

***Being effective in a time of change***  
Hyatt Regency, Birmingham, 19-21 June 2023

**Monday, 19 June 2023**

16:00-17:30	<b>Registration</b>
19:00-20:30	<b>Networking dinner, Hyatt Regency</b>

**Tuesday, 20 June 2023**

09:00-10:00	<b>Registration and networking over tea / coffee</b>
10:00-10:20	<b>Welcome and presentation of the Outstanding Contribution Award</b> <i>Richard Blakeway, Ombudsman Association Chair</i>
10:20-11:20	<b><u>The cost of living crisis</u></b> <i>Session on how the cost-of-living crisis has changed people's priorities, with presentations from <a href="#">James Smith</a>, Research Director at the Resolution Foundation and from Jonny Tatam-Hill, Citizens Advice.</i>
11:20-11:30	<b>Comfort break</b>
11:30-12:30	<p style="text-align: center;"><b><u>Breakout Sessions A</u></b></p> <p><b>1) Vicarious trauma</b> With people having less resilience and emotional reserves post-pandemic, <a href="#">Tony Dysart</a>, PHSO's Senior Lead Clinician, leads a session on how members can support staff.</p> <p><b>2) Backlog busting</b> Session on how to deal with high volumes of casework, with presentations from <a href="#">James Dipple-Johnstone</a>, Financial Ombudsman Service, and from <a href="#">Neil Stevenson</a>, Scottish Legal Complaints Commission, on increasing efficiency and agile working.</p> <p><b>3) Access to justice</b> Exploration of the current challenges around access to justice issues with input from the UK Ministry of Justice and the Civil Justice Council.</p>
12:30-13:30	<b>Lunch</b>

13:30-14:30	<p><b><u>Allyship</u></b>  <i>A shared challenge for members is the recruitment and retention of staff. <a href="#">Bernie Davies</a>, EDI specialist, leads a session on allyship and how we can best use our own influence to support under-represented groups.</i></p>
14:30-14:40	<i>Transition / comfort break</i>
14:40-15:40	<p><b><u>Breakout Sessions B</u></b></p> <p><b>1) Peer Reviews</b>  <i>Session on how peer reviews can be used by members to drive improvements in their own service with <a href="#">Rebecca Hilsenrath</a>, PHSO, and <a href="#">Andrea Keenoy</a>, Housing Ombudsman.</i></p> <p><b>2) RACE Equality Code</b>  <i>Session led by <a href="#">Karl George MBE</a> and <a href="#">Nikki Sinclair</a>, RSM UK, on how to improve race equality in the workplace.</i></p> <p><b>3) Quality Assurance</b>  <i>What quality assurance regimes do members have in place? What has worked to improve quality? <a href="#">Dr Chris Gill</a>, presents his recent benchmarking research, alongside presentations from Steve Pearson, <i>Legal Ombudsman</i>, and Tessa Clarke, <i>Financial Ombudsman Service</i>.</i></p>
15:40-16:10	<b>'Coffee Roulette' networking</b>
16:10-17:00	<b>Conversation with Dmytro Lubinets, <a href="#">Ukrainian Parliament Commissioner for Human Rights</a></b>
17:00-18:45	<b>Free time</b>
	<p><b>Conference dinner, Birmingham Council House</b>  <i>In the heart of Birmingham city centre, the Council House is a beautiful Grade II* listed building, boasting some of the city's most talked about design.</i></p>
18:50-19:00	<i>Walk to Council House</i>
19:00-19:45	<i>Drinks reception in the Drawing Room with talk from <a href="#">Professor Carl Chinn</a> on the history of the city</i>
19:45-22:00	<i>Dinner in Banqueting Suite</i>
22:00-22:30	<i>Auction to raise money for staff at the Ukrainian Commission for Human Rights</i>

09:00-09:30	<b>Registration and networking over tea / coffee</b>
09:30-10:30	<b><u>Driving system change and addressing injustice</u></b> <i>Sir <a href="#">Geoffrey Vos</a>, the Master of the Rolls, and <a href="#">Daniel Hewitt</a>, Investigations Correspondent ITV News, on driving system change and addressing injustice.</i>
10:30-10:45	<b>Comfort break (Tea/coffee top-up)</b>
10:45-11:40	<b><u>Breakout Sessions C</u></b>  <b>1) Embedding a Human Rights approach</b> Session on how members are embedding a human rights approach across their organisation and their casework, with presentations from the <i>Northern Ireland Public Service Ombudsman</i> , the <i>Local Government &amp; Social Care Ombudsman</i> & the <i>Financial Ombudsman Service</i> .  <b>2) Ensuring impact</b> Session on how members are ensuring their findings and decisions are driving change, with presentations from <a href="#">Mike McMahon</a> , <i>Adjudicator's Office</i> , and <a href="#">Nuala Ward</a> , <i>Ombudsman for Children's Office</i> .  <b>3) Intelligent automation</b> Discussion on how intelligent automation can be used effectively to support efficient working whilst avoiding the risks and ethical issues, with a presentation from Ira van Keulen, from the <i>National Ombudsman for the Netherlands</i> .
11:40-11:50	<i>Transition</i>
11:50-12:50	<b><u>Raising Awareness</u></b> <i>Panel session on the challenge of raising awareness of ombudsman schemes, with <a href="#">Christian Weaver</a>, author of 'The Law in 60 Seconds', <a href="#">Richard Harries</a>, Institute for Community Studies, and <a href="#">Lindsey Poole</a>, Advice Services Alliance.</i>
12:50-13:00	<b>Closing address</b>
13:00-13:45	<b>Lunch (restaurant)</b>
13:45-14:00 14:00-16:00	<b>OA Summer Seminar:</b> <b><i>Reaching under-served and under-represented communities.</i></b>  Arrival and tea / coffee Seminar to discuss how to better understand and reach out to under-served and under-represented communities and to explore creation of a community of best practice in the ombudsman sector.