

***Impact and Value in a time of finite resources***  
The Bristol Hotel, Bristol, 11-13 June 2024

**Tuesday, 11 June 2024**

19:00-20:30	<b>Networking dinner</b> , The Bristol Hotel
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**Wednesday, 12 June 2024**

09:00-10:00	<b>Registration and networking over tea / coffee</b>
10:00-10:15	<b>Welcome and presentation of the Outstanding Contribution Award</b> Richard Blakeway (Ombudsman Association Chair)
10:15-11:15	<b>Priorities for the public</b> Panel session on what the key issues are for the public and what will be in the 'in-tray' of incoming Governments in both the UK and Ireland ahead of General Elections, with Fiona Rutherford (JUSTICE); Dom Wood (1625 Independent People); Dr Salome Mbugua (Akidwa); and Karen Bowers (Bristol Law Centre).
11:15-11:30	<b>Tea / Coffee break</b>
11:30-12:30	<b><u>Breakout Sessions A</u></b> <ol style="list-style-type: none"> <li><b>1) Access to justice</b> Update on plans to improve access to the civil justice system and ADR in the UK, including the UK Ministry of Justice's proposals, changes to ADR Regulations by the UK Business Department, and the Law Society's '21<sup>st</sup> Century Justice' proposals.</li> <li><b>2) Outreach: Engaging under-represented groups</b> Presentations on how ombudsman schemes are undertaking community outreach, virtual outreach, and community engagement programmes, particularly in Australia and New Zealand.</li> <li><b>3) Delivering with limited resources</b> Session on what organisations can do when their own resources are tight, to balance KPIs and Quality, and prevent public confidence being eroded.</li> </ol>

**Wednesday, 12 June 2024**

12:30-13:20	<b>Lunch</b>
13:20-14:20	<b>Having an impact</b> Session on implementation science and getting evidence into policy, with presentations from Prof Annette Boaz (Kings College) and Janine Young (Energy & Water Ombudsman from New South Wales)
14:20-14:35	<i>Transition / comfort break</i>
14:35-15:35	<b><u>Breakout Sessions B</u></b> <ol style="list-style-type: none"> <li><b>1) Measuring Impact</b> Session on how members can measure impact, with a presentation from PSOW on the tools, technique, and data they are utilising.</li> <li><b>2) Compliance</b> Roundtable style session to draw out how members ensure compliance, exploring the variation in different approaches and processes in relation to binding decisions, moral suasion, trust, and working with regulators / enforcement bodies.</li> <li><b>3) Staff retention</b> Roundtable style session on the challenges members are facing in retaining staff, including financial constraints, and the potential solutions.</li> </ol>
15:35-16:00	<b>‘Coffee Roulette’ networking</b>
16:00-17:00	<b>Taking a trauma informed approach</b> Presentation from Gary Broderick ( <a href="#">Saol</a> ) & Susan McKay (Press Ombudsman) on recognising vulnerability and using trauma awareness to provide a more effective service.
17:00-18:45	<b>Free time</b>
18:45	<b>Conference dinner, SS Great Britain</b> <i>Coaches to SS Great Britain</i>
19:00-20:00	<i>Tour of the Dockyard Museum, Drinks reception on the Weather Deck with talk from Mr Brunel</i>
20:30-22:30	<i>Dinner in First Class Dining Saloon</i>
23:00	<i>Coaches Depart or walk back</i>

Thursday, 13 June 2024

09:00-09:30	<b>Registration and networking over tea / coffee</b>
09:30-10:30	<b>Driving change</b> Session on driving / delivering cultural change with presentations from Alys Carlton (Chair of the Football Association of Wales) and Dr Gabriel Scally (Visiting Professor of Public Health, University of Bristol)
10:30-10:45	<b>Tea / Coffee break</b>
10:45-11:45	<b><u>Breakout Sessions C</u></b> <ol style="list-style-type: none"> <li><b>1) Human Factors</b> Presentation from Dr Laura Pickup on understanding human and organisational performance, to determine the issues that are causing mistakes and acting as barriers to learning in a way that supports rather than assigns blame.</li> <li><b>2) Learning lessons from a cyber-attack</b> Presentation from Jon Fryer (British Library) on recovering from a cyber-attack and the lessons learnt.</li> <li><b>3) Navigating the complexity of vulnerability</b> Interactive session with Prof Chris Gill (University of Glasgow), on practical tools to identify vulnerability and support complainants.</li> </ol>
11:45-11:50	<i>Transition</i>
11:50-12:50	<b><i>Future of Generative AI</i></b>  <i>Presentation from Wyser on how Generative AI works, the current issues, and what the future holds.</i>
12:50-13:00	<b>Closing address</b>
13:00-13:45	<b>Lunch</b>
13:45-14:00	<b>OA Summer Seminar</b> <b><i>Generative AI: Utilising technology</i></b>  Arrival and tea / coffee
14:00-16:00	Seminar to discuss how generative AI can be utilised to support staff to focus on decisions and added value.