![CCMA - Cumann Lucht Bainistíochta Contae agus Cathrach - County and City Management Association](image)

NOAC
Good Practice in Local Government
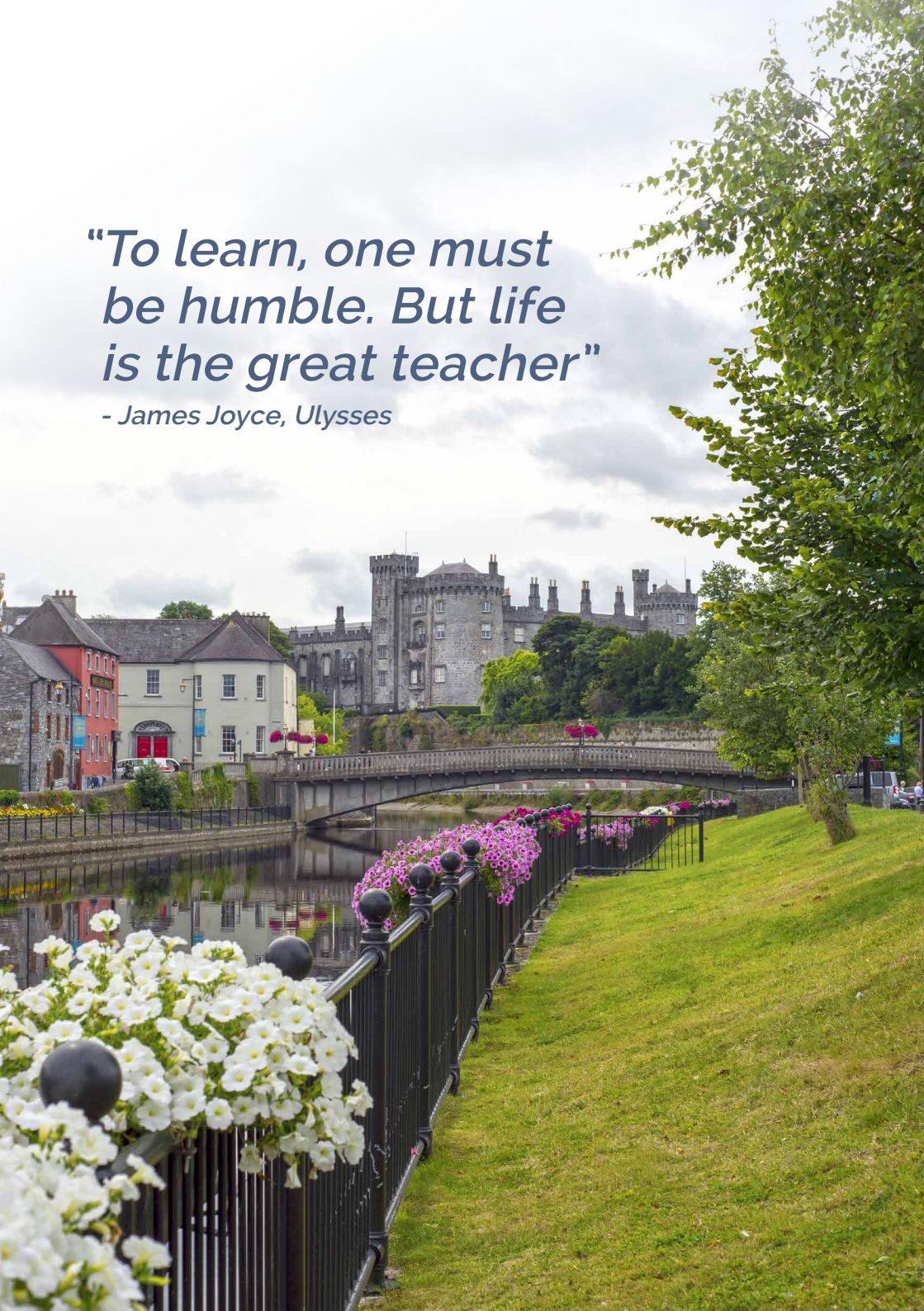### 25th October 2022 | Kilkenny Castle

![LGMA - An Ghníomhaireacht Bainistíochta Rialtais Áitiúil - Local Government Management Agency](image)

> *"To learn, one must be humble. But life is the great teacher"*
> *- James Joyce, Ulysses*

Foreword

This Good Practice Seminar is organised by the National Oversight and Audit Commission (NOAC) and the Local Government Management Agency (LGMA), in partnership with the County and City Management Association (CCMA) and is an opportunity for local authorities to showcase examples of solutions-oriented approaches to providing better public services.

Local authorities in Ireland continuously strive to deliver excellent services to citizens. The local government sector's ability to adapt to the evolving needs of citizens and policy priorities of national and local government, reflects the agility and commitment of the elected members and staff of City and County Councils throughout Ireland.

The case studies that will be presented today illustrate the sector's commitment to improving efficiency in the delivery of services to the citizen, regeneration of urban and rural areas, and measures tackling the increasing demands of the climate action and carbon agenda. The objective of the seminar is to provide local authorities with an opportunity to learn from each other and build on innovative approaches to service delivery. The projects that are being presented here today are a sample of the many equally impressive and important methods being adopted by local authorities to achieve their objectives. It is the intention of NOAC, the LGMA and the CCMA to continue to showcase good practice to build on successful initiatives and ensure that the local government sector is recognised as the most innovative public service in Ireland.

Michael McCarthy
Chair NOAC

Frank Curran
Chair CCMA

Meet the **Speakers**

Minister Malcolm Noonan, TD
Minister of State for Heritage

Malcolm Noonan is a TD representing the Carlow Kilkenny Constituency and was appointed Minister of State for Heritage and Electoral Reform in July 2020.

First elected to Kilkenny Borough Council and Kilkenny County Council in 2004, he has served sixteen years in local government and was Mayor of Kilkenny in 2009; the first Green Party Mayor in the City's long history. He served for a short time as Irish Delegate on the EU Committee of the Regions and Co-Chair of the All Island Nuclear Free Local Authorities Forum.

Malcolm's background prior to entering electoral politics was in environmental and community activism, as a director and national coordinator with Friends of the Earth Ireland and involvement in community-based activism; biodiversity, climate action, mobility, disability advocacy, integration, Traveller development and mental health.

His professional work has spanned landscape gardening, suicide prevention and graphic design. He holds qualifications in industrial design and a BA(Hons) in Rural Development.

Michael McCarthy
Chair NOAC

Michael is the Director of Cloud Infrastructure Ireland. He was appointed as Chair of the National Oversight and Audit Commission in September 2018. He was an elected TD for the Cork South-West constituency from 2011 to 2016. He is a former member of the Dáil Public Accounts Committee. He was elected to Seanad Éireann, for the period 2002-2011. Michael was an elected member of Cork County Council from 1999 to 2003.

Cllr Pat Fitzpatrick
Cathaoirleach Kilkenny Co. Co. 2022/23 & President AILG 2022/23

Cllr. Pat Fitzpatrick was first elected to Kilkenny County Council in 2004. After relinquishing his seat in 2009, Pat continued to work tirelessly for his local community and in 2014 he regained his seat and he subsequently had the honour to be the first person elected to Kilkenny County Council at the 2019 local elections. Pat was Cathaoirleach of the Municipal District of Castlecomer in 2016/17 and in 2021/22. Pat was elected Cathaoirleach of Kilkenny County Council in June 2022.

Pat was a member of the board of Citizens Information from 2009 to 2014 and a member of An Garda Síochána Audit Committee from 2014 to 2017. Pat has been a delegate to the Association of Irish Local Government (AILG) since 2014 and has been a member of their national Executive and chair of their Audit Committee. Pat was was elected AILG President at its AGM in September 2022. AILG is the national representative body representing the body of 949 Local Authority Elected Member in Ireland's 31 Local Authorities.

Frank Curran
Chief Executive Dún Laoghaire Rathdown County Council and Chair CCMA

Frank Curran is Chief Executive of Dún Laoghaire-Rathdown County Council. He was previously Chief Executive of Wicklow County Council and of Leitrim County Council.

He is a Civil Engineering graduate of University College Dublin and holds an MSc in Environmental Protection, an MA in Local Government Management and a Diploma in Company Direction.

Programme

NOAC Good Practice in Local Government
Tuesday, 25th October 2022
The Parade Tower, Kilkenny Castle

Introduction

Hosts:	Claire Gavin, NOAC Eddie O'Loughlin, LGMA
10:00	**Welcome** Cllr Pat Fitzpatrick Cathaoirleach, Kilkenny County Council
10:05	Mr Malcolm Noonan TD Minister of State for Heritage and Electoral Reform
10:10	Mr Michael McCarthy, Chair National Oversight and Audit Commission (NOAC)

Session One

Chair:	Ms. Marianne Cassidy, Assistant Secretary Department of Public Expenditure and Reform
10:15	Establishing an Irish Government Information Sharing Analysis Centre (ISAC) - Cork City Council
10:30	CCTV, Data Protection and the Path to Innovation - Limerick City and County Council
10:45	Accelerating the use of drones for Local Government - Dublin City Council
11.00	**Questions & Answers**
11.15	**Comfort Break**

Session Two

Chair:	Ms. Fiona Quinn, Assistant Secretary Department of Housing, Local Government and Heritage
11.30	Nenagh Centre of Excellence for Sustainable Energy – Tipperary County Council
11.45	Build to Share – Dún Laoghaire Rathdown County Council
12.00	Leitrim Connected – Leitrim County Council
12.15	Ukraine Humanitarian Crisis - Local Authority Response - LGMA
12.30	**Questions & Answers**
12.50	**Closing Address** Mr Frank Curran, Chair County and City Management Association (CCMA))

CASE STUDY 1

Cork City Council - ISACs
Irish Local Authorities Sharing Cyber Information

Ms. Ruth Buckley
Chief Information Officer

The risk of a cyber event is one of the highest ranked corporate risks in the local government sector. The level of collaboration amongst all 31 Irish local authorities has always been high, particularly amongst the HIS group, the Heads of Information Systems.

An ISAC (Information sharing analysis centre) is a type of information sharing community, typically made up of organisations in the same sector such as water, transport, banking, etc. ENISA the EU cyber agency, has advocated the adoption of ISACs as part of the EU cyber shield proposed in the 2020 EU Cyber Strategy.

This project with the support of the IVI Maynooth, the NCSC (National cyber security centre) and the LGMA (Local government management agency) is establishing the first Irish ISAC and the Irish local organisations are working to reach a level 1 maturity against the Dutch ISAC maturity model. The improved cyber situational awareness by the local government sector is already improving decision making at all levels of the sector and improving our understanding of the cyber incident life cycle.

CASE STUDY 2

Limerick City and County Council - CCTV
Data Protection and the Path to Innovation

Mr Alan Dooley
Head of I.S. - Digital Strategy – EU Programmes

In 2022, Limerick City & County Council had to put together an urgent and critical response to findings issued by the Data Protection Commissioner on the use and governance of CCTV. At the core of this were the guidelines, principles and legislation associated with the processing of personal data via the medium of CCTV. The remediation efforts were successful, but the momentum gathered from the effort became a spring board for innovative solutions to standard work practices.

The Council is on a journey to bring modern technology solutions to the table to tackle the challenges of data and process governance on an enterprise scale. This takes significant strides towards the automation of repeatable work processes, with the potential to release workforce capacity and lock in good data privacy practices. Embracing the need to evolve how we work with personal data in a secure and automated way, is the driver for change.

Dublin City Council -
Accelerating the use of drones for Local Government

Ms Veronica Mariti Sosoke
Assistant Engineer and
Mr Jamie Cudden
Smart City Program Manager

The "Accelerating the Potential of Drones for Local Government" project was led by Dublin City Council and funded by DPER's public sector innovation fund with the objective to better position Ireland in the application of drone technologies. The project delivered on a number of outcomes which included: training materials to upskill staff in drones regulation and compliance; toolkits to support data protection; international best practice reports and a national survey with over 900 respondents to better understand public sentiment for drone applications. Drone technology is evolving and growing with increased usage across public services. The technology has the potential to enhance and support operations in areas such as emergency response, surveying and mapping, planning and enforcement and traffic and environmental monitoring. As the drone market matures, so too do the opportunities to better utilise this technology to deliver safer, more efficient services.

Tipperary County Council -
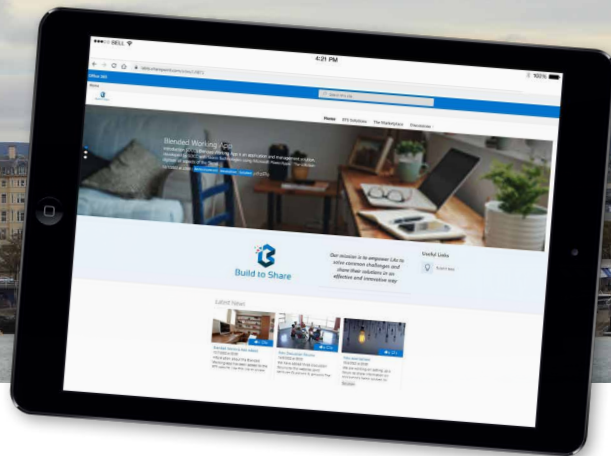## Sustainable Energy Centre of Excellence

Mr Brian Beck
Director of Service

The Martyr's Road Regeneration Quarter, a 10 ha. strategic site of brownfield lands and underutilised properties is located in the heart of Nenagh.

This project, which was awarded funding by the DHLGH through the URDF, seeks to bring the vision for the town and site to fruition, through transformative place-making with the ambition to deliver a demonstrator regeneration urban quarter through the creation of an Iconic Building (SECOE Ireland) which will act as an exemplar of how we could live as a Low Carbon and Climate Resilient Community.

The new Quarter will be delivered by applying the innovative integration of spatial and energy planning, harnessing renewable energy and passive building technologies, providing sustainable transport infrastructure and active public open spaces rich in bio-diversity. It will support the Government's targets for a cleaner, greener economy set out in the Climate Action Plan and the objective to reach net-zero emissions by 2050.

Dún Laoghaire Rathdown County Council -
Build to Share

Mr Stephen Brady
Director of Service Corporate Services Department

The concept of 'Build to Share' (BtS) is a key pillar in national and sectoral ICT Strategies due to the potential benefits that can accrue when digital solutions are built once and can be easily shared with other public sector bodies. The potential benefits of this are obvious, including lower costs and the speedier deployment of systems.

Bearing in mind that all ICT solutions evolve and change as technology and requirements change, 'sharing' over the lifespan of a solution can be complex. The local government BtS project aims to establish an approach to the development of digital systems, ongoing governance structures and a means to showcase solutions so that LAs can adopt them if they wish. The goal is to publicise the 7 digital BtS systems that have already been developed, and to encourage the further development and sharing of new solutions.

CASE STUDY 6

Leitrim County Council -
Leitrim Connected

Mr Laurence Kennedy
Senior Staff Officer Corporate Services

Ms. Mary Quinn
Director of Service Housing, Corporate Services, Community and Cultural Services

'Leitrim Connected' is an app development project that unifies communications from Leitrim County Council, Fire and Emergency Services, An Garda Síochána, and community alert groups. The project will bring together Council communications relating to emergencies, infrastructure works, Council initiatives and Garda communications under one app-based system which will be free to the public.

The project envisages communicating key emergency and non-emergency information to the widest community possible across multiple channels (SMS, a dedicated messaging app and social media platforms) which will be of benefit to both the agencies operating the system and the citizens of Leitrim alike. Alerts can be targeted to citizens based on a number of criteria such as community area, distance from a location, a route corridor etc. This project was originally initiated by the Joint Policing Committee who identified the need for a cross agency communications platform to better inform and engage with the public.

LGMA -
Ukraine Humanitarian Crisis - Local Authority Response

Ms Niamh McCarthy
National Coordinator Emergency Vacant Housing Delivery (Ukraine) unit

Since the 24th February 2022, the military assault on Ukraine by the Russian Federation has caused a humanitarian crisis of a scale not witnessed in Europe for more than 80 years, or since the Second World War. Over 8 million Ukrainians have been displaced with over 50,000 presenting in Ireland.

Local authorities have provided significant support to national government in responding to the accommodation and other needs of those arriving from Ukraine, and have been key to the provision of emergency centres, stepping up their community forum and ensuring that the vulnerable cohort are welcomed into our communities. Due to the scale of the crisis, local authorities have adopted innovative approaches to the delivery of services and supports. This presentation will focus on highlighting a range of these best practices across the sector.

Notes