

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

Tuesday 5 November 2019 at 10:00 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
	Neill Dalton	John Goldrick
	Darren Browne	

Apologies: David Holohan

1. Minutes & Actions of Meeting of 17 September

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. Performance Indicator Report feedback and media coverage

The Chair wished to thank those involved in the September publication of the PI report. It was agreed that the media coverage was effective and consideration of having the press release rolled out on a phased basis according to topic, to maximise impact was raised

and will be discussed again closer to the 2019 PI report. Five local authorities will be contacted by letter regarding performance on various indicators in the 2018 report. Potential new indicators and additions to existing indicators were discussed including new Climate Change and Economic Development indicators and additions / amendments to Library, Roads, Housing and Water. Approval for all changes will be discussed at the next NOAC Meeting in December. The Secretariat is currently reviewing H5 returns compared to data provided by DHPLG. This work should be complete in the next few weeks.

Approval was sought by the Chair of the PI subgroup to issue letters to 5 no local authorities and tender for the development of new Economic Indicators. Both were approved by the Board.

5. Customer Service Day and update on Customer Satisfaction Survey 2020

The Customer Service Workshop will be held on 22 November 2019 in the Custom House. To date 43 people representing 29 local authorities have accepted the invite to attend including a number of Directors of Service and Customer Service Managers. IPOS will be give the opening presentation. The LGMA are also attending and will be presenting on the New Service Catalogue. Further presentations will be made by Kildare, Dun Laoghaire Rathdown, Waterford and Cork County Councils. It was outlined how the next survey would be conducted with the same questions and same timetable as the 2 previous surveys. The 10 smallest authorities will be surveyed in 2020 and an Infographic report on all the surveys will also be produced in 2020.

6. New Members appointed by PAS Process

The Public Appointments Service (PAS) selection process has recommended a number of candidates and for which a submission has been made to the Minister.

7. Strategy and Work Programme 2019-2022

Discussion on the strategy and work programme covered a number of topics including interaction with Audit Committees, engagement with AILG and SLA reviews. A letter to

the AILG will be issued to start off that process. It is imperative that within the work programme that NOAC does not duplicate the work of others.

The members agreed to approve the tabled *“2019 Work Plan”* and to approve the *“Strategy and Framework Work Programme 2020-2022”* (amended from 2019 to 2022) and to have them published on the website.

It was agreed that the tabled *“Draft Multi-Annual Work Programme 2020-2022”* will be reviewed by the members with further discussion and priorities detailed at the next NOAC meeting. It was stated that the Strategy was ambitious and as a result the work programme may need to be prioritised with resources to be considered further.

Proposed working groups (WGs) were identified to match the work programme and it was stated that the effective operation of these groups will be critical to implementation. In doing so WGs may seek to aggregate some of the actions identified.

#### 8. Website and Branding/Logo

The Members agreed to the updates of the NOAC website pages circulated. Agreement was also given for the Secretariat to tender for a new website and corporate image. It was agreed that it would be overseen by the new subgroup Communication and Customer Service.

#### 9. Any other business

- VFM

NOAC Secretariat have attended a working group on the review of the VFM process at which the interaction with NOAC has been considered.

- Public Spending Code

The Secretariat is aiming to have the Public Spending Code published by the end of December 2019.

- Local authority Profile Visits/Meetings

Since the previous NOAC meeting, Local Authority Profile Meetings have occurred with Waterford City and County Council (Dungarvan) and Clare County Council (Ennis). It is expected that Waterford City and County Council will attend NOAC on 10<sup>th</sup> December next with Clare County Council in the new year. Laois County Council is also expected to attend in the new year. It was also agreed that a draft method statement will be prepared setting out this process.

- Planning Regulator

The Planning Regulator has written to the Board inviting them and secretariat to participate at a meeting of the 'advisory panel' scheduled for Thursday 14th November @ 14:00. The Chair will consider this invite and a Board Member agreed to attend, if required.

**The meeting was brought to a close**

<b>Agenda Item No:</b>	<b>Action</b>	<b>Decision</b>
4	Performance Indicator Data Queries	Five local authorities will be contacted by letter regarding data queries
4	Introduction of new indicators and additions / amendments to existing indicators.	Approval for all changes will be discussed at the next NOAC Meeting in December.
5	Customer Satisfaction Survey 2020	<ul style="list-style-type: none"> <li>• Survey would be conducted with the same questions and same timetable as the 2 previous surveys</li> <li>• 10 smallest authorities will be surveyed in 2020 and an Infographic report on all the surveys will also be produced in 2020.</li> </ul>
7	Engagement with AILG	A letter to the AILG will be issued to start off that process.
7	2019 Work Plan	Agreed and to published on the Website
7	Strategy and Framework Work Programme 2020-2022”	Agreed and to published on the Website
7	Draft Multi-Annual Work Programme 2020-2022.	<p>To be reviewed by the members with further discussion and priorities detailed at the next NOAC meeting particularly in relation to: -</p> <ul style="list-style-type: none"> <li>- Working Groups;</li> <li>- Prioritisation of Actions;</li> <li>- Resources / Capacity.</li> </ul>
8	Website and Branding/Logo.	<ul style="list-style-type: none"> <li>• Members agreed to the updates of the NOAC website pages circulated.</li> <li>• Agreement was also given for the secretariat to tender for a new website and corporate image.</li> </ul>
9	Invite to Response to OPR meeting.	The Chair will consider this invite.
9	Profile Meetings.	A draft method statement will be prepared for consideration.