Board Meeting (no. 6 of 2026)

Minutes

Wednesday 26th August 2026 at 10:30 a.m.

Venue: In person Meeting - Midlands Hotel, Portlaoise

Attended by:

Chairperson:	Michael McCarthy	
Members	Fiona Quinn	Ciarán Hayes
	Brian Cawley	Miriam McDonald
	Noel Harrington	Margaret Lane
	Kathleen Holohan	John Byrne
Secretariat:	Claire Gavin	
	Alan McDermott	Martina Gardiner
Apologies:	Kathleen Holohan	
	Anne Haugh	
	Declan Breathnach	

1. Minutes and actions of previous meeting

The minutes of the last meeting of 23rd July 2026 were approved. The Chair of Working Group 1 (WG1) sent an email noting minor wording edits to the WG1 update in the minutes.

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. Work Programme:

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

The Chair of WG1 noted that there had not been a meeting of the working group since the last board meeting.

However, it was highlighted that the report on secondary data sources from other stakeholders was completed by an external consultant and assisted by a member of the Secretariat and that a decision on this work would be decided by the next WG1 Chair, given his term was to end shortly.

One board member asked about next steps for the report and the WG1 Chair gave an outline of the purpose of the report and the process of validation of the data. The NOAC Secretariat noted that the data was validated as the draft report had been circulated to each Department and body that had provided input, for their review.

The WG1 Chair felt the report may be useful for a dashboard, though this was for a later decision by the board. He noted that he would welcome the publication of the data, as it would help to enhance public understanding of the performance of their local authority.

WG2 (Performance Indicators): Update

The WG2 Chair noted the high volume of work being carried out by the Secretariat on the Performance Indicator (PI) Report and that work was ahead of schedule compared to the previous year.

It was noted that PI Report had has gone out for final edits to members and the NOAC Secretariat confirmed that the report was with the desktop publisher and following their work, there would be a need to review that work, including edits.

The Head of the Secretariat noted that a communications firm were successful in tendering for work on promoting the report and would hope that there would be able to build on last year's efforts.

The NOAC Chair commented that the reach of the previous year's PI Report had been very impressive.

The NOAC Secretariat noted that would need board to approve the report in principle and that the current draft report was more efficient in its layout and content, which would avoid duplication and improve the context on the information contained within.

The WG2 Chair noted engagement with Tipperary County Council regarding a dashboard they are working on and NOAC may engage with them to using this resource with a possible meeting in October. One board member asked if the PI report could be published in pdf format and as open data. She noted that the data unit in Department of Housing Local Government and Heritage (DHLGH) may be able to assist. The NOAC Secretariat explained they are looking at open data, and the WG2 Chair expects to see the amount of data reported in the future being expanded. If this project is successful, it would potentially enable local authorities to provide dashboards with data for their own results and compare with previous years and similar comparable local authorities. Ideally the data would be accessible to councillors, though it may take some time before it is ready. The Head of the NOAC Secretariat advised that the data officer in the Secretariat would be looking at the open data issue. The NOAC Secretariat noted that the Chair of WG3 might wish to attend the Tipperary County Council meeting and the Chair of WG2 noted this could be relevant to discussions with another research organisation, who NOAC had engaged regarding dashboards and data.

The NOAC Chair asked the board members for agreement in principle for the publication of the 2025 PI report and to the release of data in line with open data guidelines. This was agreed.

WG3 (Communications and Customer Service): Update

The WG3 Chair noted that there had been no meeting of the working group since the last board meeting.

An update was given on the NOAC survey on customer service functions in local authorities with 23 of 31 local authorities having come back on the survey, so far. It was also noted that WG3 had requested a full data bank from the Local Government Management Agency (LGMA) regarding the national Customer Service survey and were currently awaiting receipt of this information, with the Secretariat actively following up on the matter.

The head of research in the LGMA is retiring in October and the Chair WG3 sent her a note on behalf of the working group for her professionalism. The Local Authority Performance Indicator Report acknowledges and expresses its appreciation to the Head of Research in the LGMA for her contribution.

The WG2 Chair noted that the Local Democracy Taskforce report had made reference to KPI's and this may be applicable to customer service, given a past request for a meeting between WG2 and WG3. The WG3 Chair noted this and highlighted that the working group had conducted a survey of local authorities in December 2023, but it

did not fully meet the requirements at that time, whereas the current survey was more robust and should allow WG3 to explore customer service functions of local authorities in a more satisfactory manner.

WG4 (Financial Management Performance): Update

The Chair of WG4 advised that the 2025 Public Spending Code and Infrastructure Guidelines report was published on 6 August 2026. She further noted that there had been an expectation that the CCMA would circulate a survey in relation to the implementation of the Internal Audit report recommendations however, due to staff resourcing constraints, it would not be issued until September.

The Chair of WG4 also advised that a workshop for Audit Committees is expected to take place in Portlaoise later in the year and noted that a meeting with the Meath Audit Committee is scheduled for September.

In relation to MyPay, it was stated that significant progress has been made in onboarding local authorities. Provisional implementation dates have been agreed for a number of local authorities, with all authorities expected to be operating on the MyPay service by the end of the year.

5. Next Meeting

The Chair noted that would not have online meeting on 15th September.

6. Scrutiny Meetings

The Secretariat outlined the schedule of upcoming meetings and advised that briefing packs for the local authorities are currently being prepared. It was noted that these packs will not be available until closer to the respective meeting dates.

A board member enquired about the appointment of new members, given the terms of two board members were expiring in September. It was agreed that a submission would be made to the Minister to request a further Statutory Instrument increasing membership by two due to the current workload including members attendance at workshops and scrutiny meetings and to facilitate the replacement of outgoing members.

7. NOAC Working Groups

This point was not discussed on the day.

8. Update on sample dashboard

It was noted that this topic was discussed above

9. Media Engagement – Standing Item

N/A

10. Update on correspondence received

The NOAC Chair noted that a number of correspondences were received that were complex in nature and required significant input by the Secretariat before responses could be finalised.

A board member highlighted the importance of clearly communicating the changes for NOAC as outlined in the Local Democracy Taskforce, that are anticipated in the future and ensuring that stakeholders are adequately informed of developments as they emerge. This was noted by the NOAC Chair.

11. Approval and publication of the Performance Indicator Report

It was noted that this topic was discussed above and approved

12. AOB

The NOAC Chair wished to note his, and NOAC's, appreciation for the work of the WG1 Chair and the WG4 Chair, as acknowledged at their final Board meeting given their second terms in NOAC were coming to a close. The NOAC Chair noted that both individuals had consistently gone above and beyond the call of duty in their service and commitment, and that their dedication and efforts were greatly valued and appreciated. Best wishes were extended to both for their future endeavours.

Actions:

Agenda item no.	Subject	Action
1.	Minutes of meeting on 23rd July 2026	The Secretariat to publish these minutes on the website with minor edits.
4.	WG1: Secondary Data Report on Local Authorities	The next WG1 Chair is to make a decision on the next steps for the secondary data report on local authorities, once appointed.
4.	WG2: Tipperary County Council	The Secretariat to organise a meeting with Tipperary County Council in relation to the PI Dashboard.
4.	WG2: Performance Indicator Report	The board members agreed in principle to publish the 2025 Performance Indicator report and to the

		release of data in line with open data guidelines. The Secretariat will action this.
4.	WG3: LGMA	The Secretariat to follow up with the LGMA with regards a full data bank of the Customer Survey results.
4.	WG4: CCMA	The Secretariat to continue to follow up with the CCMA on a survey in relation to the implementation of the audit recommendations
5.	Local Democracy Taskforce	The Secretariat to engage with the appropriate areas in the Department to further discuss the report.
6.	Scrutiny Meetings	The Secretariat will make a submission to the Minister to request a further Statutory Instrument increasing the board membership by two.
6.	Scrutiny Meetings	The Secretariat to circulate packs to the board members closer to the date of the scheduled scrutiny meetings.