

NI GUARDIAN AD LITEM AGENCY

BOARD MEETING – 30th JUNE 2022

Present: Mrs Gemma Loughran, *Chair*

Ms Dawn Shaw, CEO

Ms Veronica Callaghan, Non-Executive Director

Mr Fred Smyth, Non-Executive Director (joined 9:40am)

Mr Lee Wilson, Non-Executive Director

In Attendance: Mr Sean Brown, Head of Corporate Services

Ms Patricia O'Kane, Assistant Director Mrs Teresa Fallon, Assistant Director

Apologies: Mrs Gillian McGaughey, Non-Executive Director

Minute Taker: Mrs Ann Andrew, Administration Manager

START TIME: 9.30am

Meeting by zoom

Mrs Loughran welcomed everyone to the meeting and noted it was her privilege to congratulate Ms Shaw on her prestigious OBE award; the Board echoed her comments.

37.22	DECLARATION OF INTERESTS
37.22.1	Mrs Loughran provided an opportunity for the Board members to identify any conflict of interest in respect of today's agenda; none were noted.
37.22.2	It is noted that Mr Wilson is a member of the NISCC Board and has agreed to excuse himself from any conversation involving NISCC, as deemed relevant.

38.22 MINUTE OF LAST MEETING

38.22.1 The minute from the last meeting of the NIGALA Board on 28th April 2022 was approved as an accurate record, proposed by Ms Callaghan.

39.22 MATTERS ARISING

39.22.1 Mrs Loughran referred to the Action List from the last meeting and the Board noted the progress on the actions detailed.



39.22.2 Mrs Loughran referred to the actions at **24.22 Quarterly Operations Report** and noted the excellent preparation and analysis of the reports to the Board. Two reports were presented.

Overview Report on Unallocated Cases

- Mrs Loughran referred to the *Overview Report on Unallocated Cases* providing an overview of the NIGALA allocation process with specific focus on the analysis of the unallocated cases on 14th June 2022. Ms Fallon noted that allocation is a complex and dynamic process. The Triage process is undertaken by the three Principal Guardian Practitioners and an analysis of this baseline data has provided clear evidence of the timeframe being achieved by Allocation Managers when allocating Red (high priority) cases. This data provides an additional assurance to NIGALA on the efficacy of the current allocation process.
- 39.22.4 Mrs Fallon referred to the current challenges experienced by the Allocation Managers which are detailed with an action plan identified by the Operational Leaders' Team to address these challenges.

Overview Report on Performance/Caseloads

- Mrs Loughran referred to the *Overview Report on Performance/Caseloads* which examined the range of guardian groups by working hours, range in caseload, range in cases allocated and range in cases closed and discharged. There was considerable discussion about the data and analysis of same. Mrs Loughran referred to part-time working and Ms Shaw noted that DoH have stringent guidelines in terms of managing workforce in regard to resources and headcount. She confirmed that NIGALA cannot exceed that allocated to us. She discussed the demography of the staff grouping and the need to accommodate those moving to part-time hours and a reduction in caseload as they move to retirement. Ms Shaw noted that the hours harvested from individuals who move to part-time will be used in recruitment of full time roles as appropriate
- 39.22.6 Ms Callaghan noted the percentage of cases carried by self-employed guardian contractors was significant and posed questions about the recruitment process.
- Ms Fallon provided an overview and noted that there has been a major shift in how we look at guardian capacity. She stressed that capacity doesn't necessarily correlate with caseload numbers and Allocation Managers have to look at all the indicators of activity, numbers of cases allocated in year, number of cases closed and discharged, etc. Ms Fallon stressed that difference in working style also has an impact on capacity and line management are working closely with those individuals. Ms Fallon noted a number of staff are also retiring and so are currently phasing out or have personal circumstances that must be taken into account.



- 39.22.8 Ms Fallon emphasised that the new structure has been a considerable benefit on how we look at guardian capacity and look at all the factors.
- 39.22.9 Ms O'Kane noted a piece of work that will also complement the work around caseload is the HSC Delay Pilot. The pilot is looking at a number of factors and taking account of what has happened before the case is received by NIGALA along with other factors which may be outside of our control.
- 39.22.10 Mr Wilson confirmed he can see the complexity of allocation and recognised it is not a simple process. He queried the impact of a case not being allocated immediately to a guardian. Ms Fallon explained the process and steps taken for dealing with cases which haven't been allocated a guardian and the impact of the first hearing. It was confirmed that a solicitor is identified to attend and report back the outcome of the hearing. Ms O'Kane noted that unallocated cases are a fluid situation and cases are reviewed daily in terms of prioritisation. Ms Shaw confirmed that there is no risk of harm to the child due to NIGALA not allocating a case as the HSC Trusts manage and hold legal safeguarding responsibility of the child/young person. She noted that if guardians have concerns they will also link back to the HSC Trust. Mrs Loughran confirmed the role of the Solicitor and how they will liaise with the Allocation Manager/Guardian.
- Mr Smyth noted it would be helpful to get a step by step guide to assist with understanding the journey of the child. It was recognised that it was a management issue to manage cases/unallocated cases and that the Board needed assurance that this is being done effectively and efficiently using the resources we have available.
- Ms Shaw reiterated that the 'data' has been a great assistance to providing a clear overview and an unbelievable amount of work has gone into this over past year. She noted that Ms Fallon and Ms O'Kane are credited with the work completed and the overview that they have as line managers they can now have better conversations with staff because of the data available. Ms Shaw indicated that she felt considerable progress has been made but the fundamental issue remains that NIGALA does not have enough resources to meet the need.
- 39.22.13 Ms Callaghan noted the reports are commendable and focused with gaps around GCIS (Guardian Case Information System) being addressed.
- 39.22.14 There was discussion about unallocated cases. Ms Fallon referred to the case grading exercise which will look at those issues about complexity of cases, issues about red flag rated cases, cases that have missed a court hearing (with a Solicitor appointed but not a Guardian), etc. Ms Callaghan referred ongoing work by Ms Savage which is looking at purely cases categorised as 'red'.



- 39.22.15 Mrs Loughran referred to the closure of a case. Mrs Fallon provided the steps taken from the court hearing to case discharge. She indicated that working style has an impact on final discharge of the case and extra assistance is being provided to some Guardians to clear a backlog of cases.
- Mrs Loughran referred to the Guardians unavailable to take cases at present. Ms Fallon stressed this was a 'point in time' report and the staff concerned have just been through a very heavy period of work i.e. report writing/court hearings; a few are also running down their caseload due to impending retirement or moving to part-time work.
- Mr Smyth acknowledged all the data available which is at a 'point in time'. He indicated the Board require assurances of efficiency and effectiveness and shouldn't be involved in management information. He noted it was necessary to agree what we, as a Board, need assurance on and in what format.
- Ms Shaw confirmed that the detailed reports were requested at a previous meeting and highlight the complexity of allocation and case management encountered on a daily basis. The information assists in detailing what is expected of a full time equivalent guardian and identify how management are working to ensure equitable caseload across the staff group. Ms Shaw assured the Board of the journey to identify exactly how many guardians are required to undertake the level of cases received. She noted the Agency continues to work and hold risk but they are moving in the right direction. Ms Shaw noted she expected to see progress over the next 6 months. She noted she would like to get to a point where the Board don't require this level of detail but that challenge of management is understood.
- 39.22.19 Mr Wilson agreed that this was indeed a management responsibility but that it was helpful to understand the complexities involved.
- 39.22.20 Ms Callaghan noted she was keen to see the detail and was content to know that if the sub committees are examining the detail that the Board would be confident that those discussions are happening. She noted she does not see that as a conflict between operational and strategic and leads to an understanding.
- 39.22.21 Mrs Loughran noted this had been a very useful discussion and she recognised the tightrope between operational and strategic. She indicated she was keen to see the detail as it helps to understand the issues.

40.22 CHAIR & NON-EXECUTIVE'S BRIEFING

40.22.1 Mrs Loughran provided an update for Board members in respect of a number of areas and members were also invited to share.



- 40.22.2 **Dawn Shaw, CEO:** Mrs Loughran reiterated her congratulations to Ms Shaw on her OBE award.
- 40.22.3 **Board Appraisals:** Mrs Loughran confirmed that annual appraisals have been completed on each Non-Executive Director. She has also completed and returned her own appraisal form for discussion with the DoH.
- Non-Executive Directors of NIGALA Board: Mrs Loughran confirmed that Mr Smyth and Mrs McGaughey's term of office ceases at 31 January 2023. She confirmed that the process to appoint new members of the Board is under way and timetabled for mid-late July. The Panel will be chaired by Ms Eilís McDaniel, Director of Family and Children's Policy, DoH. Mrs Loughran noted the appointment of a Non-Executive Director is a Ministerial appointment and she is unsure of the position with a non-functioning government at Stormont. Mr Wilson indicated he was aware of other appointments currently being made by the Minister.
- 40.22.5 **Chairs meeting with Minister:** Mrs Loughran advised that prior to the elections HSC Chairs had been meeting with the Minister of Health every 6 weeks. She indicated she is hopeful these will be reinstated; a meeting has initially been scheduled for tomorrow.

41.22 CHIEF EXECUTIVE'S BRIEFING

Chief Executive Briefing - Update Report

- 41.22.1 Ms Shaw referred to her *CEO Briefing* providing an update on NIGALA activity in the period since the last meeting of the Board. She updated on a number of areas:-
 - **Staff Meeting:** Ms Shaw noted there have been 7 face-to-face meetings with staff. The main focus has been on sharing the consolidated action plan and discussing the issues around caseloads and waiting lists.
 - Principal Guardian Practitioner (PGP) Role: Ms Shaw advised as part of the action plan it was agreed to make the PGP role permanent; this has been supported by the Unions through the JNF meeting. A new job description has been developed and a 2 week consultation process has taken place with a total of 4 comments received; a response will be provided to each consultee respondent. Ms Shaw advised that management will now be moving to recruitment with interviews planning for August. This will allow us to move forward and share line management responsibilities.



- Quality Improvement: Ms Shaw noted that quality improvement is moving forward with two projects commenced involved Jocelyn Harpur, HSC Leadership Centre.
- Admin and Corporate Review: Ms Shaw advised a review of the admin and corporate functions has commenced. All staff will have an opportunity to feed into the review through individual interviews with the reviewers. There does appear to be anxiety amongst staff about the potential implications of the review.
- Managers Meeting: Ms Shaw indicated the agency's first managers meeting took place on 7th June. It was chaired by the CEO and attended by the two ADs, the Head of Corporate Services, the three Principal Guardian Practitioners, the Admin Manager/Board Secretary, the Engagement Manager, the Communications Manager and the Information Governance Manager. This meeting created good discussion about how we can work together in future projects, discuss common issues, etc. It was agreed this should happen on a quarterly basis.
- Meeting with the Family Division Judges: Ms Shaw advised a rescheduled meeting took place with the Family Division Judges on 22nd May 2022. This was a good meeting and the Judges confirmed the value of the Guardian and the concise, focused and analysis reports prepared. The feedback has been shared with the Guardians including the acceptance of the NIGALA report templates.

Consolidated Action Plan

41.22.2 Ms Shaw referred to the *Consolidated Action Plan* and confirmed she has included timescales for the actions detailed. The plan is for information and will form the basis of work in the Corporate Plan. She highlighted that progress is being made. Mrs Loughran noted the plan feeds well into the paper on the Corporate Planning Workshop (46.22).

42.22 FINANCE REPORT

- 42.22.1 Mrs Loughran referred to the *Finance Report* and Mr Brown spoke to same. He reiterated correspondence received from the Permanent Secretary noting that no additional monies are available.
- Mr Brown confirmed the DoH has made an initial allocation of £4,678,876 for the financial year 2022- 23. Financial planning is assuming any staff pay award for staff will be fully met by the Department. He noted that accounting reporting assumes a breakeven at month 2 with successive months showing an overspend developing and increase as the year progresses.



- 42.22.3 Mr Brown highlighted that the total forecast spending for the year is £4,848,000. This is a projected overspend of £169,000 for goods and services expenditure, however this is very much influenced by Covid, particularly around travel costs. He indicated that it had been hoped that some savings in the budget would be made with the move to James house, but this looks now to be unlikely.
- 42.22.4 Mr Brown noted that the NIGALA budget has been diminished in real terms over a number of years. The core budget no longer meets the operational needs of delivering an effective service for children and young people and NIGALA is currently looking at how it delivers its services to future proof itself for continuing its work. He noted a business case for in year pressures will be submitted to the Department in quarter 3 once the ongoing impact of this financial year is seen.
- 42.22.5 Mr Brown highlighted a raise in mileage rates. Mr Smyth noted the Agency should protect itself as much as possible and that come September forecasting about travel expenses should commence.

43.22 NIGALA ANNUAL REPORT & ACCOUNTS 2021-22

- 43.22.1 Mrs Loughran referred to the NIGALA Annual Report and Accounts 2021-22 and indicated the report had already been discussed at past Audit and Board meetings. Mr Brown highlighted a minor amendment to the report since last meeting which related to the reporting of senior executive salaries/pensions. He noted all members of the Senior Leadership Team are now included as opposed to just the Chief Executive.
- 43.22.2 Mr Wilson and Mr Smyth proposed the *Annual Report and Accounts 2021-22* for approval; the Board noted their agreement.

44.22 NI AUDIT OFFICE

Draft Report to those Charged with Governance & Letter of Representation

- Mrs Loughran referred to the *Draft Report to those Charged with Governance* and Mr Brown confirmed that no findings were made; the final report will come to Audit & Risk Committee in October 2022. Mr Brown indicated that Deloitte are still finishing their fieldwork, thus the Annual Report and Accounts and Letter of Representation will be signed when Deloitte confirm. He indicated the report will then be submitted to NI Audit Office for certification before it is submitted with DoH for laying.
- 44.22.2 Mr Wilson complimented the layout of the Annual Report and indicated he found the different sections very informative.



44.22.3 The *Draft Report to those Charged with Governance* and *Letter of Representation* were approved.

45.22 RISK REGISTER 45.22.1 Mrs Loughran referred to the *Risk Register* and Mr Brown indicated that it had

- previously been tabled at the past few meetings.

 45.22.2 Mr Brown highlighted a new proposed risk in respect of "Delay in the planned move to
- Mr Brown highlighted a new proposed risk in respect of "Delay in the planned move to James House". He discussed with the Board the current lease arrangements and notice requirements. Mr Brown indicated he would add the new risk on the Register with more details.
- 45.22.3 The Board approved the new risk be added to the Risk Register. Ms Shaw indicated that if required we can work remotely for a period of weeks.
- 45.22.4 Mr Smyth highlighted that employers are dealing with a number of issues in getting their staff back into the offices. He stressed the need for an emphasis on team working and generating the culture of being efficient and working together. Mr Brown confirmed that NIGALA have started to encourage staff to return to the office.

46.22 CORPORATE PLANNING WORKSHOP

- Mrs Loughran referred to the *Corporate Planning Workshop* paper and Ms Shaw noted the paper outlines the agreements achieved at the workshop and the notes from the creative planning session. Mrs Loughran indicated it was an excellent workshop with useful discussion.
- 46.22.2 Ms Shaw indicated the outcome from the workshop provides a basis for the development of the Corporate Plan. She indicated that she will be attending a conference on Partnership Agreement arrangements, and what the expectations are, in a few weeks' time along with the Chair and Mr Brown. Mr Wilson queried if the invitation could be extended for attendance; Ms Shaw noted she would report back on this.
- 46.22.3 Ms Shaw indicated the template and guidelines for the Corporate Plan have yet to be circulated by DoH; these will be shared when made available.
- 46.22.4 Ms Callaghan noted it was useful to get a detailed note on the workshop. She confirmed she was happy with the direction of travel taken.



- Mr Smyth queried the next steps/milestones to be taken. Ms Shaw confirmed the next step is the recruitment of the Guardian Services Manager. This will be followed by the completion of the Case Grading work which will identify the expectations from guardians and detail the differentiation which might move to the creation of a Band 7 Guardian post; this would allow for a greater number of guardians with less cost. Ms Shaw noted that the Unions support succession planning. She noted she is hopeful that by December we will be in a position to recruit; this will fit with a number of retirements and other vacancies.
- Mr Smyth queried if Ms McDaniel would be supportive of such measures along with the financial investment required. Ms Shaw noted that there would be consideration about an 'invest to save' option. She indicated this would facilitate a 3-year bridging plan which would allow for development of structure and staffing levels; the plan would entail quite a bit of work and it will be September at the earliest before an outline proposal can be developed
- 46.22.7 Mr Smyth acknowledged the points about bringing through change and emphasised the need for an input plan or business case. Ms Shaw noted a business case will be prepared to support same.
- 46.22.8 Ms Callaghan noted she felt the Agency was on a good journey with this and stressed the need for a realistic structure when moving towards that. She noted the need for additional resource along with making effective use of the resources we have. Mrs Loughran indicated the planning will assist with having the appropriate level of Guardian staffing.

ACTION: Ms Shaw to enquire of the invitation to attend the conference on the Partnership Agreement could be extended.

47.22 NIGALA – 25 YEARS CELEBRATION

- 47.22.1 Ms Shaw noted that NIGALA turned 25 on the 4th November 2021. Unfortunately due to the impact of Covid we have been unable to fully celebrate this milestone. Ms Shaw highlighted a number of events and activities being considered to mark the anniversary e.g. a staff event in the new office in James House when we move, a timeline of the Agency to date created and displayed, and an article in Agenda NI. Ms Shaw queried if this was considered enough and if the Board had other thoughts on this milestone.
- 47.22.2 Mrs Loughran indicated she was content that the Agency celebrates 25 years when we move to James House. She suggested an official opening of the new office to include past staff, young people and stakeholders along with representatives from the 5 Nations. There was discussion about the costs and it was agreed it not be excessive.



- 47.22.3 Mrs Loughran asked that any other ideas be fed back to Ms Shaw by the end of next week (10th July). Mr Smyth noted this was an opportunity not to be missed and noted the importance of good planning and resource.
- 47.22.4 Mrs Loughran requested a firm proposal for celebrating 25 years of NIGALA come to the next meeting of the Board.

ACTION: Firm proposal on celebrating 25 years of NIGALA to come to the next Board Meeting. Suggestions/ideas to be shared with Ms Shaw by 10th July 2022.

48.22 POLICIES

- 48.22.1 Mrs Loughran referred to the *Annual Leave Policy* and *Flexible Working Framework* and Mr Brown confirmed these were both regionally agreed policies that have been adapted for NIGALA. He noted they have both been through consultation and discussion with the Trade Unions.
- 48.22.2 Mr Smyth indicated both policies came to the Audit & Risk Committee for consideration with the request that Mr Brown highlight to the Board any issues for NIGALA around the implementation of the policies.
- 48.22.3 Ms Shaw referred to the Annual Leave Policy and noted the policy is about having a standard and equitable approach to the management of annual leave and Public Holiday entitlement for employees. Employees are expected to take their annual leave proportionately throughout the year.
- 48.22.4 Ms Shaw referred to the Flexible Working Framework indicating that all employees will have a contractual entitlement to request flexible working from the first day of their employment with no minimum length in service required. The framework includes a request for *homeworking*. She indicated that the Agency is being flexible about staff coming back following the Covid pandemic. A standard 3 days week in the office (full time working) is being proposed but this will be implemented gently.
- 48.22.5 Mr Brown noted that a Flexible Working Policy is currently being development by BSO and is expected in approximately September.

49.22 BOARD COMMITTEE MEETINGS SINCE LAST MEETING OF THE BOARD

49.22.1 There have been two Board Committee meetings since the Board last met on 28th April 2022.



Audit & Risk Committee - 26th May 2022 & 23rd June 2022

49.22.2 Mr Smyth spoke to the committee report for the Audit & Risk Committee in respect of meetings on 26th May 2022 and 23rd June 2022. Business focused mainly around the Governance Statement and Annual Report & Accounts. There was also discussion around risk, KPIs and assurances to the Board.

Social Care Governance Committee – 6th June 2022

- 49.22.3 Ms Callaghan spoke to the committee report for the Social Care Governance Committee which met on 6th June 2022. She noted this was a comprehensive paper providing good assurance; Ms Callaghan noted she is content at the line of travel.
- 49.22.4 Mrs Loughran referred to the assurance reports from the sub-committees and thanked Mr Smyth and Ms Callaghan, and those in attendance at the committees, for the reassurance provided to the Board.

50.22 DEPARTMENTAL/OTHER CORRESPONDENCE

50.22.1 Mrs Loughran referred to a number of pieces of correspondence shared for information purposes:-

DoH (PM62 SSUB-0223-2022) Senior Level Recruitment:

Mr Peter May, Permanent Secretary has confirmed that the recruitment exercises to fill vacant or new positions at Assistant Director Level will no longer require approval at DoH level also with positions at Director Level (replacement). Positions at Director Level with substantial change to responsibilities are re-evaluated at a higher level or new posts requiring evaluation will continue to require DoH approval before recruitment proceeds.

Children's Social Care Services NI – An Independent Review – Newsletter May22:

The May 2022 newsletter provides an update on the progress of the work of the Independent Review of Children's Social Care Services (the Review) and a note from the Lead Reviewer, Professor Ray Jones, with his reflections on the progress of the Review to date and plans for the way ahead. Ms Shaw noted that Professor Ray Jones has a scheduled meeting with a small group of guardians to hear from them directly. Mrs Loughran noted she was very keen for the Board to meet with Professor Jones and a suitable date should be sought.

ACTION: A date for the NIGALA Board to meet with Professor Jones is to be sought.



Strategic Planning and Performance Group (SPPG):

Ms Shaw highlighted the new organisational structure of SPPG noting its importance in terms of external conversations. Mr Whittle, who attended a previous Board meeting to discuss the SPPG, has now taken on responsibility for acute and community in addition to children's social care. Ms Shaw noted a number of AD's are being recruited at present for SPPG and NIGALA's relationship with them will be important. Ms Callaghan noted her concern at such a diverse role and resources for children's social care. Ms Shaw noted that Mr Whittle attends the NISWLN and conversations are continuing there.

SWLN - 10K Voices:

Ms Shaw noted The Social Work Strategy made a commitment to hearing the voice of people who use social work services and to use those experiences to help us to learn and improve practice. The Strategy's Outcomes Delivery Board approved a 10,000 voices survey which has been designed for all people who receive social work services (either directly as service user or carers) across programmes of care and settings. The survey was initially to run for 12 months, however due to Workforce pressures, particularly due to the Pandemic and impact of Omicron Variant between November 21 and January 22 along with limited face to face engagement within Health and Social Care settings and redeployment of staff during this time the Survey has been extended by six months to March 2023. Ms Shaw noted she will be circulating this internally.

51.22 ANY OTHER BUSINESS

Service Presentation at Board Meetings

- 51.22.1 Mr Smyth referred to Children's Feedback and queried the process and if it was worth sharing at a future service presentation at the Board. He suggested as there was talk about refreshing the process this might be helpful.
- Ms Fallon noted that the Young Peoples' Forum has met by zoom over the past few years due to Covid restrictions. She indicated if it was possible she would bring ask representatives of the Forum to meet with the Board, however, it has been difficult to keep the young people involved for any length of time as they move on with their own lives after their involvement with NIGALA.
- Ms Callaghan indicated she was uncomfortable about constantly looking at children's feedback. The SCG Committee receives regular reports on feedback from children and young people and we are currently looking further into adoption of the Laura Lundy model. Ms Callaghan noted she would prefer to have a discussion about feedback when it has been identified how we focus and move forward in this area. She



indicated this needs to happen as part of restructuring and she would be keen to see something different.

Mrs Loughran suggested that feedback be set aside and the presence of a young person at the Board meeting for the service presentation be approached. She requested that effort be made to have input from a young person and if possible to see how it might be structured.

ACTION: Mrs Fallon to approach a young person to provide input at the Service Presentation at a future NIGALA Board meeting.

52.22 CONFIDENTIAL ITEMS

52.22.1 There was one item for discussion.

Mrs Loughran noted her thanks for the thoughtful comprehensive reports provided for the meeting.

Mrs Loughran noted her thanks to Ms Andrew for her excellent minutes and her support in respect of Board meetings.

END TIME: 11.26am

DATE OF NEXT BOARD MEETING: 8th September 2022 @ 9.30am

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ACTION LIST						
Ref	Action	By Whom	Progress Noted for Meeting			
46.22 Corporate Planning Workshop	Ms Shaw to enquire of the invitation to attend the conference on the Partnership Agreement could be extended.	Ms Shaw				
47.22 NIGALA – 25 Years Celebration	Firm proposal on celebrating 25 years of NIGALA to come to the next Board Meeting. Suggestions/ideas to be shared with Ms Shaw by 10 th July 2022.	Ms Shaw				
50.22.3 Children's Social Care Services NI – An Independent Review – Newsletter May22	A date for the NIGALA Board to meet with Professor Jones is to be sought.	Ms Shaw				
51.22 AOB: Service Presentation at Board Meetings	Mrs Fallon to approach a young person to provide input at the Service Presentation at a future NIGALA Board meeting.	Mrs Fallon				