that the Agency is still working to a completion date of 10 January 2024, but that there are discussions ongoing on how to proceed if the building is not operationally ready on this date.	
6.5.3	With Mallusk, he confirmed that work is on track for the site to be purchased on 8 January. There is a small issue with the height of lamp posts currently being followed up on but it is not expected that it would delay the process significantly.	
6.5.4	Mike provided background as to how complaints are logged and categorised by Customer Services. He undertook to get a meeting organised with the relevant teams to discuss how this can be best managed.	MB
6.5.5	The Board thanked Mike and was content to note the update.	
6.6	<u>Communications</u>	
6.6.1	Ciara advised that it has been quiet on the media side and asked about plans for any external comms on Hydebank. It was discussed and agreed that any external comms was premature at this stage.	

6.6.2	<p>Emilia provided an update on other communications activities, including a status update on a number of services and functions due to go live. She also noted some of the work currently ongoing with the contact centre, with nidirect and Operations admin to improve procedures for managing queries, including the pilot of the RequestIT (formerly Tell Us) functionality for overhauling the way customers first contact the Agency. Emilia also provided a brief update on the planned recruitment for a new staff officer.</p>	
6.7 6.7.1	<p><u>NICSHR Update</u></p> <p>Cathy provided an update on general service competitions and allocations. She also asked Board members to provide feedback on the content and structure of the HR paper, which she will be reviewing.</p> <p>Pat mentioned that he has noticed a significant improvement in the responsiveness and engagement with HR.</p>	
7.0	AOB	
7.1	<p>Siobhan advised that a recent seminar took place on Integr8, the replacement programme for HR and Finance systems, and provided a brief update on plans/timeframe.</p>	

Date of next meeting: Thursday, 25 January 2024 at Hydebank House (TBC).