



NOAC Board Meeting
Final Minutes
Tuesday 16th January 2024 at 10.30am

Venue: Withdrawing Room, Custom House.

Attended by:

Chairperson:	Michael McCarthy	
Members:	Declan Breathnach	Margaret Lane
	Ciarán Hayes	Fiona Quinn
	Miriam McDonald	
Secretariat:	Claire Gavin	Deirdre Byrne
	Joan Comiskey	John Goldrick
	Valerie Longmore	
Apologies:	Kathleen Holohan	Brian Cawley
	Noel Harrington	

1. Minutes & actions of previous meeting

The minutes of the previous meeting on 6 December 2023 were approved.

2. Declaration of any conflict of interest

Ciarán Hayes advised that he does some work for local authorities in a private capacity and he will notify the Chair and members if any specific issue arises that could lead to a conflict of interest.

3. Matters Arising

There were no matters arising.

4. Work Programme

Update from the Chair

The Secretariat provided an update on behalf of the Chair, which noted that the Stage 2 Scrutiny meeting with Kildare County Council, which would take place immediately after the board meeting,

will be the fourth last one in the process. When the last meeting has taken place, NOAC will need to review the process and consider how it can be developed in future.

The Secretariat noted that the audit committee event in Louth was a very useful engagement, with questions raised regarding NOAC'S Scrutiny process as well as the Performance Indicator Report, although it was noted by attendees that there had been a lack of engagement between NOAC and the local authority since 2017. It is the view of the Board that the profile of NOAC is being raised through meetings and attendance at various events with other bodies, including the Association of Irish Local Government (AILG), the Environmental Protection Agency (EPA,) the Department of the Environment, Climate and Communications (DECC) and the Department of Transport (DOT), and has taken note of the feedback received from the Audit Committee Event in Portlaoise. NOAC is invited to attend the AILG Conference, which is scheduled to take place in February in Arklow. The Chair has agreed to speak at this event, and the Secretariat will notify both the Chair and the members once the date has been confirmed. The Chair advised that the Scrutiny process will be discussed further at the meeting scheduled to take place on 26 March 2024.

WG1 (LGGER) Update

In the Chair's absence, the Secretariat provided an update on the work of the WG, which last met on 22 November 2023. On behalf of NOAC, the Office of the Planning Regulator (OPR) carried out a review of the monitoring reports on the implementation of the Regional Assemblies Regional Spatial and Economic Strategies (RSES). Arising from this the Chair of NOAC wrote to the Minister for Housing, Local Government & Heritage (DHLGH) on 10 January 2024, sending him the OPR report along with Key Findings Report. WG1 will now write to the three Regional Assemblies, advising them that the key findings have been brought to the Minister's attention, and providing the Assemblies with a copy of the Key Findings Report. A decision about publication of the report will be made at a later date the report and if this is the case WG1 will coordinate with WG3 on publication and to decide how to proceed.

In relation to the Review of Corporate Plans, the WG has engaged a consultant to assist with this work. Work is progressing well and in accordance with the original timeline. The final draft of the report should be completed by the end of January.

The Local Government Digital and ICT Strategy is due to be finalised and launched by the CCMA committee by the end of January. A presentation on the Strategy will be given by Dominic Byrne of the LGMA at the next WG1 meeting on 8 February 2024.

The Secretariat noted that a circular on the new Corporate Plans is being drafted by DHLGH and it will be brought to the attention of WG1, when it is published.

WG2 (PI) Update

The Chair of WG2 noted that it last met on 28 November 2023 and that the date of the next meeting is to be rescheduled to next week. The Secretariat advised it met the EPA on 15 January and it was a useful engagement with regard to data for performance indicators W1 and W2. The EPA will revert to NOAC, with regard to the availability of this data for the Performance Indicator Report 2023.

The RTB have confirmed that they can supply figures for indicator H5 for 30 June 2023. However, they have indicated that the DHLGH has changed the dates they used in 2023 to calculate their targets. While previously they had used the June date (the same date as NOAC), in 2023 the DHLGH used the aggregate data for February 2023 to set the targets inspections for 2023, and for 2024 inspection targets, they used the 31 December 2023 figure. The WG Chair recommended that the information provided in regard to the RTB figure be reviewed at the WG next meeting..

The WG Chair advised that a meeting which took place in December 2023, attended by the LGMA and the Department of Transport (DOT) and Department of the Environment, Climate and Communications was a useful engagement. The DOT were engaged regarding sustainable transport KPIs and how these could tie in with the work of NOAC. This will be further discussed prior to the Guidelines Workshop on 27 February 2024. It was noted that meeting with the DHLGH to discuss a potential new indicator on Social Housing Retrofit would be useful, as ambitious targets have been set for local authorities in this area (36,500 houses between 2021 and 2030).

WG3 (CCS): Update

The Chair of the WG advised that it last met on 9th November. A short survey with yes/no answers was issued to local authorities to determine if they measure customer service and how this is done. 29 of the 31 authorities responded. On review of responses it appears that relatively few local authorities measure customer service, with only one out of 29 respondents appearing to do so well, and the concept of using customer service to drive change/efficiency did not appear to be present in general. It was recognised, however, that the survey was a dipstick approach and will need further discussion with the LAs. The next WG3 meeting on 24 January will be attended by the Chair of the Corporate Committee of the CCMA and the LGMA, to discuss the findings and results of the LGMA national survey on customer service.

It was noted that many local authorities have customer charters in place and do measure customer service, so the NOAC survey may not have been understood. NOAC needs to be clear about what exactly it wants to measure in this area. In some cases customer service appeared to be measured by the number of complaints and NOAC noted that customer service is not about complaints but about how the local authorities respond to their customers. Consideration will be given to holding a mini Good Practice event, with the focus on customer service, and the inclusion of customer service questions in the scrutiny process. The WG Chair extended her thanks to the Secretariat for the work involved in the Customer Survey.

WG4 (FMP): Update

The Chair of the WG noted that its last meeting took place on 12 January 2024 and provided an update on the two aspects of the MyPay HR Payroll Shared Service (HPSS) project, Payroll and Superannuation. With regard to Payroll, work to migrate Dublin City Council (DCC) to People XD (Core) which will be in three phases, will continue in 2024. The transition of DCC to MyPay Shared Services will be considered further when this scoping work is completed. In relation to Superannuation, to date, 21 local authority sites have been on-boarded to the MyPay Shared Superannuation Scheme. South Dublin County Council is expected to cut over to the scheme on 22 January 2024. The HPSS Programme Board is seeking sanction and funding from the DHLGH for additional staffing resources. If sanction is

received, it is intended that the remaining sites will move to the MyPay Shared Superannuation Services during 2024 and 2025.

The WG Chair advised that whilst the Secretariat has made enquiries as to changes to the Public Spending Code process for 2023, this information has not yet been received and it is a work in progress.

It was noted that further to the Audit Committee event in Portlaoise in October 2023, at which 23 local authorities were represented, the view is that in future attendance at this event should be focussed on Audit Committee members. The Secretariat will review the October 2023 attendance list to determine the breakdown of attendees between Audit Committee members and Internal Audit Staff, for the information of the board.

The WG Chair advised that the Internal Audit report is at draft stage, with work ongoing. The WG will discuss it again at its next meeting on 29 January and hope to bring it to the next Board meeting on 20 February. The report will be discussed with WG3 with regard to communications and sent to the CCMA Finance Committee when it is completed. The WG will be available to engage further with the Finance Committee on the report, if required.

5. Work Programme for 2024

All relevant matters in relation to the Work Programme 2024, were covered under the agenda items outlined above.

6. Diary for 2024 Update

The Secretariat advised that a NOAC diary/work planner for 2024 is almost ready and will be circulated to board members shortly.

7. Date of next meeting

The next Board meeting will take place online on Tuesday 20 February at 10.30am.

8. AOB

The Chair advised that the Chair of WG2 will lead the Stage 2 Scrutiny meeting with Kildare County Council, which is scheduled to take place immediately after the board meeting.

The meeting was brought to a close.

Actions:

Agenda item no.	Subject	Action
1.	Minutes and actions of the previous meeting.	Agreed, to be published on the website.
4.	Date of AILG Conference.	The Secretariat to issue date for the AILG Conference to the Chair and members once confirmed.
4.	The monitoring reports on the implementation of the Regional Spatial and Economic Strategies (RSES)	The Secretariat to write to the three Regional Assemblies and include copies of the monitoring reports with the correspondence.
4.	Audit Committee Event in Portlaoise October 2023	Secretariat are to review the attendance list to determine the presence of audit committee members.
6.	Diary for 2024	Diary to be circulated to members.
7.	Next meeting	WebEx Link to issue to Members on 13 February.