

Driving improvements: collaboration and peer learning
Hilton Belfast, 21-22 May 2019

Tuesday, 21 May 2019

09:00-10:00	Registration and networking over tea / coffee
10:00-10:45	26th Annual General Meeting of the Association

11:00-11:15	Welcome to Conference and opening address <i>Sir Declan Morgan, Lord Chief Justice of Northern Ireland and Nick Bennett, Ombudsman Association Chair</i>
11:15-12:30	<u>Taking a human approach</u> <i>(Chair: Nicola Williams, SCO)</i> <i>Presentation from Julia Unwin CBE on the need for kindness, emotion and human relationships in public policy, and from</i>
12:30-13:30	Lunch
13:30-14:30	<u>Workshop Sessions A</u> A1. We need to talk about backlogs Whether called queues, holding bays, unallocated cases or stockpiles, many of us are increasingly experiencing backlogs of cases that we don't have the resource to handle in the timescales or manner we would like to. Discussion on what causes them, the impact on the organisation and individuals, how to tackle them in the short and long term, and how to live with them. A2. No Ombudsman is an island How members are working with other organisations to drive improvements, including other oversight bodies, organisations complained about, and consumer groups. A3. Transparency: plenty to see but nothing to fear Discussion on the move towards increased transparency, including disclosure of confidential material, publication of summaries and full decision letters A4. Effective recommendations Presentation of work by Casework Interest Group sub-group on how to ensure recommendations are SMART, proportionate and appropriate.

14:30-15:00	Tea / coffee and networking (check into rooms)
15:00-16:00	<p><u>Workshop Sessions B</u></p> <p>B1. Peer Reviews: compare, contrast and benchmark? Discussion on what was learnt from the pilot between the Public Services Ombudsman for Wales and the Local Government & Social Care Ombudsman and the template being developed to inform an international best practice discussion at an event in the autumn.</p> <p>B2. Providing value and impact Discussion on how members add value and have an impact, and how they show that, comparing approaches and outcomes, including providing swifter redress, informal / early resolution, and the role of human rights.</p> <p>B3. Failure to comply Presentation of the work undertaken by a sub-group of the Casework Interest Group exploring the compliance activities that members have in place, the challenges and issues they face, and the good practice collated.</p>
16:00-16:15	Comfort break
16:15-17:30	<p><u>Justice for All</u> (Chair: Mick King, LGSCO)</p> <p><i>Presentations from Sir Ernest Ryder, Senior President of Tribunals and Chair of the Administrative Justice Council, on reform of the administrative justice landscape and the intersection between different routes, and from Reinier van Zupthen, Netherlands Ombudsman, on reaching out to the public and knowing your customers.</i></p>
17:30-18:50	Free time / Networking
19:00 (sharp)	<i>Depart hotel by coach to Titanic Hotel (former Harland & Wolff drawing offices)</i>
19:15-20:00	<i>Drinks reception in Pavilion Bar</i>
20:00-22:00	<i>Dinner in Drawing Office, Titanic Hotel</i>

Wednesday, 22 May 2019

09:30-10:30	<p><u>Creating great places to work</u> (Chair: Amanda Campbell, PHSO)</p> <p><i>Presentation from John Ryan on how to attract and retain staff by creating a culture where staff trust the people they work for, have pride in the work they do, and enjoy the people they work with.</i></p>
10:30-10:45	Tea/coffee and networking
10:45-11:45	<p><u>Workshop Sessions C</u></p> <p>C1. Do targets work? Session addressing the view that targets are academic in ensuring good performance; culture, expectations and staff engagement are key.</p> <p>C2. The right message at the right time Discussion on what information should be shared with the public, how, and when, to be most effective</p> <p>C3. Putting the Caseworker Competency Framework into practice Discussion on how members are using the Framework, seven months on from publication, in recruitment, appraisal and training.</p> <p>C4. Alternative Legal Remedy: lost in translation Workshop to kickstart the next project for the Legal Interest Group exploring the much misunderstood 'alternative legal remedy' option</p>
11:45-12:45	<p><u>Tales from the casebook</u> (Chair: Nick Bennett, PSOW)</p> <p><i>'Fireside chat' with five different Ombudsman schemes, reflecting on what each of them have learnt from a particular case they dealt with this year.</i></p>
12:45-13:00	Closing address
13:00-14:00	Lunch