

Monday, 9 June 2025

14:00-15:00	Arrival & Registration
15:00-17:00	Summer Workshop: Vulnerability (<i>Lisburn Suite</i>) Workshop to discuss the latest developments in engagement with customers in vulnerable circumstances, including victims of domestic and economic abuse, refuges and asylums seekers, with presentations from Professor Chris Gill, UK Financial Ombudsman Service, and UK Information Commissioner's Office.
19:00-21:30	Networking dinner, Hilton Belfast

Tuesday, 10 June 2025

09:00-10:00	Registration and networking over tea / coffee
10:00-10:20	Welcome and presentation of the Impact & Innovation Award
10:20-11:15	Plenary Session 1: User Experience (<i>Lagan Suite</i>) Session on the experiences, needs, and expectations of users, with Professor Laura Lundy, Queen's University, and Leslie-Anne Newton, ARC NI.
11:15-11:30	Tea / Coffee break
11:30-12:30	<u>Breakout Session A</u> A1 Raising Awareness (<i>Lisburn Suite</i>) Tangible takeaways from Outreach activities: Office of the Ombudsman on 'Champions in the community' / 'Public participation networks'; and the Parliamentary & Health Service Ombudsman on engagement with the advocacy sector. A2 Crisis Management (<i>Glenbank Suite</i>) Lessons to be learned: Impact of Social Media incident on the operations and reputation of the Public Services Ombudsman for Wales. A3 Perceptions of procedural fairness (<i>Boardroom Suite</i>) Session led by Professor Joe Tomlinson, University of York, on public perceptions of fair process and how seemingly small changes can significantly increase perceptions of procedural fairness and deliver wider benefits.

Tuesday, 10 June 2025

12:30-13:20	Lunch
13:20-14:20	<p>Plenary Session 2: Demonstrating Impact (<i>Lagan Suite</i>) Presentation from Dr Mary-Kathryn Adams, Chief Executive at Simetrica-Jacobs, on measuring and demonstrating impact.</p>
14:20-14:35	<i>Transition / comfort break</i>
14:35-15:35	<p><u>Breakout Session B</u></p> <p>B1 Measuring success (<i>Lisburn Suite</i>) Session on how to measure long term impacts of ombudsman reports, including recent research by the Blavatnik School of Government, University of Oxford, into the Local Government & Social Care Ombudsman.</p> <p>B2 Systemic recommendations (<i>Glenbank Suite</i>) Reflections from the Police Ombudsman for Northern Ireland on shifting from focus on individual cases to wider systemic recommendations – how their process has evolved and what has been learnt.</p> <p>B3 Financial remedy (<i>Boardroom Suite</i>) Roundtable on approaches to financial remedy and lessons learned: how should members set ‘tariffs’ and benchmark, and what should be the approach in today's financial climate if it’s a mass redress event?</p>
15:35-16:00	‘Coffee Roulette’ networking
16:00-17:00	<p>Plenary Session 3: Augmented technology / AI (<i>Lagan Suite</i>) Presentation from Lee Crawford, Head of Digital Transformation at the Financial Ombudsman Service, on how their adoption and incorporation of AI has progressed.</p>
17:00-18:15	Free time
18:15	<i>Meet at hotel reception</i>
18:25	<i>Coaches depart</i>
18:45-19:45	<i>Drinks reception / Tours</i>
20:00-21:30	<i>Conference Dinner</i>
21:45	<i>Coaches Depart</i>

Wednesday, 11 June 2025

09:00-09:30	Registration and networking over tea / coffee
09:30-10:30	Plenary Session 4: How to deliver change with no money (<i>Lagan Suite</i>) Presentations from Robert Loughlin, Chief Operating Officer at the Pensions Ombudsman, and Warren Seddon, Director of FOI and Transparency at the UK Information Commissioner’s Office, on their Transformation programmes and productivity gains made through their Operating Model Reviews.
10:30-10:45	Tea / Coffee break
10:45-11:45	<u>Breakout Session C</u> C1 Complaints Standards (<i>Lisburn Suite</i>) Lessons to be shared from complaints standards work and ‘training’ service providers to improve how they deal with complaints at the outset, with presentations from the Northern Ireland Public Services Ombudsman, the Housing Ombudsman, and the Local Government & Social Care Ombudsman. C2 Utilising technology (<i>Glenbank Suite</i>) Presentation from HGS, the conference sponsors, on how automation and their AI technology can improve efficiency and the customer journey. C3 Training Caseworkers (<i>Boardroom Suite</i>) Session on how members train their caseworkers, with presentations from the Parliamentary & Health Service Ombudsman on their academy approach and the Furniture & Home Improvement Ombudsman, on ‘Ombudsman Skills’ based on the OA’s Caseworker Competency Framework.
11:45-11:50	<i>Transition</i>
11:50-12:50	Plenary Session 5: Changing Blame Culture (<i>Lagan Suite</i>) Panel session exploring how to change blame culture to encourage learning from complaints, including the impact of a ‘duty of candour’ and what it means for complaints handling. Speakers: Andrew Pepper-Parsons, Director of Policy at Protect; Pete Weatherby QC, human rights barrister and Director of Hillsborough Law Now.
12:50-13:00	Closing address
13:00-13:45	Lunch