



Credit: Failte Ireland

Good Practice in Local Government

10th March 2026 | Kilkenny Castle

Foreword

It gives us great pleasure to welcome you to the National Oversight and Audit Commission's (NOAC) Good Practice in Local Government Seminar 2026, delivered in collaboration with the County and City Management Association (CCMA) and with support from the Local Government Management Agency (LGMA).

This Seminar has become an integral event in the local government calendar. It brings together representatives from across the sector to share knowledge, demonstrate leadership and highlight examples of excellence in service delivery. The initiatives presented today represent only a small selection of the impressive work being undertaken by local authorities throughout Ireland and they provide a valuable opportunity to reflect on how innovative practices can be adapted and applied more broadly for the benefit of the public.

Good practice in local government is never static. As the needs of our communities evolve, so too must our approaches. It is incumbent upon us all to respond with agility, insight, and a commitment to continuous improvement. That is why events like this are so vital, they provide the space to learn, challenge assumptions and allow people in the sector to create networks to improve how they go about their work on a specific project that is of interest or have a contact available that will allow for future engagement.

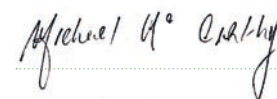
One of the key roles of NOAC is supporting the development and enhancement of good practice within local government. Our website, www.noac.ie contains a substantial collection of material from previous Seminars, together with a wide range of reports, analyses, and resources. It provides local authorities with a comprehensive tool to assess their performance, examine comparative data, and identify

initiatives that may assist in improving both the quality and cost effectiveness of services.

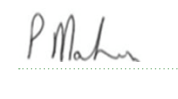
We would encourage all participants to engage fully with today's programme. We invite you to contribute your insights, to raise questions and to share your own experiences. The collective expertise of those working within local government is one of the sector's greatest strengths. By drawing on that shared knowledge, we reinforce not only the capacity of each individual local authority, but also that of the wider sector to serve the public with professionalism, integrity and vision.

We would like to express our sincere gratitude to all the presenters and panellists for their contributions in this year's Seminar. Our thanks also to Kilkenny County Council and the Office of Public Works for once again providing the magnificent setting of Kilkenny Castle and to everyone whose hard work has made this event such a success. A recording of the event and all presentations will be available on the NOAC website and through the LGMA's Programme Management Office. We encourage you and your colleagues to revisit the excellent initiatives highlighted today.

Thank you for your commitment to excellence in local government. We wish you a productive and insightful day.



Michael McCarthy
Chair NOAC



Paddy Mahon
Chair CCMA

Programme

Good Practice in Local Government Schedule of Events – 10 March 2026

Introduction

- | | |
|-------|--|
| 10:00 | Welcome Address – NOAC Board Member, Miriam McDonald (Chair of its Communications and Customer Service Working Group) |
| 10:05 | Opening Speech – Minister of State for Local Government & Planning, John Cummins T.D. |

Session One

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| 10:15 | Fingal County Council – Equity Register Model for Affordable Housing |
| 10:30 | Offaly County Council – Lámhleabhar Gaeilge |
| 10:45 | Cork County Council – Online Purchase Request Form |
| 11:00 | Panel Discussion |

11:30 Break

Session Two

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|-------|---|
| 11:45 | Galway County Council – 60+ Climate Action Drive |
| 12:00 | Kildare County Council – HR Onboarding App |
| 12:15 | Laois County Council – RPA of MyPay Superannuation Starter Process |
| 12:30 | Panel Discussion |

Closing

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| 13:00 | Closing Remarks – CCMA Vice Chair, Lar Power (Chief Executive, Kilkenny County Council) |
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Featured Projects

Presenting practical, innovative and high impact initiatives from across the local government sector





Fingal County Council

Development and Implementation of Equity Register Module for Affordable Housing Scheme

Tricia Matthews (Administrative Officer - Housing Department)

Emer Burke (Administrative Officer – Housing Loans & Financial Management)

Comhairle Contae
Fhine Gall
Fingal County
Council



Fingal County Council developed and implemented an Equity Register Module on Agresso to assist in the management of its role as a secondary lender under the Affordable Housing Scheme, where the Council retains a long term equity share in affordable homes. Managing equity shares investment involves meticulous tracking of complex financial and legal information, including purchaser details, equity percentages, redemption payments, and associated legal documents.

To address risks around accuracy, security, and long term management, Fingal County Council collaborated with Ascendas Business Solutions who were engaged to develop a Loans Module for Agresso. The module automates complex equity calculations, enhances reporting, and ensures transparency in managing public funds.

The equity Register is now fully operational in Fingal County Council and has delivered significant benefits -

- ▶ Registered 1,046 affordable properties;
- ▶ Recorded €69 million in equity shares issued to purchasers;
- ▶ Streamlined reporting and departmental grant drawdowns;
- ▶ Provides robust data for forecasting and financial planning;

The project demonstrates best practice through its strong interdepartmental coordination, partnership with an Irish software provider, and its scalability for use by other local authorities. It addresses the core challenge of safeguarding significant financial and legal information related to long-term equity shares under the Affordable Housing Scheme, ensuring transparent, accountable management of public funds.



Offaly County Council

Promoting the Irish Language within Offaly County Council: The Launch of 'Lámhleabhar Gaeilge'

Ann-Marie Kelly (Administrative Officer – Corporate Services)
Sadhbh Ní Ógáin (Staff Officer with Irish Language Officer duties)

The publication of Lámhleabhar Gaeilge represents a practical and innovative step towards promoting the Irish language within Offaly County Council. This initiative demonstrates how local authorities can lead by example in conserving and promoting our national language. By focusing on accessibility, usability, and statutory compliance, the handbook empowers staff and Councillors to engage with Irish in a meaningful way, ensuring it remains a living part of our daily interactions.

This initiative demonstrates how Offaly County Council is embedding Irish language use into its internal culture, rather than treating compliance as a mere formality. It reflects a genuine commitment to making Irish visible and accessible in the workplace, in line with national policy objectives for language preservation and revitalisation as we move towards 2030.

The handbook was circulated internally to all Councillors in 2025, accompanied by a short briefing session to explain its purpose and demonstrate its use. Feedback has been overwhelmingly positive. Staff have reported feeling more comfortable incorporating Irish into emails and meetings, while Councillors have expressed appreciation for a resource that supports them in fulfilling their public role with confidence.

**LÁMHLEABHAR
GAEILGE**

Lámhleabhar dátheangach chun cabhrú leat do chuid gnó a dhéanamh trí mheán na Gaeilge

A bilingual handbook to help you work through Irish

Arna fhoilsiú ag
Seirbhísí Corparáideacha



Comhairle Contae Chorcaí
Cork County Council

Cork County Council

Online Purchase Request Form

Elizabeth Desmond (Senior Executive Librarian)

The library purchasing team identified the need to improve the internal paper-based system by moving to an online digital system.

Staff in the purchasing team work with Cork County Council's Service Design and Transformation Team (SDT) to develop an online request form on the staff portal. The process involved initial consultation between librarians and the SDT team followed by building, reviewing and revising the form.

It was then piloted in two branch libraries, rolled out across all branches and finally evaluated through a staff feedback survey.

The introduction of the forms has resulted in:

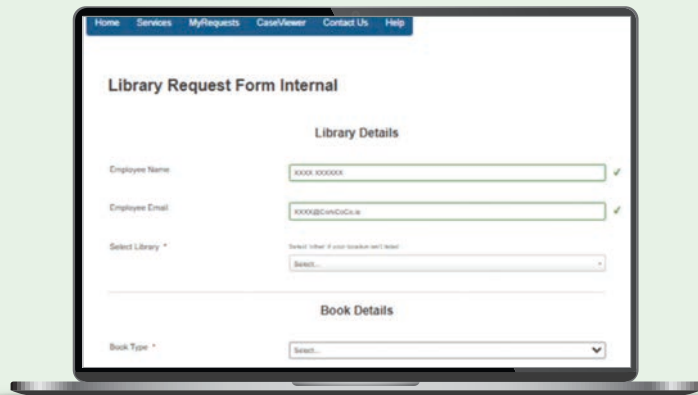
- ▶ Streamlined and centralised purchase requests, improving tracking, transparency, and team collaboration;
- ▶ Continuity of purchase requests being received regardless of staff absences or delivery delays with internal post;
- ▶ Increased efficiency because of standardised data inputs;
- ▶ The online form should reduce paper usage in alignment with long-term sustainability goals;
- ▶ Provision of accurate monthly statistics on purchase requests for informed planning and reporting.

Purchase Request Form

Before



After



Galway County Council

60+ Climate Action Drive

Denise Feeney (Community Climate Action Officer)

The 60+ Climate Drive was delivered as a grassroots, community-based initiative led voluntarily by retired UN Resident Coordinator Jacinta Barrins. She designed and facilitated a six-week climate action course for older adults, travelling across Galway City and County to meet groups in their own communities. The conversational, accessible format of this drive ensured participants felt confident exploring climate science and behaviour change.

The project exemplifies good practice by demonstrating how local authorities can collaborate effectively with skilled external



Comhairle Chontae na Gaillimhe
Galway County Council



experts. Through partnership with Galway County Council's Climate Action Unit, Jacinta aligned her outreach with local priorities while engaging Men's Sheds, Women's Groups, carers' networks and Active in Age groups—showcasing a scalable, low cost engagement model that other councils can replicate.

The initiative responds to a clear need to engage older adults - a demographic often overlooked in climate policy. By addressing gaps in climate literacy and motivation, the project empowers over-60s to take meaningful, practical climate action.





Comhairle Contae Chill Dara
Kildare County Council

Kildare County Council

HR Onboarding App

Ann Marie Gough (Administrative Officer)

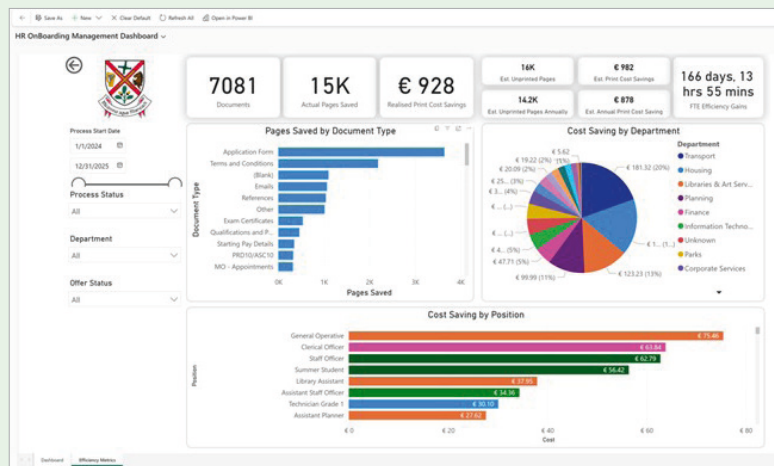
John Murnane (Business Applications Development & Support
IS Analyst Developer)



Kildare County Council's Onboarding App was delivered through a fully collaborative, in-house partnership between the HR Recruitment Team and the IT Development Section. Using existing Microsoft Power Platform licences, the project was designed through joint workshops, iterative testing, and inclusive decision making, ensuring the system reflected real operational needs while incurring zero additional cost.

The project exemplifies best practice by demonstrating how local authorities can leverage existing technologies to solve shared challenges such as high recruitment volumes, remote accessibility, data security, and paper heavy processes. Its success highlights opportunities for wider sectoral collaboration, the same pattern (Dataverse, Power Apps, Power Automate, MS Graph API and iDocs) can be used and adapted for other services, supporting council wide digital consistency.

The app addresses the significant increase in recruitment activity since 2020 and the inefficiencies of a manual, paper-based onboarding process. It creates a streamlined, paperless, auditable workflow that improves efficiency, reduces risk, supports blended working, and provides real-time recruitment data for enhanced decision making.





Laois County Council

Robotic Process Automation of the MyPay Superannuation Starter Notification Process

Dermot O'Loughlin (Director of MyPay)

The MyPay RPA Starters project introduced Robotic Process Automation (RPA) to automate the Superannuation Starter Notification process within Local Government's flagship payroll and superannuation shared service (MyPay). The process had been manual, repetitive, and resource-intensive, with increasing volumes and compliance demands placing pressure on staff capacity and turnaround times.

Delivered under the Office of Government Procurement RPA Framework and primarily funded by the DHLGH's Local Government Digital Transformation Fund with great support from the LGMA's PMO office, the project deployed an unattended software bot ("Mandy") to validate, process, and update starter notifications across systems with minimal human intervention.

The solution has processed over 2,700 starter notification forms since the project launch in April 2025, delivering efficiency savings comparable to approximately three full-time equivalents, improving data accuracy, strengthening audit controls, and enabling staff redeployment to higher-value work. The approach is scalable, transferable to other shared service processes, and demonstrates practical, people-centred digital transformation within Local Government.



Spotlight Projects



Dublin City Council

Cornamona Court

Intergenerational Homes

Olivia Goff - Olivia.goff@dublicity.ie



Located on Kylemore Road in Ballyfermot, the Cornamona Court development consists of 61 new intergenerational homes, comprising 28 family units and 33 apartments for older persons. This development offers older people living in the area the opportunity to right-size into new universally designed and Age Friendly apartments. The homes are arranged around a generous landscaped courtyard garden, with family homes at ground level which have direct access to play areas, and older person apartments above. A purpose-built ground-level common room facility is provided to accommodate residents and community meetings / events.

Intergenerational residents' events have incorporated all age groups and fostered a socially sustainable community. It provides a social space for the people living in Cornamona Court and the wider community. A key objective was to rehouse older residents in purpose-built apartments within their own neighbourhoods, helping them to right size from larger family homes that had become difficult to manage and maintain. These new homes achieve an A2 Building Energy Rating (BER) and Nearly Zero-Energy Building (NZEB) compliance, providing energy efficient living that reduces environmental impact and lowers energy costs for residents.

Kildare County Council

Demo House

Mary Morrissey - mmorrissey@kildarecoco.ie / demohouse@kildarecoco.ie



Kildare County Council is setting a national benchmark for climate action with its Demo House in Maynooth—a transformative project under the Council's Decarbonising Zone (DZ) initiative. This pioneering retrofit turns a 1990s home into a low-carbon, healthy, and universally accessible living space, offering a practical model for Ireland's journey to net zero.

This house embodies the concepts of the DZ at a household level and shows how we can move forward positively to live more sustainably. It is a 'show and tell' demonstration house open for the public to see Energy Retrofit, Universal Design, Nature based Sustainable Drainage Systems (SuDS), Biodiversity, Circular economy.

The house has won 2 awards

- ▶ 2025 - The Entente Florale – President's Award
- ▶ 2025 – SEAI Energy in Buildings Award

Group visits include Dept. Housing, ETB Head Office, SEAI, Cluid, Age Friendly, Maynooth University, Carlow, Offaly, Laois, Louth, Roscommon LA's - Circa 750 person visits

Dublin City Council

Gaeilge365 - Irish language Innovation Programme for Dublin's local authorities

Daithí De Buitléir – daithi.debuitleur@dublincity.ie

An Irish Language Innovation Programme by Dublin's local authorities (Dublin City Council, Fingal County Council, South Dublin County Council and Dún Laoghaire-Rathdown County Council), Gaeilge365 asks a simple question: What would happen if we looked at the services of the council through the lens of innovation and creating opportunities to speak Irish? We are focused on world-class services which also enable



people to speak Irish and that contribute to the growth and success of our communities. Gaeilge365 is positioning Dublin as a world leader in language revitalisation in an urban context; positioning the council as a place to work if you are serious about the future of the Irish language. Irish is a living resource that encourages creativity and building relationships that will foster a pioneering city with the Irish language at its core.

- ▶ Gaeilge365 embraces innovation through Irish to maximise service impact for an increasingly bilingual society
- ▶ The project has been recognised by URBACT as an example of European best practice in relation to urban innovation.
- ▶ This has resulted in a commitment in the Programme for Government to roll-out the project nationally.

Cad é Gaeilge365?





Waterford Greenway Ireland