

# NOAC

## National Oversight and Audit Commission

6<sup>th</sup> October 2020 at 11:00 am

Remote (VC) Meeting

### Agenda

- 1) Member Introductions;
- 2) Minutes & actions of previous meeting;
- 3) Declaration of any conflict of interest;
- 4) Matters arising;
- 5) NOAC Corporate Affairs:
  - Remote Working; NOAC Membership; NOAC Sharepoint; NOAC/Department SLA/PDA.
- 6) COVID-19 – Impact on Local Authorities;
- 7) Work Programme:
  - WG1: - LG Governance, Efficiency & Reform (LGER);
    - o Local Authority Corporate Plans;
    - o Regional Assemblies;
  - WG2: - Performance Indicators (PI);
    - o Economic Indicator Evaluation;
    - o Performance Indicator Report;
  - WG3: - Communications and Customer Service (CCS);
    - o Customer service survey;
    - o Website and Branding;
    - o Customer Survey and Best Practice Workshops;
  - WG4: - Financial Management and Performance (FMP);
    - o Engagement with the IPA regarding Audit Committees;
  - CHAIR: -
    - o Scrutiny programme update including progress note on reporting options;
- 8) Update on engagements and meetings with other bodies/organisations;
- 9) Future Meetings;
- 10) Any Other Business;

**Meeting ends**