

## Minutes of the National Oversight and Audit Commission (NOAC) Meeting

Tuesday 10 December 2019 at 10:30 am

Venue: Conference Room, Custom House, Dublin 1

Attended by:

Chairperson: Michael McCarthy

Members:	Barry Quinlan	Martina Moloney
	Constance Hanniffy	Sharon O'Connor
	Michael McGreal	Tara Buckley

Secretariat:	John F McCarthy	Claire Gavin
	John Goldrick	Darren Browne

Apologies: David Holohan

1. Minutes & Actions of Meeting of 5 November 2019

The minutes and actions of the meeting were agreed by the members.

2. Declaration of any conflicts of interest

There were no declarations of conflicts of interest from the Board.

3. Matters Arising

No matters arising

4. PI Report – Update

Chair of PI Sub Group gave an update on the PI Report. Recent queries were raised with five local authorities regarding returns for some indicators. (Wexford, Kildare, Longford, Limerick and South Dublin). The cost of the fire service in Wexford was incorrect due to a coding error and this will be reflected in the 2020 report. South Dublin County Council have yet to respond

to the query issued to them. The issue regarding housing inspections was reviewed by NOAC Executive and there is agreement with the Department of Housing on managing this data and a representative has been invited to the PI Workshop to make a presentation on data collection.

New indicators have been identified for next year's report within roads and water. Libraries and Climate Change, possibly public lighting upgrade, are also being discussed for possible future new indicators.

An agreement was made with the LGMA regarding the compilation of data with the LGMA and the per capita spend for local authorities. Discussion have also taken place with the Office of the Planning Regulator.

Validation visits for 2020 will be identified shortly. There could be challenges on the presentation of data for Cork City and Cork County as the changes in the boundaries for both came into effect in 2019.

The infographic report by the LMGA was considered useful.

The members discussed the recently released Local Authority Transparency Report from Transparency Ireland.

#### 5. Customer Service Survey - update

It was outlined that the Customer Service Workshop was successful and that concerns were raised at it on the future of the Customer Service Survey and if the LGMA would be best placed to take it over which was the original plan. Another issue raised was the sample size and it was confirmed that the sample size was sufficient to give a true reflection. The use of a reputable market researcher gives further confidence in the survey. It was agreed that discussions would need to be had on the future direction of the survey by the sub group and with the LGMA thereafter.

#### 6. Public Spending Code

The final draft of the Public Spending Code 2018 was approved. It was agreed that the presentation of the report had improved. Some queries were raised on the projects selected by the local authorities and if the material had been fact checked.

7. NOAC review of Corporate Plans

Was discussed as part of Point 9 below.

8. NOAC Local Authority Profile visits and Meetings

The members discussed the logistics behind LAs visiting NOAC throughout a year with it difficult to have 6 LAs attending the 8 NOAC meetings. It was suggested that when visiting a LA that they also meet with that LAs internal auditor.

The members approved the '*NOAC Local Authority Scrutiny Process*' document presented as the methodology for these meeting going forward

9. NOAC Strategy 2020-2022 and Work Programme 2019-2022

The Strategy2020-2022 and Work Programme 2019-2022 was agreed and the members discussed potentially publicising NOAC these items. It was agreed that the programme would be issued to DHPLG Management board, new board members, the CCMA, the Minister and the Joint Oireachtas Committee.

Contact with the Regional Authorities will be made in the future.

The members discussed proposed changes to the Working Groups (The members stressed the need for new board members to be appointed to meet the demands of the Working Groups. There is an urgency to put in place a sub group for Corporate Plans as the new plans were due to be submitted shortly. It was further suggested that NOAC has a role in relation to the effectiveness of both the new Corporate Plans but also on the 2014-2019 plans and these two bodies of work were very important. Sharon O'Connor agreed to be Acting Chair of the new Local Government Governance Efficiency and Reform group. Barry Quinlan agreed to be Financial Performance Group Chair. Formation of members of these groups would take place at a future date when the new members were appointed

The Multi Annual Work Programme was agreed.

10. Website and Branding Logo

Tenders have been received and will be examined by the executive. It was agreed that the Chair of the Communications and Customer Survey group will sign-off on the eventual tender for the new website and logo before Christmas. Changes are being made to the current website and will be forwarded to members for approval before being made live.

11. Board Membership

It is expected that the appointment of the 2 new members would be made shortly

12. Any Other Business

No other business.

**The meeting was brought to a close**

<b>Agenda Item No:</b>	<b>Action</b>	<b>Decision</b>
5	Customer Service Survey	Contact IPSOS regarding increased sampling size and measuring metrics over a longer period of time such as 3 years.
6	Public Spending Code	Approved
8	NOAC Local Authority Profile visits	<ul style="list-style-type: none"> <li>• Meet with that LAs internal auditor</li> <li>• approved the 'NOAC Local Authority Scrutiny Process'</li> </ul>
9	Strategy and Work Programme 2019-2022	<ul style="list-style-type: none"> <li>• Agreed</li> <li>• Issue to new board members, the minister and the Joint Oireachtas Committee</li> <li>• contact regional authorities to receive their corporate plans</li> </ul>
9	Working Groups	New Chairs assigned to 'LG Governance Efficiency and Reform' group and the 'Financial Performance' Group
9	Multi Annual Work Programme	Agreed
10	Website and Branding Logo	'Communications and Customer Survey' group will sign-off on the eventual tender