

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

Tuesday 17 September 2019 at 10:00 am

Venue: Conference Room, Custom House, Dublin 1

Attended by:

Chairperson Michael McCarthy

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

Secretariat:	John F McCarthy	John Goldrick
	Neill Dalton	Darren Browne

1. Minutes of last meeting and matters arising

The minutes 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. Update on the NOAC Board and Secretariat

New Principle Officer John F McCarthy and Higher Executive Officer John Goldrick were introduced to and welcomed by the Board Members. It was noted by the new PO that the increase in secretarial staff will mean an increase in resources with greater points of contact. The Chair noted that the recruitment of two new board members through the PAS process is ongoing. In answer to a board member's query, the secretariat will seek to have the competition extended if they are unable to find suitable candidates.

#### 4. NOAC Review day update

The members found the review day and the work plan engaging and were generally happy with the outcome. A member wanted to mention the importance of the Corporate Plans, which have an impact on customer service; the importance of Regional Assemblies; Strategic Policy Commissions (SPCs) and that there should be a review of the SLAs such as that with Irish Water. It was also suggested that there should be more of a reference to the areas of financial audit and value for money in the work plan. It was felt that there could be an engagement with political leaders in the Council too. The members agreed to review the work plan strategy in the next NOAC meeting.

The Secretariat agreed to review the draft implementation plan and to prepare a response and programme for the next meeting. The Secretariat sought points of contact from the Board to liaise with.

#### 5. Customer survey report

The second Customer Service Report was published in July as scheduled. Preparation for the next survey and report to commence with the next customer service day organised for 8th November in Custom House.

Tara Buckley volunteered as chair of the Customer Survey subgroup.

This agenda item will take precedence at the next NOAC meeting.

#### 6. Performance Indicator Report 2018 update

The PI sub group chair noted that the secretariat is still finalising the figures from the Local Authorities and once all the figures have been returned they will be forwarded to the Desktop Publisher for the generation of diagrams. The PI sub group chair wished to thank the members/colleagues for their feedback. The PI report has reviewed trends over the last 5 years and has found areas of improvement and furthers areas that can be improved. It was agreed by the members that they will seek approval for the final report via email by the end of September.

The PI sub group chair noted the request of a fellow member to examine how the LAs have performed against ministers' targets, however due to the timescale this would be examined in future reports and not the 2018 report.

It was agreed that the secretariat would seek the use of internal or external communications groups for aiding in the publication of the PI report. A member expressed their desire to have future reports more comprehensible for public consumption.

7. Public Spending Code update

The Chair confirmed that the information received from LAs was currently being collated and the Secretariat would furnish a draft copy of the report when ready.

8. Website and Branding/Logo

It was agreed that improvements to the web site would be seen as important and that a logo would be developed as part of that. As part of that quotes would be sought including from the previously tendered media communications company with regards to redesigning logo and website. In the shorter term, the website would be updated by the Secretariat.

9. Any other business

It was agreed that there should be a review of the working groups and their effectiveness. It was suggested that working groups should align with the work programme and that working group meetings could be bundled on the same day as with the main group meetings for efficiency purposes. It was raised that the terms of reference for these working groups were in need of revision due to some being out of date.

The Secretariat noted that the Department have issued a new circular requiring local authorities to update their Corporate Plans. It was agreed that this needs to be considered in the programme and that NOAC would need to commence work in this area. The Secretariat will report further on this to the next meeting.

The meeting was brought to a close.

<b>Agenda No:</b>	<b>Action</b>	<b>Decision</b>
3	Updating Secretariat details	Contact lists of the Secretariat will be put together and forwarded to the committee.
4	NOAC Strategy and Work Plan	Secretariat to review and prepare a response / programme
5	Customer survey update	Secretariat to revert to committee with further information at next meeting.
5	Customer service day	A customer service day is to be organised for 8 <sup>th</sup> November.
5	Appointment of Customer Survey Sub Group Chair	Tara Buckley volunteered as chair of the Customer Survey subgroup
6	Finalising of PI Report	It was agreed by the members that they will seek approval for the final report via email by the end of September.
6	Publicising PI Report	Agreed that the secretariat would seek the use of internal or external communications groups.
7	Redesign of logo and website	Previously tendered media communications company Walsh PR would be approached
9	Review of the working groups and their effectiveness	To be discussed at next NOAC meeting
9	Corporate Plans	Secretariat to prepare a note on a review of Corporate Plans for next meeting.