



**Monitoring Officers Conference
20th July 2023 09.15 – 16.00
Programme**

09.15 – 09.20 **Welcome**

09.20 – 10.00 **Complaints: Learning, Leadership and Governance**

Paul Najsarek, Local Government and Social Care Ombudsman

10.00 – 10.45 **Fostering an Effective Relationship between the CEO and MO**

Niall Bolger, Chief Executive, London Borough of Hounslow

Rachel McKoy, Director of Law and Governance & Monitoring Officer, London Borough of Hounslow;
LLG President

10.45 – 11.00 **Break**

11.00 – 11.50 **Recent Reports on Governance and Standards Issues: Learning for Monitoring Officers**

Bethan Evans, Bethan Evans Governance Training and Consultancy

11.50 – 12.00 **Break**

12.00 – 13.00 **Good Governance and the Golden Triangle**

Andrew Burns, Associate Director, CIPFA

Philip McCourt, Legal Director, Bevan Brittan

Graeme McDonald, Managing Director, Solace

13.00 – 13.30 **Break**

13.30 – 13.45 **Mapping the Improvement and Assurance Framework for Local Government**

Heather Wills, Principal Adviser (Improvement), Local Government Association

13.45 – 14.40 **Executive Decision Making**

Claire Ward, Partner, Anthony Collins

14.40 – 14.55 **Break**

14.55 – 15.55 **GDPR Five Years On**

Vicki Bowles, Partner, VWV

16.00 **Close**