

---

# NOAC

National Oversight and Audit Commission

An Coimisiún Náisiúnta Maoirseachta agus Iniúchóireachta

---

## 2019 Adopted Work Plan

- Prepare and publish NOAC Annual Report 2018;
- Develop and publish NOAC Strategy and Work Programme for 2019 to 2022;
- Review implementation of recommendations in NOAC reports.
  
- Decide 2018 Performance Indicators (PI) and issue appropriate guidance in early 2019;
- Publish 2018 Performance Indicators Report in September 2019;
- Carry out 6 Performance Indicator validation meetings with local authorities;
- Review performance of the Regional Assemblies;
- Commence review of Performance Indicators for 2019 to issue in early 2020;
- Review data gathering procedures including building on work of other organisations.
  
- Progress evaluation of Corporate Plan implementation (2015 to 2019);
- Publish Public Spending Code QA Report 2018 in Autumn 2019.
  
- Meet with the Chief Executives of 4 local authorities on site during 2019 and Invite 4 no. local authority chief Executives to attend/present to NOAC meetings.
  
- Complete Customer Survey of users of local authority services in the 11 local authorities (medium size by population);
- Organise Customer Services managers workshop for November (for 2020 Survey);
- Organise further Good Practice showcase event with CCMA in February 2019 and if considered appropriate a further event for 2020;
- Commence work on developing new logo/branding for NOAC and upgrade the website.
  
- Commence evaluation of the service level agreements with the Local Enterprise Offices when notified of the completion of their review by D/JEI;
- Commence review of CCMA ICT Strategy Implementation Plan when available.

## **Working Arrangements**

- Hold 8 NOAC meeting during 2019;
- NOAC Sub-Groups – Review and update by end of 2019;
- Performance Delivery Agreement with Department for Secretariat Services;
- Strengthened relationship with LGAS;
- Build LGMA involvement expanded beyond the annual Performance Indicators Report;
- Potential use of consultants/contractors as needed;
- Strengthen relationship (protocols) with other bodies and agencies as appropriate;