

## **LOCAL AUTHORITY INNOVATION SHOWCASED AT GOOD PRACTICE CONFERENCE**

### **- Local authority staff collaborating nationally to improve services locally**

Monday, 25<sup>th</sup> February 2019: The National Oversight and Audit Commission (NOAC), in association with the CCMA and LGMA, is holding its second Good Practice in Local Government conference on Tuesday, 26<sup>TH</sup> of February in Kilkenny Castle.

The presentations are just a selection of the many initiatives taken by local authorities that highlight significant, diverse and often highly original approaches to tackling the challenges both local authorities and communities face. It demonstrates the local authority's ability to deliver better outcomes.

The Minister of State for Local Government and Electoral Reform acknowledged the wide variety of services provided by local authorities and said "this seminar provides an excellent opportunity for participants to learn from each other and develop innovative approaches to achieve objectives". The Minister concluded by commending NOAC, the CCMA and LGMA for organising this seminar and said "the case studies showcased are some examples of good practice and should provide encouragement for those in local authorities to continually strive to achieve the highest standards in delivering services to the public".

Jackie Maguire, Chair of the County and City Management Association and Meath County Council Chief Executive said: "Local authorities are constantly adapting and expanding their services. This seminar is a great opportunity to showcase what local authorities have achieved and provides an opportunity to share knowledge and to spark ideas. The case studies presented today are excellent examples of how local authorities are adapting to the evolving needs of citizens and leading on innovative and practical approaches to meet these needs. One of the most positive aspects of the local government sector is how well we collaborate and work together, and today is a great opportunity to learn from each other and continue to improve on the services we provide to the public."

Speakers from local authorities across Ireland will present case studies, including:-  
**Monaghan County Council** will show how, by removing the barriers and improving

service delivery and by making small well-planned and informed changes, local authorities can enhance and improve the experience for all customers, especially those marginalized and often forgotten.

**South Dublin County Council** will look at the interesting Mydoorstep project. This gives people the ability to make informed decisions on home purchase based on the most up-to-date and relevant property information.

**Clare County Council** will discuss Rural Development and **Waterford City and County Council** will look at Process Improvement in their Council. Topics of particular interest and relevance to NOAC will be the subject of the afternoon session with presentations related to the Performance Indicator and Internal Audit reports as well as Economic and Environmental initiatives with speakers from **Laois, Kerry Cork, Tipperary and Carlow County Councils** covering these topics.

NOAC chairman Michael McCarthy reminds attendees that 'the objective of the day is to take back what has been learned today and see if there is anything that can be done to effect appropriate changes in individual local authorities that would bring about improvements in service delivery and in achieving better or good practice'.

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