

**Monday, 9 June 2025**

14:00-15:00	<b>Arrival &amp; Registration</b>
15:00-17:00	<b>Summer Workshop: Vulnerability (<i>Lagan Suite</i>)</b> Workshop to discuss the latest developments in engagement with customers in vulnerable circumstances, including victims of domestic and economic abuse, refugees and asylum seekers, with presentations from Professor Chris Gill, UK Financial Ombudsman Service, and UK Information Commissioner's Office.
18:30-19:15	<b>Drinks Reception – Hilton Belfast Mezzanine</b>
19:15-21:00	<b>Networking dinner, Hilton Belfast</b>

**Tuesday, 10 June 2025**

09:00-10:00	<b>Registration and networking over tea / coffee</b>
10:00-10:20	<b>Welcome and presentation of the Impact &amp; Innovation Award</b>
10:20-11:15	<b>Plenary Session 1: User Experience (<i>Lagan Suite</i>)</b> Session on the experiences, needs, and expectations of users, with Professor Laura Lundy, Queen's University, Leslie-Anne Newton, ARC NI, and Dr Julia Cream, The Kings Fund.
11:15-11:30	<b>Tea / Coffee break</b>
11:30-12:30	<b><u>Breakout Session A</u></b> <b>A1 Raising Awareness</b> Tangible takeaways from Outreach activities: Office of the Ombudsman on 'Champions in the community' / 'Public participation networks'; and PHSO on engagement with the advocacy sector.  <b>A2 Crisis Management</b> Lessons to be learned: Impact of Social Media incident on the operations and reputation of the Public Services Ombudsman for Wales.  <b>A3 Perceptions of procedural fairness</b> 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.

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12:30-13:20	<b>Lunch</b>
13:20-14:20	<b>Plenary Session 2: Demonstrating Impact (<i>Lagan Suite</i>)</b> Presentation from Dr Mary-Kathryn Adams, Chief Executive at Simetrica-Jacobs, on measuring and demonstrating impact.
14:20-14:35	<i>Transition / comfort break</i>
14:35-15:35	<b><u>Breakout Session B</u></b>  <b>B1 Measuring success</b> 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.  <b>B2 Systemic recommendations</b> 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.  <b>B3 Financial remedy</b> 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?
15:35-16:00	<b>‘Coffee Roulette’ networking</b>
16:00-17:00	<b>Plenary Session 3: Augmented technology / AI (<i>Lagan Suite</i>)</b> Presentation from Lee Crawford, Head of Digital Transformation at the Financial Ombudsman Service, on how their adoption and incorporation of AI has progressed.
17:00-18:15	<b>Free time</b>
18:25	<b>Conference dinner, Crumlin Road Gaol</b> <i>Coaches depart</i>
18:45-20:00	<i>Drinks reception / Tours</i>
20:00-21:45	<i>Conference Dinner</i>
22:00	<i>Coaches Depart</i>

**Wednesday, 11 June 2025**

09:00-09:30	<b>Registration and networking over tea / coffee</b>
09:30-10:30	<b>Plenary Session 4: How to deliver change with no money (<i>Lagan Suite</i>)</b> Presentations from Robert Loughlin, Chief Operating Officer, & Jenn Ryans, Deputy COO, 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	<b>Tea / Coffee break</b>
10:45-11:45	<b><u>Breakout Session C</u></b>  <b>C1 Complaints Standards</b> 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.  <b>C2 Utilising technology</b> Presentation from HGS, the conference sponsors, on how automation and their AI technology can improve efficiency and the customer journey.  <b>C3 Training Caseworkers</b> 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	<b>Plenary Session 5: Changing Blame Culture (<i>Lagan Suite</i>)</b> 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; Stephanie Needleman, Legal Director, JUSTICE; and Professor Rita Devlin, Executive Director of Royal College of Nursing, NI.
12:50-13:00	<b>Closing address</b>
13:00-13:45	<b>Lunch</b>

