

AN INTERNATIONAL CONFERENCE | BELFAST
25TH - 27TH MAY 2016

ADVANCE
INFORMATION

HUMAN RIGHTS

A 21ST CENTURY
APPROACH TO THE
WORK OF OMBUDSMEN

Ombudsman Northern Ireland



International Ombudsman Institute
Institut International de l'Ombudsman
Instituto Internacional del Ombudsman



NORTHERN
IRELAND
HUMAN
RIGHTS
COMMISSION

HUMAN RIGHTS – A 21ST CENTURY APPROACH TO THE WORK OF OMBUDSMEN

STORMONT HOTEL, BELFAST 25TH - 27TH MAY 2016

CONFERENCE FOCUS

Pressure on the work of Ombudsman offices across the world continues to grow with increasingly multi-dimensional complaints, many of which include Human Rights issues, being brought before them. For all bodies working in the investigation spectrum, the need to develop their working practices and to equip staff with the necessary skills and resources to undertake their increasingly demanding work effectively, has never been more critical.

Recognising the challenges facing similar organisations, the Northern Ireland Ombudsman (NIO) and the Northern Ireland Human Rights Commission (NIHRC), with funding support from the International Ombudsman Institute (IOI), have undertaken a three year project to optimise the resources of their respective organisations with the objective of improved outcomes for the service user and enhanced public services overall. The result has been the development of a Human Rights based approach with a bespoke staff manual and on-line tools.

Uniquely, the initiative is now endorsed by the European Ombudsman, the IOI and the European network of National Human Rights Institutions, as a model of best practice in applying Human Rights obligations to day to day Ombudsman investigative work.

In May 2016 the offices of the NIO and the NIHRC warmly invite you to participate in an International Conference which will focus on sharing the features and benefits of the manual. At its core, this new approach seeks to empower complainants, frontline services and investigative staff by applying cutting edge international, regional and local knowledge in an accessible way. The new assessment process has charted changes in the manner in which cases are accepted and investigated and the Human Rights based approach has facilitated more meaningful findings.

The conference will be based in the Stormont Hotel Belfast, which is located directly opposite the iconic 'Stormont' Parliament Buildings of the Northern Ireland Assembly. The conference will commence with a gala dinner in Parliament Buildings for which permission has been kindly granted by the Speaker of the Northern Ireland Assembly.

WHO SHOULD ATTEND?

Anyone working in a senior position in the Ombudsman and Human Rights Investigation environment.

CONFERENCE PROGRAM *(Draft - subject to future amendments)*

WEDNESDAY 25 MAY 2016 *Parliament Buildings, Stormont*
Welcome Reception and Dinner

THURSDAY 26 MAY 2016 *Stormont Hotel, Belfast*
Welcome by the Northern Ireland Ombudsman and the Northern Ireland Chief Commissioner for Human Rights
Key Note Speaker

Think Regional, Think Global

Panel Discussion led by international leaders in the fields of Human Rights and Ombudsmen

The Human Rights Based Approach – An Introduction.

Application in the Office of the Ombudsman

Workshops: *Housing; Health and Social Care; Education and the Environment*

Building Capacity in Ombudsmen

Key issues in accreditation and development

Adding Value in Public Service.

The application of the Human Rights based approach in Health and Social Care management, the Civil Service and in front line services.

Reception and Dinner

The Office of the NI Harbour Commissioners, Belfast

FRIDAY 27 MAY 2016 *Stormont Hotel, Belfast*

Visioning the role of Ombudsmen

Ombudsmen in the 21st Century

From Validation to Recommendation – The Process

Assessment to remedy

Improved outcomes for the Individual

Workshops: *Housing; Health and Social Care; Education and the Environment*

Plenary Session and Panel Q&A

FUTHER DETAILS AND BOOKING

The full conference programme and detailed booking information including delegate fees, travelling and accomodation options will be available from 01 December 2015 at www.ni-ombudsman.org.uk and www.nihrc.org