

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

Monday, 19 June 2023

16:00-17:30	Registration
19:00-20:30	Networking dinner, Hyatt Regency

Tuesday, 20 June 2023

09:00-10:00	Registration and networking over tea / coffee
10:00-10:20	Welcome and presentation of the Outstanding Contribution Award <i>Richard Blakeway, Ombudsman Association Chair</i>
10:20-11:20	<u>The cost of living crisis</u> <i>Session on how the cost-of-living crisis has changed people's priorities, with presentations from James Smith, Research Director at the Resolution Foundation and from Jonny Tatam-Hall, Citizens Advice.</i>
11:20-11:30	Comfort break
11:30-12:30	<p><u>Breakout Sessions A</u></p> <p>1) Vicarious trauma With people having less resilience and emotional reserves post-pandemic, Tony Dysart, PHSO's Senior Lead Clinician, leads a session on how members can support staff.</p> <p>2) Backlog busting Session on how to deal with high volumes of casework, with presentations from James Dipple-Johnstone, Financial Ombudsman Service, and from Neil Stevenson, Scottish Legal Complaints Commission, on increasing efficiency and agile working.</p> <p>3) Access to justice Panel discussion on the current challenges around access to justice issues with: <i>Sarah Rose, Deputy Director Dispute Resolution, UK Ministry of Justice; Sam Allan, Civil Justice Council, Elisabetta Sciallis, Principal Policy Advisor, Which?; David Marshall, Deputy Director Consumer Policy, UK Department for Business & Trade; and Judge Siobhan McGrath, President of the Property Tribunal.</i></p>

12:30-13:30	Lunch
13:30-14:30	<u>Allyship</u> <i>A shared challenge for members is the recruitment and retention of staff. Bernie Davies, EDI specialist, leads a session on allyship and how we can best use our own influence to support under-represented groups.</i>
14:30-14:40	<i>Transition / comfort break</i>
14:40-15:40	<u>Breakout Sessions B</u> 1) Peer Reviews Session on how peer reviews can be used by members to drive improvements in their own service with Rebecca Hilsenrath , PHSO, and Andrea Keenoy , Housing Ombudsman. 2) RACE Equality Code Session led by Karl George MBE and Nikki Sinclair , RSM UK, on how to improve race equality in the workplace. 3) Quality Assurance What quality assurance regimes do members have in place? What has worked to improve quality? Dr Chris Gill , presents his recent benchmarking research, alongside presentations from Steve Pearson, Legal Ombudsman, and Tessa Clark, Financial Ombudsman Service.
15:40-16:10	'Coffee Roulette' networking
16:10-17:00	Conversation with Dmytro Lubinets, Ukrainian Parliament Commissioner for Human Rights
17:00-18:45	Free time
	Conference dinner, Birmingham Council House <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>
18:50-19:00	<i>Walk to Council House</i>
19:00-19:45	<i>Drinks reception in the Drawing Room with talk from Professor Carl Chinn 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	Registration and networking over tea / coffee
09:30-10:30	<u>Driving system change and addressing injustice</u> <i>Sir Geoffrey Vos, the Master of the Rolls, and Daniel Hewitt, Investigations Correspondent ITV News, on driving system change and addressing injustice.</i>
10:30-10:45	Comfort break (Tea/coffee top-up)
10:45-11:40	<u>Breakout Sessions C</u> 1) Embedding a Human Rights approach Session on how members are embedding a human rights approach across their organisation and their casework, with presentations from Greg Smyth, <i>NIPSO</i> , Evan Lerwill, <i>LGSCO</i> , and Lauren Long, <i>Financial Ombudsman Service</i> . 2) Ensuring impact Session on how members are ensuring their findings and decisions are driving change, with presentations from Mike McMahon , <i>Adjudicator's Office</i> , and Nualla Ward , <i>Ombudsman for Children's Office</i> . 3) Intelligent automation 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	<u>Raising Awareness</u> <i>Panel session on the challenge of raising awareness of ombudsman schemes, with Christian Weaver, author of 'The Law in 60 Seconds', Richard Harries, Institute for Community Studies, and Lindsey Poole, Advice Services Alliance.</i>
12:50-13:00	Closing address
13:00-13:45	Lunch (restaurant)
	OA Summer Seminar: <i>Reaching under-served and under-represented communities.</i>
13:45-14:00	Arrival and tea / coffee
14:00-16:00	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.