

LOCAL AUTHORITY CASE STUDIES SHOWCASE INNOVATION

The National Oversight and Audit Commission (NOAC), in association with the County and City Management Association (CCMA) and Local Government Management Agency (LGMA), returned to Kilkenny Castle to hold its second 'Good Practice in Local Government' conference in February, which focused on case studies from a number of local authorities around the country in collaborating nationally to improve services locally.

The presentations were just a selection of the many initiatives taken by local authorities that highlight significant, diverse and often highly original approaches to tackling the challenges both local authorities and communities face. It demonstrates the local authority's ability to deliver better outcomes.

The Minister of State for Local Government and Electoral Reform, John Paul Phelan TD, acknowledged the wide variety of services provided by local authorities and said that the seminar provided an excellent opportunity for participants to learn from each other and develop innovative approaches to achieve objectives.



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Jackie Maguire, Chair of the CCMA, and Meath County Council Chief Executive.

On commending the NOAC, the CCMA and LGMA for organising this seminar he said the case studies showcased were some examples of good practice and should provide encouragement for those in local authorities to continually strive to achieve the highest standards in delivering services to the public.

Jackie Maguire, Chair of the County and City Management Association (CCMA) and Meath County Council Chief Executive said: "Local authorities are constantly adapting and expanding their services. This seminar is a great opportunity to showcase what local authorities have achieved and provides an opportunity to share knowledge and to spark ideas.

"The case studies are excellent examples of how local authorities are adapting to the evolving needs of citizens and leading on innovative and practical approaches to meet these needs.

"One of the most positive aspects of the local government

GOOD PRACTICE CONFERENCE



Michael McCarthy, Chairman of the National Oversight and Audit Commission (NOAC).

sector is how well we collaborate and work together, and today is a great opportunity to learn from each other and continue to improve on the services we provide to the public."

LOCAL AUTHORITY CASE STUDIES

Speakers from local authorities across Ireland presented a number of case studies. Monaghan County Council showed how, by removing the barriers and improving service delivery and by making small well-planned and informed changes, local authorities can enhance and improve the experience for all



Staff members from various local authorities around the country pictured at the launch of this year's conference by Minister of State for Local Government and Electoral Reform, John Paul Phelan TD.

customers, especially those marginalized and often forgotten.

South Dublin County Council looked at the 'Mydoorstep' project, which gives people the ability to make informed decisions on home purchase based on the most up-to-date and relevant property information.

Clare County Council discussed rural development, while Waterford City and County Council looked at process improvement within their council. Topics of particular interest and relevance to NOAC included presentations from Laois, Kerry, Cork, Tipperary and Carlow County Councils, which related to the Performance Indicator and Internal Audit reports as well as economic and environmental initiatives.

NOAC chairman Michael McCarthy said the objective of the conference was "to take back what has been learned and see if there is anything that can be done to effect appropriate changes in individual local authorities that would bring about improvements in service delivery and in achieving better or good practice".



The NOAC returned to Kilkenny Castle to hold its second 'Good Practice in Local Government' conference on 26 February, in association with the CCMA and LGMA.