



## NATIONAL ASSOCIATION OF CIVIC OFFICERS' Biennial Training Event and AGM



**Wednesday 8 and Thursday 9 March 2023**

The Council House, Birmingham B1 1BB  
*THE event for all who work in Civic Office*

NACO Executive Members are grateful to the Event Sponsors,  
Link Services (UK) Ltd, LogoCloth, Michaels Civic Robes and Vaughtons

**The National Association of Civic Officers'** biennial 2-day Training Event will take place at The Council House, Birmingham, B21 9DP on Wednesday 8 and Thursday 9 March 2023.

NACO Executive Members are very excited to be able to host their first face to face Training Event since the special one-day event in November 2019 which coincidentally also took place in Birmingham. We were well supported by the City Council on that occasion and had no hesitation in accepting an invitation to return. The 2023 in AGM will be the first one in person since the spring of 2019.

We were very pleased with the success of our on-line Training Events which we held in 2021 and 2022 but we are only too aware, having been told by delegates that nothing can replace the value of networking. To this end we have ensured that the programme offers plenty of opportunities for this.

We are holding the event over two days but starting at lunch time on the first day and finishing mid-afternoon on the second, in the hope that this means many more people will only need to stay one night.

We are returning to the proven format of two keynote speakers along with topical workshops which will ensure that every minute spent at the event will add to delegates' knowledge. The event organisers have, as always, worked hard to minimize costs and are confident that what they are offering is good value for money and compares very favourably with the costs of other similar events.

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. The value of NACO training events cannot be over-estimated and the Executive is always encouraged, by the number of delegates, who return each time.

The Annual General Meeting of the Association will also be held during the event.

Presentation of the Civic Office of the Year Award (sponsored by Vaughtons and Logocloth) will take place at the Gala Dinner on the evening of Wednesday 8 March.

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

## Keynote Speakers

**Andrew Dent** is a senior civil servant with wide experience across government. In 2022, he has been Head of The Queen's Platinum Jubilee Team, a Director of the Birmingham 2022 Commonwealth Games Government Coordination Centre, and a Silver Command for Operation London Bridge (The Queen's Funeral).



Before this, he was Deputy Registrar General for England and Wales and has worked in policy and operational roles across the immigration and criminal justice systems, and as Director of the Identity Cards Programme. He has also worked as a Private Secretary to the Home Secretary and The Queen, as Secretary to independent Inquiries into policing and the murder of Daniel Morgan, and on major events including Millennium Eve, the Golden Jubilee, Manchester 2002 Commonwealth Games and London 2012 Olympics.

Andrew was made a Member of the Royal Victorian Order (MVO) in 2000 and is a trustee and chair of the charity Reach Volunteering ([reachvolunteering.org.uk](http://reachvolunteering.org.uk)).

**Colin Copus** is an Emeritus Professor of local politics at the Department of Politics and Public Policy, De Montfort University and a Visiting Professor at the University of Ghent. His academic interests are central-local relationships and the constitutional status of local government, devolution, localism, local party politics, local political leadership and the changing role of the councillor. Colin has worked closely with policy-makers and practitioners in central and local government. He was an academic advisor to the Political and the Constitutional Reform Committee and the Communities and Local Government Committee on its inquiry into the role of the councillor and he is currently the academic advisor to two All Party Parliamentary Groups. He is a member of the Council of Europe's group of experts on the Charter of Local Self Government.



He has published widely in academic journals.

Colin's latest book is entitled: *In Defence of Councillors*, published by Manchester University Press.

Colin was the editor *Local Government Studies* 2001 to 2013

He has also served as a councillor on a London Borough council, a county and a district council and three parish councils.

## Timetable

### Wednesday 8 March 2023

1145	Doors Open – Registration Open and Exhibitors available
From 1215	Refreshments and buffet lunch available Opportunity for Networking
1315	Welcome and housekeeping
1325	Reflections on OLB and Future Planning
1410	Keynote Speaker – Andrew Dent, MVO
1455	Refreshment Break – Exhibitors available Opportunity for Networking
1530	AGM
1550	Workshop 1
1645 – 1700	Exhibitors and NACO Executive Members available to delegates
1915 for 1945	Civic Office of the Year Awards Dinner hosted by NACO

### Thursday 9 March 2023

From 0900	Networking, Exhibitors and Refreshments
1000	Keynote Speaker – Professor Colin Copus
1045	Networking, Exhibitors and Refreshments
1115	Workshop 2
1215	Workshop 3
1315	Networking, Exhibitors and Buffet Lunch
1415-1430	Executive Members available

*The programme is subject to change*

## Workshop Topics

Delegates will be able to attend three workshops at the event, chosen from the six options below:

### A. **How to select a candidate for an Honour and write a good nomination**

Facilitator: A representative of the Cabinet Office

Have you ever been asked by the Leader or Chief Executive of your council, to identify people in your communities who are worthy of a national honour? That done have they then asked you to complete and submit the nomination form? Have you then waited, in frustration, as the submissions you have put forward are unsuccessful and you are asked to repeat the whole process, either for the same person or for a different nominee, to improve your area's success rate?

This workshop will help you to identify the type of person that is most likely to be honoured and give you tips on completion of the form, to give you a better chance of success.

NACO has invited our contacts in Cabinet Office and DCMS to help us with this session.

### B. **Help Me! – I am now a Civic Officer**

Facilitators: Pat Seager, Vice Chair, NACO, Penny Harrison, Secretary and Executive Member NACO and Emara Roth, Executive Member, NACO

If you have suddenly found civics has been added to your portfolio of work or if you are newly appointed to work in the Civic Office then this is the workshop for you. The facilitators have decades of experience of working in the Civic Offices and advising Civic Heads. They are very happy to share their knowledge and help you to feel better prepared in your new role.

They will go through the very many different aspects of life in the civic office and provide a basis for you to create an efficient and well-run office whether you are a one-person band, manage a large civic team or anything in between!

Many people have little idea of what the role of a Civic Office entails and this is your chance to find out. It is often the case that the HR department in an Authority has no idea of what the Civic Officer does other than maintain a diary and organise a few events! There is so much more.

### C. **Working with the Police**

Facilitator: Andy Newland, Operational Planner & Counter-terrorism Security Co-ordinator, Avon & Somerset Police

Civic events are diverse in nature and their frequency varies from location to location. They range from Royal Visits, Military Freedom Parades, Civic receptions to Civic Proclamations such as we saw with September's activation of OP LONDON BRIDGE. Delivering events against expectations, collapsing time lines and within accepted best practice or guidance can be a challenge. The most successful events are generally delivered as a collaborative partnership based on relationships formed in 'peacetime'. This workshop is based upon the snapshot experiences gained from within the Avon and Somerset Local Resilience Forum area.

#### **D. Support roles within the Civic Office**

Facilitators: Adam Tregoning JP & Paul Mayhew, NACO Executive Members and Members of the Guild of Macebearers

The history & traditions of the Mace-Bearer. Dispelling the myths surrounding this ancient role.

Do you have a full time Mace-Bearer (or for example a Sword-Bearer, Town Sergeant or Beadle) or do you find you have to brief part time attendants and are unsure of the protocols?

Do you have to brief Civic Chauffeurs and are unaware of their duties and responsibilities?

This workshop will aim to cover the duties of the support roles within the Civic Office.

#### **E. Managing Challenging people and difficult situations (Fair Mayor or Night Mayor?)**

Facilitator: David McGrath, Link Support Services (UK) Ltd & NACO approved training partner

Brace yourself for a fast paced and lively session – looking at challenging situations faced by Civic Officers working with first citizens – and how to prevent and manage them.

Delivered by former Birmingham Councillor and veteran member and officer trainer (David McGrath of Link Support Services), this session is guaranteed to be thought provoking, make you smile and take action on practical tips to help you survive and thrive in the civic support role.

#### **F. Open Mic**

Facilitators: Members of NACO Executive

This workshop is specifically designed to pool the ideas and experiences from your colleagues in civic office to help you solve problems you raise.

We will form a panel of NACO members, from a range of backgrounds, to give possible answers to questions, but also stimulate debate from the floor.

Submit your questions in advance or raise them on the day, but come with an open mind and be prepared to contribute, if someone else asks for help with an issue you have successfully addressed.

The workshop leaders would be delighted to learn in advance of any particular points that delegates wish covered in a workshop. Delegates should contact [secretary@naco.uk.com](mailto:secretary@naco.uk.com) in advance with this information.

Members are asked to select their preferences for the workshops, on the [booking and workshop selection form](#), they wish to attend.

Workshops will be delivered subject to demand and the availability of workshop facilitators

## Training Event Fee

The fee for the training event is **£150** inclusive of attendance at your choice of workshops, lunch and refreshments.

The Awards Dinner is sponsored by NACO, and Michaels Civic Robes and no costs involved are passed to the delegates.

## 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: Birmingham is easily accessible from the M5, M6 and M42 allowing drivers easy access from connecting roads throughout the country.

Rail: The Council House is very close to both Birmingham New Street and Moor Street stations and has regular connections to Birmingham International Station (for the airport)

Coach: Nearest Station: Digbeth Coach Station, Mill Lane, Birmingham, B5 6DD

Air: Birmingham and East Midlands Airports connect to all points in the UK and there are train services from the airports to Birmingham City Centre.

## Accommodation

There are many hotels in Birmingham, conveniently situated for the Council House and the Railway Station, including Premier Inns and Travelodges.

## Event Office

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

Anne Kennedy, Head of Lord Mayor's Office, Birmingham City Council,

 [anne.kennedy@birmingham.gov.uk](mailto:anne.kennedy@birmingham.gov.uk)  0121 303 2040

## Terms and Conditions:

### **The fee is £150 for each delegate. NACO is not registered for VAT purposes**

The booking form is a contract between your Authority and the National Association of Civic Officers and is subject to cancellation charges at the following rates: 7 – 14 days before the date of the conference 50% of fee; 1-6 days before the date of the conference 75% of fee; non arrival full fee. Notice of cancellation to be confirmed to [info@naco.uk.com](mailto:info@naco.uk.com)

