



## **Twelfth National Civic Officers' Training Event and Awards Ceremony**



**Thursday 7 March and Friday 8 March 2019**

City of Wolverhampton Council  
Civic Centre  
St. Peter's Square  
Wolverhampton  
WV1 1SH

*THE event for all who work in Civic Office*

**The National Association of Civic Officers'** biennial Training Event will take place in Wolverhampton, at the Civic Centre, on Thursday 7 and Friday 8 March 2019.

The Civic Centre is centrally located, on the West Coast main line, with regular rail services to London Euston, Birmingham New Street and Manchester Piccadilly, as well as most major cities in the UK.

Wolverhampton has excellent road access, being close to the M6, M54 and the M42.

The proven format of keynote speakers and topical workshops will ensure that every minute spent at the event will add to delegates' knowledge. Conscious of the financial constraints that affect all in local government, the event organisers have, as always, worked hard to minimize costs.

The Civic Office of the Year Award will be presented at the Dinner – that dinner being included in the event fee, which has been set at a very competitive £175. It covers all workshops, documentation, lunch on both days and refreshments throughout, including that dinner on Thursday night.

This is **the** event for all who work in civic office, many of whom will be new in post following re-structures and re-organisations. The programme has been designed to ensure that there is something of interest and value at every level and experience, including the opportunity to network with colleagues from all levels of local authority around the UK. The value of NACO Training Events cannot be over-estimated and the Executive is always encouraged, by the number of delegates, who return each year.

To reserve your place, complete the online [Booking & Workshop Selection Form](#) and submit to [info@naco.uk.com](mailto:info@naco.uk.com)

### **Keynote Speaker(s)**

The NACO Executive is delighted that the Lord-Lieutenant of the West Midlands, Mr John Crabtree OBE, has agreed to be a keynote speaker. Mr Crabtree is a businessman and lawyer who has been West Midlands Businessman of the Year and UK Lawyer of the Year. He was appointed Lord Lieutenant of the West Midlands early in 2017 and, more recently, Chairman of the 2022 Commonwealth Games, to be held in Birmingham.

He has shown a keen interest in NACO particularly in its purpose and membership and will address the delegates about the relationship between the Civic Office and the Lieutenancy and how they can effectively work together.

We hope to announce a second keynote speaker in due course, or an additional workshop will be held.

## Timetable

### Thursday 7 March 2019

from 1130	Registration
from 1215	Light Lunch
1315	Welcome by The Chair, followed by Official opening by the Mayor of Wolverhampton
1330	Keynote speaker
1440	Workshop 1
1550	Break for tea and coffee
1605	Workshop 2
1715	Close
1930 for 2000	Awards Dinner to include the presentation of Civic Office of the Year 2018

### Friday 8 March 2019

from 0830	Refreshments and networking opportunities
0915 - 1015	Keynote Speaker
1030	Workshop 3
1140	Break for tea and coffee
1155	NACO AGM
1225	Lunch
1325	Workshop 4
1435	Close

## Workshop Topics

### A: HOW ON EARTH DID THAT HAPPEN?

Facilitators: Margaret Humphrey and Margaret Lobo, NACO Executive Members

It is clear, from our membership profile, that as longstanding civic secretaries retire or move on, an increasing number of civic support posts are being assigned to council officers from non-civic backgrounds.

Democratic Services Officers, Directors PAs or Communications/PR specialists are typically being asked to take on additional responsibility, to look after civic heads.

NACO is an invaluable source of support and information for such colleagues, as a wealth of experience is on hand, to be asked the multitude of questions about protocol, precedent and event management that come with the role.

Within our Executive we have a Civic Officer with over 30 years experience and a former Chief Executive's PA, who unexpectedly found herself handed the role of Mayor's Secretary. Together they will lead this workshop, designed for any of you who have recently found yourself saying 'Well – I wasn't expecting that!'

### B: THE PERFECT ACCEPTANCE SPEECH and USE OF THE MAGIC MINUTE IN SPEECHWRITING

Facilitator: David McGrath – Link Support Services (UK) Limited

In May 2019, most of our members will be planning the Annual Meeting of Council and the installation of their next civic head. Many will, quite reasonably, be asked for advice about, or even to write from scratch, an acceptance speech.

Our workshop leader, David McGrath is a veteran trainer of Councillors and former Birmingham City Councillor who has - as part of his training remit - supported Councillors and business leaders with their speech writing and delivery skills.

He will work through the classic elements that need to be in that speech, including the introduction of a theme and objectives linked to corporate objectives. You will leave the workshop with a helpful template, to work through with your incoming civic head.

In the second part of the workshop, you will learn how to encourage your Mayor/Chair/Provost away from reliance on the civic office for speech writing, through use of the tried and proven 'Magic Minute' template pioneered by David's company Link Support Services. This template will enable a brief, to the point, structured speech to be created by your civic head – even on those occasions when no speech is expected, but they are nonetheless put on the spot by an enthusiastic host!

David is a training delivery partner of NACO and he owns Link Support Services (UK) Limited which supports member training needs at over 150 Councils, Police and Crime Panels and Fire Authorities [www.linksupportservices.co.uk](http://www.linksupportservices.co.uk)

Lively and interactive sessions not to be missed!

## C: THE 21<sup>ST</sup> CENTURY CIVIC ATTENDANT

Facilitator: Paul Mayhew, Brentwood Borough Council

The days of the civic office having the luxury of chauffeurs, macebearers, butlers and stewards are long gone, with the exception of a few major cities.

The modern civic attendant is likely to have elements of all of the above in their job description, in addition to administrative and event management expertise that will make them a key member of the civic team.

To effectively avoid the constant possibility of contracting out, the modern attendant will embrace change and seek to add new skills and to multi-task.

Executive Committee member, Paul Mayhew, has worked at Brentwood Borough Council for more than 15 years and will lead this practical workshop, with colleagues in similar roles from other authorities, to explore ways forward, best practice and problem solving.

## D: CARE OF REGALIA, INSIGNIA AND ROBES

Facilitators: representatives of Michaels Civic Robes and Vaughtons

NACO is fortunate to have longstanding support from Michaels Civic Robes (robes) and Vaughtons (insignia) - both are advertisers on our website Supplier Page.

Between them they know all about the best and most economical way to care for and maintain your valuable and sometimes fragile robes, chains and civic treasures.

As budgets shrink its particularly important to maintain and care for those items in your care, to avoid expensive repair or replacement costs.

Bring photographs, or even items, to this workshop/clinic for professional, practical advice.

## E: THE IMPACT OF GDPR ON CIVIC OFFICE

Facilitator: Lynda McElligott, North Norfolk Council and NACO Data Compliance Secretary

We will all remember the influx of emails, in early 2018, from suppliers with whom we may have had no dealings in years, urging us to approve the retention of our personal details, so they could still pester us!

Whilst we might be delighted to see the back of some of them and are pleased to see a reduction in email traffic (really?!), have we fully considered the impact of GDPR on the civic office?

We all rely on databases to deliver our services, working with partners, for instance on Remembrance and HMD activities, or to create an invitation list for a major event, but worthy as those uses are, can we be sure that we are not breaching the new regulations, by continuing to use the information we hold?

NACO's own Data Protection Compliance Secretary – Lynda McElligott, has had to consider the implications and jump through the hoops in her own work setting and will facilitate the discussion at this workshop, assisting delegates in having a better understanding and ensuring they are GDPR compliant.

## F: MARKING A DEATH- a workshop to test out your plans.

Facilitator: Jim Babbington, Vice Chair, NACO

Most local authorities have plans in place, based on NACO's guidance notes, on Marking a Death of a Senior National Figure.

In many areas there have been 'desktop' exercises, involving local authorities, emergency services, the armed forces and faith groups.

In this workshop we will be running through the plans and comparing ideas, to make sure nothing is overlooked.

Drawing on the experiences of those who have carried out 'desktop' exercises, we will test out how individual plans will bear up, when put into operation

We'll share good ideas and identify problems. We will think about what needs to be done, how it can be done and when it needs to be done. Come and road test your plans.



## Training Event Fee

The fee for the training event is **£175** inclusive of attendance at your choice of workshops, lunches, refreshments and the Awards Dinner.

## Booking

To reserve your place, complete the online [booking and workshop selection form](#), and submit to [info@naco.uk.com](mailto:info@naco.uk.com)

## Travel

### Road:

Wolverhampton is close to the M6, M54 and the M42.

### Rail:

Wolverhampton is on the Birmingham Loop of the West Coast Main Line. It is served by West Midland Trains, Cross Country, Virgin Trains and Arriva Trains Wales.

Trains from London to Wolverhampton depart from Euston.

Nearest Railway Station

Wolverhampton Railway Station  
Cornhill  
Wolverhampton  
WV1 1LE

### Coach:

Nearest Coach Station

7 Victoria Street  
Wolverhampton  
WV1 1LD

### Bus:

Nearest Bus Station

Wolverhampton Bus Station  
Pipers Row  
Wolverhampton  
WV1 3LB

### Air:

Birmingham and East Midlands Airports connect to all points in the UK and have train services from the airports to Wolverhampton.

## Accommodation

There are several hotels in Wolverhampton, conveniently situated for the Civic Centre and the Railway Station.

### Novotel Wolverhampton

<https://www.accorhotels.com/gb/hotel-1188-novotel-wolverhampton/index.shtml>

0.3 mile from Wolverhampton train station (approx. 6 min walk).

0.7 mile from the Civic Centre (approx. 13 min walk).

**Address:**

Union St, Wolverhampton, WV1 3JN

 01902 871100

The Novotel is offering a special rate for delegates of £74 per night on Wednesday 6<sup>th</sup> and Thursday 7<sup>th</sup> March, which includes full English breakfast, car parking, service and VAT. To obtain this rate, bookings must be made 6 weeks in advance of the event and the code Civic2019 must be quoted.

### Premier Inn Wolverhampton


<https://www.premierinn.com/gb/en/hotels/england/west-midlands/wolverhampton/wolverhampton-city-centre.html>

0.1 miles from Wolverhampton train station (approx. 2 min walk).

0.7 mile from the Civic Centre (approx. 13 min walk).

**Address:**

Broad Gauge Way, Wolverhampton, WV10 0BA

 0871 527 9186

### A Park View Hotel

<https://www.aparkviewhotel.co.uk/rooms/>

1.0 mile from Wolverhampton train station (approx. 20 min walk).

0.5 mile from the Civic Centre (approx. 10 min walk).

**Address:**

12-13 Park Road West Wolverhampton WV1 4PP

 01902 567628

## Event Office

Should you have any queries regarding the hotels or travel to the Council Offices then please contact:

Anita Cund, Civic Support Manager, City of Wolverhampton Council,

 [anita.cund@wolverhampton.gov.uk](mailto:anita.cund@wolverhampton.gov.uk)  01902 554091