

Citizens Advice Chief Executive Officer Conference

Woodland Grange, Old Milverton Lane, Leamington Spa CV32 6RN

Regional Approaches ***- The way ahead - shaped by us all....***

15th and 16th October 2024

Agenda

15th October 2023 - Evening Event

Session Time	Theme	Purpose
6.30pm - 7.30pm	Networking	This session will provide Chief officers & CA Staff with an opportunity to network with colleagues both new and experienced in the service.
7.30pm	Dinner	Continue networking

16 October 2024 - Agenda

Session Times	Theme	Facilitator
Session 1: 9.30am - 10.00am	Welcome and introductions Opening speaker - Claire Moriarty	• Andy Brown • Claire Moriarty
Break		

Session 2: 10.00am - 11.15am	Regionalisation: Regional Structures and Delivery Models In this session we will explore the different options for regional structures for example: (i) A consolidation of back office support within a regional model - Hub and spokes (ii) If not hub and spokes who is best place to deliver support services What would we need to believe/ believe to be true?	Intro by Michele Shambrook and Andy Brown (10 mins)
Session 3 11.30am - 12.30pm	Representation: A voice and decision making structure for the network Table Top exercise to consider the two proposed options: (i) A group of local Citizens Advice who can officially represent the view of all local Citizens Advice (ii) Regional representatives and a national panel What would we need to believe/ believe to be true ?	Introduction by Callum Dixon & Tal Michael (10 mins)
Lunch 12.30pm - 1.30pm	Networking opportunity Including - session for any Chief Officers who have taken up the role in the last 6 months (ish). Grab your lunch and come and share your experiences, what you are excited about, what you wish you had known!	Chris/Andy et al
Session 4: 1.30pm - 2.00pm	Health - our Strategy Opening speech from MS followed by outline of developments around the Health strategy Forum - work so far, plans and aspirations.	Mark H and Matthew Swindells

Session 5 . 2.00pm - 2.30pm	Health Funding: how to get it A workshop to equip everyone to develop their health journey, unite our messaging, and start to build a high level business case that every LCA can tap into in order to leverage investment from health commissioners.	Nick Jones
Break		
Session 6 . Cont 3.00pm - 4.00pm	Health Funding: how to get it A workshop to equip everyone to develop their health journey, unite our messaging, and start to build a high level business case that every LCA can tap into in order to leverage investment from health commissioners.	Nick Jones
Session 4: 4.15pm - 4.45pm	Summing up & next steps	Andy Brown
Close		