



NOAC hosts key workshop on customer service

Local Government sector shares impressive initiatives for replication and discussion

Senior local government officials from across Ireland gathered at the historic Kilkenny Castle today for a national workshop aimed at transforming how local authorities interact with the public.

The workshop, hosted by the National Oversight and Audit Commission (NOAC), Ireland's independent oversight body of the local government sector, brought together Chief Executives, local authority Directors of Service and Heads of Communications and officials from the Department of Housing, Local Government and Heritage.

The event highlighted three exemplar projects by local authorities, chosen by NOAC from a long list of high-quality initiatives, that successfully elevates the experience of the public and provides the opportunity for local authorities to replicate the innovative and cutting-edge work carried out.

The in-person event also included an open Q&A panel discussion with panellists being quizzed by the audience on their projects and the significant changes being faced by local authorities in Ireland.

NOAC board member and event Chair, Miriam McDonald, explained:

“People now live in a fast-paced, digital-first world where services are seamless and instant. When they turn to their local authority, their expectations do not drop and the projects on show today really show the incredible innovation being carried out. NOAC is delighted to be a catalyst for

sharing this information, encouraging discussion and allow local authorities to learn from each other to provide the best service they can to the public.”

The workshop celebrated diverse projects including:

- Meath County Council’s Single Point of Contact project that puts the customer at the centre and reinforces a proactive service, ensuring that issues are anticipated and addressed early.
- Offaly County Council showcased its libraries 3D virtual tours that reduces barriers that may prevent customers, especially neurodivergent users, children, and those experiencing anxiety, from accessing public services.
- Galway County Council presented on its county-wide network of designated Community Support Centres (CSCs) to support communities during emergency events and periods of disruption.

The presentations from the workshop, will be available to view for free from the [NOAC website](#) or you can [contact NOAC directly](#).

Ends.