

Delivering in a new world
Royal Holloway, University of London, 20-22 June 2022

Monday, 20 June 2022

15:30-17:30	Registration and check-in
From 18:00 19:00-20:30	Welcome BBQ, Founders' Building <i>Drinks reception in South Quad</i> <i>BBQ in South Quad</i>

Tuesday, 21 June 2022

09:30-10:00	Registration and networking over tea / coffee
10:00-10:20	Welcome to Conference and presentation of the Outstanding Contribution Award <i>Richard Blakeway, Ombudsman Association Chair</i>
10:20-11:20	<u>Why motivation matters more than talent</u> <i>Presentation from Sophie Bennett on the importance of motivation and why a focus on the myth of 'talent' can limit success.</i>
11:20-11:30	Comfort break
11:30-12:30	<u>Workshop Sessions A</u> 1) Motivation: Identifying your team's profile Workshop session with Sophie Bennett, following on from the plenary, on identifying what motivates your team and how to harness it. 2) Caseworker Competency Framework Session on how members can implement the OA's Caseworker Competency Framework, led by the HR Network. 3) Horses for courses How do members balance the desire for swifter action through early / informal resolution with spotting and addressing systemic issues that are sometimes thought to be the preserve of a thorough investigation?

12:30-13:30	Lunch
13:30-14:30	<p><u>Carbon Literacy</u></p> <p><i>Presentation from Dr Sigrun Wagner, Head of the Department for Strategy, International Business and Entrepreneurship at Royal Holloway University of London, on how to catalyse action to reduce greenhouse gas emissions.</i></p>
14:30-15:00	'Coffee Roulette' networking
15:00-16:00	<p><u>Workshop Sessions B</u></p> <p>1) What's your employer brand? An organisation's values and corporate social responsibility is of growing importance to potential employees, so what are our members doing to create an office culture in a hybrid world?</p> <p>2) Setting the standard Session to discuss some of the key issues the review of the OA's membership criteria will be considering</p> <p>3) Reaching the excluded; did it work? The Police Ombudsman for Northern Ireland and the Public Services Ombudsman for Wales report back on their work to reach the excluded</p>
16:00-16:10	Comfort break
16:10-16:30	<p><u>Artificial Intelligence in complaint handling</u></p> <p><i>Presentation on work underway to develop safe, transparent and trustworthy AI for use in complaint handling.</i></p>
16:30-17:00	'Coffee Roulette' networking
17:00-18:00	<i>Fringe event: Senior Leaders Network meeting</i>
17:00-19:00	Free time
19:00-19:45 19:45-21:45 21:45-23:45	<p>Gala dinner, Founders' Building</p> <p><i>Drinks reception in North Quad + talk on History of Royal Holloway</i> <i>Dinner in Picture Gallery</i> <i>Drinks in Crosslands</i></p>

Wednesday, 22 June 2022

09:30-10:00	Registration and networking over tea / coffee
10:00-10:45	<p><u>Managing change</u></p> <p><i>Presentation from Martin Jones CBE, Chief Executive of the Parole Board and Chair of the Association of Chief Executives, on managing change and delivering it.</i></p>
10:45-11:00	Tea/coffee and comfort break
11:00-11:55	<p><u>Workshop Sessions C</u></p> <p>1) Improving Quality Session on striking the balance between turnaround and quality, and interventions and their implementation.</p> <p>2) Impact Session building on Policy Network discussions on how best to measure the impact that ombudsman schemes have and communicate that.</p> <p>3) Cyber threats Session on lessons learned from cyber-attacks</p>
11:55-12:00	<i>Transition</i>
12:00-12:50	<p><u>Changing the public perception</u></p> <p><i>What can, or has, been done to change the public perception of an ombudsman.</i></p>
12:50-13:00	Closing address
13:00-13:45	Lunch