

**NORTHERN IRELAND
GUARDIAN AD LITEM AGENCY**

**Corporate Services
BUSINESS PLAN 2018-19**

NIGALA

NI Guardian Ad Litem Agency

*A voice for Children and Young People
in Family Courts*

Strategic Theme		Objectives	Owner
1.	<p>Putting Children at the Centre of NIGALA Decision Making: The Corporate Services Team will</p>	<p>1.1 Provide support to Assistant Directors in engagement events and activities with children and young people</p>	<p>Una</p>

Strategic Theme		Objectives	Owner
2	Efficient Use of NIGALA's Resources: The Corporate Services Team will	2.1 Provide effective committee services to the NIGALA Board and Board/Executive Committees. This will include a review of reporting and minute taking	Ann
		2.2 NIGALA is committed to delivering the objectives in the NI Executive Asset Management strategy. NIGALA will review its accommodation requirements and ensure they provide value for money and meet public sector key performance indicators, including: <ul style="list-style-type: none"> • Preparing an Asset Requirement Template for Belfast accommodation; • Preparing a Property Asset Management Plan for NIGALA. 	Sinead

		2.3 Undertake Line Management responsibilities and provide support to administrative and corporate staff.	Ann Sinead Una James
		2.4 Provide an effective administrative service to all Guardians and Senior Management.	Ann
		2.5 Ensure a streamlined and efficient administrative allocation process is in place to supporting the Allocation Manager	Ann
		2.6 Participate in the process of Contract Management by reviewing and monitoring performance on existing contracts.	Sinead
		2.7 Support the core business and workplace needs of employees by ensuring an effective Facilities Management process is in place.	Sinead
		2.8 Ensure appropriate procedures and mechanisms are in place to deal with incoming and outgoing post.	Una
		2.9 Deliver on all financial targets including breakeven and prompt payments	Sean Ann

Strategic Theme		Objectives	Owner
3	Valuing Staff and Promoting Learning: The Corporate Services Team will	3.1 Participate in the Equality Forum with other HSC arms-length bodies and promote equality and human rights initiatives	Sinead
		3.2 Deliver the actions in the NIGALA equality and disability action plans.	Sinead
		<p>3.3 Develop its communication and engagement activities to promote an understanding of the role of NIGALA; This will include:</p> <ul style="list-style-type: none"> ○ Reviewing the NIGALA communications strategy. ○ Developing an accessible and informative website, which includes signposting for services. ○ Developing appropriate social media communications. ○ Putting in place an appropriate staff communication framework for staff on NIGALA and HSC issues ○ Promoting the work of NIGALA to key stakeholders through a range of media and attendance at conferences and forums. 	Una James (website)

Strategic Theme	Objectives	Timescale for completion of objective	Owner
	<p>3.4 Develop a Health and Wellbeing Strategy, including</p> <ul style="list-style-type: none"> ○ Developing a Health and Wellbeing Strategy to reflect NIGALA’s corporate responsibility. 	February 2019	Sean Sinead

Strategic Theme		Objectives	Timescale for completion of objective	Owner
4	Compliance with Legislation and Guidance The Corporate Services Team will:	<p>4.1 Put in place an appropriate structure to meet the requirements of the General Data Protection Regulation</p> <ul style="list-style-type: none"> - Review NIGALA information governance policies - Deliver appropriate training for all staff 	May 2018	Sean James
		<p>4.2 Ensure it has appropriate financial management arrangements in place including those for planning, forecasting, procurement and prompt payments. It will also ensure achievement of its breakeven target and presentation of its annual accounts within timescales set out by the DoH.</p>	March 2019	Sean
		<p>4.2 Deliver all requirements of a HSC arms-length body including</p> <ul style="list-style-type: none"> - Reporting to Board - Reporting to DoH - Delivering Governance Framework 	March 2019	Ann Sinead Una James Sean
		<p>4.3 Review NIGALAs complaints procedure</p>	September 2018	Sean Sinead

	Strategic Theme	Objectives	Timescale for completion of objective	Owner
5.	Delivery of a Quality Service to agreed standards The Corporate Services Team will:	5.1 Provide the tools to establish an online feedback system for children to share their experience of NIGALA and improve that experience for other children and young people.	September 2018	Sean
		5.2 Support the Assistant Directors in their enagement with NIGALA key stakeholders including solicitors, Trusts and DoH	March 2019	Sean Una

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