



## **2. Declaration of any conflict of interest**

There was no declaration of any conflict of interest.

## **3. Matters Arising**

There were no matters arising.

## **4. Annual Report – For Approval**

The Secretariat outlined that it will use the annual report as a newsletter, which will be sent to the Chief Executives and Cathaoirleach of all local authorities. The annual report has been cleared in advance by the Chair and the Working Group Chairs on the sections that pertain to them and it will be circulated to board members via email, with members having one week to make any suggested changes with the understanding that it was formally approved at this meeting. In the meantime, the Secretariat will have the annual report desktop published and a final draft version will be circulated once ready.

## **5. Work Programme:**

### **WG1 (Local Government, Governance Efficiency & Reform): Update**

The WG1 Chair outlined that a consultant is continuing to work on a report on the various performance indicators of local authorities. An updated document has recently been provided on this, and will be discussed at the next WG1 meeting of 12<sup>th</sup> March.

### **WG2 (Performance Indicators): Update**

The Chair of WG2 reported that the Performance Indicators Guidelines Workshop took place on 24<sup>th</sup> February. This was well received, with a particularly useful presentation from South Dublin County Council. The Secretariat members were congratulated for their presentations at this Workshop also.

The Secretariat is organising meetings with other organisations on PIs, including the Department of Culture, Communications and Sport, the Department of Climate, Energy and the Environment, the Climate Change Advisory Council (CCAC), Sport Ireland and the Department of Transport to determine if there are areas that NOAC needs to cover in their PI report.

The board discussed the role of data co-ordinators in terms of the PI report. It was noted that each local authority will decide as to which grade the role will be assigned and whether it is a stand-alone role or an add-on to a staff member's current duties. Further, it was highlighted that several local authorities have specific staff to deal with particular topics, such as housing but that there was no standard grade or job description for this role.

The NOAC Chair highlighted the excellent interactions at the PI Workshop with local authorities and recognised the huge volume of work putting the event together, particularly congratulating the Secretariat on its work.

### **WG3 (Communications and Customer Service): Update**

The WG3 Chair outlined that the WG had met on 3<sup>rd</sup> March and it was noted that the Customer Service Survey was chosen as a project by the Department of Housing, Local Government and Heritage (DHLGH) to go forward for consideration for the Better Public Services Awards.

She further outlined that the NOAC Good Practice in Local Government Seminar will take place on 10<sup>th</sup> March. Board members were requested to attend for 9 a.m., in order to be available for the photo-shoot. The Minister is due to arrive at 9:15 a.m. that morning.

WG3 members will meet the AILG on 21<sup>st</sup> April, where co-operation between both organisations will be discussed. The Secretariat had contacted LAMA to arrange a separate meeting, but no response has been received to date. It was noted that this could be followed up on with LAMA attendees, who will be present at the Good Practice seminar.

The NOAC Chair stated that he had met with the LGMA CEO, Pauline Mulligan several weeks ago. Both organisations discussed their current work and sought to work collaboratively into the future.

In terms of the Customer Service Workshop, the WG3 Chair advised that it may look to set up the Workshop in a different format in 2026, with perhaps round tables to accommodate attendees. The feasibility of this will be discussed with the OPW in Kilkenny Castle at the Good Practice Seminar.

WG3 members have the option to attend the WG2 meeting on 23<sup>rd</sup> April, where PIs in relation to customer service would be discussed. The Secretariat will circulate an email regarding this.

### **WG4 (Financial Management Performance): Update**

The WG4 Chair noted that the Local Government Audit Service's (LGAS) Value for Money (VfM) unit had completed a number of reports and has a number of interesting reports underway for 2026.

WG4 wishes to work collaboratively with the LGAS and the VFM unit and it was noted that they have been invited to the next WG4 meeting on 2<sup>nd</sup> April.

An update was given on MyPay and it was highlighted that Dublin City Council is still in the process of moving its payroll onto the MyPay system. Overall, huge progress has been made in getting local authorities on-board.

The WG4 Chair also had a meeting with the CCMA sub-committee regarding the NOAC Internal Audit Report and noted good progress has been made on the recommendations raised in that report.

The WG3 Chair raised a point on work for preparing a dashboard for the NOAC website that would allow visitors to have easy access to NOAC data in terms as a cross working group initiative. It was highlighted that WG1 would be meeting with a researcher from Maynooth University in the near future, with respect to undertaking research projects and it was agreed that WG1 would raise the issue of a dashboard.

## **6. NOAC Scrutiny Process – 2025 process discussion and 2026 proposals**

Galway City will be the next local authority which NOAC will hold a scrutiny meeting with on 31<sup>st</sup> March. A further scrutiny meeting will be held around 7<sup>th</sup> May and the Secretariat will reach out to a local authority to arrange such a meeting. The Secretariat asked the board members if there was a particular local authority they would wish it to engage with and it was agreed on the next three to be selected in 2026.

## **7. Local Democracy Taskforce – Update from Chair**

The NOAC Chair explained that the Officer of the Minister on the NOAC board would give a presentation on the Taskforce in the near future.

The NOAC Chair highlighted that the report would be presented to the relevant Ministers this afternoon and they would examine the report and a plan would then be brought to government.

Decisions would then be made on next steps with some changes possibly requiring legislative change. It is expected that the Department officials involved in the Taskforce would draw up legislation for those areas which do require legislative amendments.

It was agreed that an away day meeting would be held for the presentation and discussion on the Taskforce. Pending availability, it was agreed that a presentation could take place after the next board meeting due on the 15<sup>th</sup> April.

## **8. Update on correspondence received**

An e-mail will be issued to the board on the latest correspondence received into the NOAC inbox.

## **9. AOB**

The Secretariat confirmed that NOAC was assigned a budget of €350,000 for 2026, the same as had been allocated for 2025.

It was further noted that the NOAC Strategy document is with the Minister's Office and a response is expected shortly.

The Secretariat also highlighted that it had recently responded to an FOI request regarding its Scrutiny Meeting with Louth County Council.

Finally, the Secretariat advised that it will revert to the board on future training options.

**Actions:**

Agenda item no.	Subject	Action
1.	Minutes of meeting on 21 <sup>st</sup> January 2026 approved	The Secretariat to publish these minutes on the website.
4.	Annual Report – For Approval	The annual report will be circulated to board members for comment and, in the meantime, the Secretariat will have the annual report desktop published.
5.	Work Programme:	<p>WG2: The Secretariat is in the process of organising meetings with other organisations on PIs.</p> <p>WG3: Members will meet the AILG on 21<sup>st</sup> April and will arrange a separate meeting with LAMA.</p> <p>WG3: The Secretariat will engage the OPW regarding the feasibility of conducting its Customer Service Workshop in a different format in Kilkenny Castle.</p> <p>WG3: The Secretariat will circulate an email to members regarding the possibility of attending a WG2 meeting on 23rd April, where PIs can be discussed.</p> <p>WG1 &amp; WG4: It was agreed that the possibility of using a dashboard on the NOAC website containing accessible data for visitors would be raised at a WG1 with a researcher from Maynooth University.</p>
6.	NOAC Scrutiny Process – 2025 process discussion and 2026 proposals	Galway City will be the next local authority which NOAC will hold a scrutiny meeting with, on 31 <sup>st</sup> March. It will also arrange a further scrutiny meeting around 7 <sup>th</sup> May.
7.	Local Democracy Taskforce – Update from Chair	An away day meeting will be held for the Taskforce presentation. It was decided, pending availability, that this presentation would be held in-person after the next board meeting of 15 <sup>th</sup> April.
8.	Update on correspondence	The Secretariat will revert to the board members on the latest correspondence received into the NOAC inbox.
9.	AOB	The Secretariat will revert to the board members with future training options.