

BIENNIAL CONFERENCE: 14-15 May 2015

Changing with the times: effective complaint handling in the 21st Century

PROGRAMME

Thursday, 14 May 2015

10:00-10:30	Registration and networking	
10:30-11:45	22nd Annual Meeting of the Association	Convention Room

CONFERENCE

11:45-12:00	Chair's opening address Lewis Shand Smith, Ombudsman Association Chair	Convention Room
12:00-13:00	What people want: expectations of complaint handling Chair: Lewis Shand Smith, Ombudsman Association Speakers: Dr David Halpern, Behavioural Insights Team <i>Speaking on what motivates individuals and their decisions</i> Dr Naomi Creutzfeldt, University of Oxford <i>Speaking on her research on consumer expectations</i>	Convention Room
13:00-13:45	Lunch	Restaurant
13:45-15:00	What people want: an ombudsman? Chair: Jim Martin, Scottish Public Services Ombudsman Speakers: Rob Behrens, Independent Adjudicator for Higher Education <i>Speaking on the role of ombudsmen in promoting trust</i> Richard Lloyd, Executive Director, <i>Which?</i> <i>Speaking on the alternative options to an ombudsman model</i>	Convention Room

15:00-15:30	Tea/coffee and networking <i>(opportunity to check into rooms)</i>	Lounge
15:30-16:45	Seeing the future more clearly: changes to the landscape Chair: Nicola Williams, Service Complaints Commissioner for the Armed Forces Speakers: Nick Bennett, Public Services Ombudsman for Wales <i>Speaking on the impact of devolution across the UK</i> Peter Lovitt, UK Department of Business, Innovation & Skills <i>Speaking on the implementation of the ADR Directive</i> Julie Mellor, PHSO, Jane Martin, LGO, Denise Fowler, HOS <i>Speaking on the proposals for a unified public ombudsman service</i>	Convention Room
16:45-17:00	Comfort break	
17:00-18:00	Workshop Sessions A see details below on page 4	Syndicate Rooms
18:00-19:30	Networking / free time	
18:00-18:30	Fringe events: The ADR Clinic – OA Policy Network Online Dispute Resolution Platform – European Commission Working Group (UK members)	Lounge
19:30 for 20:00	Dinner After dinner speaker: John Lloyd CBE (Producer, writer and author)	Restaurant

Friday, 15 May 2015

09:00-10:15	Workshop Sessions B see details below on page 4	Syndicate Rooms
10:15-10:45	Tea/coffee and networking	Lounge
10:45-12:00	Workshop Sessions C see details below on page 5	Syndicate Rooms
12:00-13:15	Seeing the future more clearly: adapting to thrive Chair: Niall Muldoon, Ombudsman for Children Speakers: Caroline Wayman, Financial Ombudsman Service <i>Speaking on the transformation required to meet expectations</i> Emily O'Reilly, European Ombudsman <i>Speaking on the use of own initiative powers</i>	Convention Room
13:15-13:30	Chair's closing address Lewis Shand Smith, Ombudsman Association Chair	Convention Room
13:30	Lunch	Restaurant

WORKSHOPS

Session A - Thursday 14 May: 17:00-18:00

1. Evaluation of Ombudsmen: measuring up

Will discuss formal and informal evaluation, the risks of both and how to manage them

Chair: David Buchanan-Cook, Scottish Legal Complaints Commission

Presenters: Kieran FitzGerald, Garda Ombudsman and Mick King, Local Government Ombudsman

2. Turning poachers into gamekeepers

Will discuss how those in jurisdiction can be persuaded of the benefits of complaints and improve their services

Chair: Judith Turner, Furniture Ombudsman

Presenters: Dr Christof Berlin, Head of Aviation, SÖP and Jacqui McCrum, Financial Services Ombudsman Bureau

3. Striving for perfection

Will discuss building continuous improvement into service delivery, Service Charters, and the Association's work on generic service standards

Chair: Niki Maclean, OA Service Standards Group

Presenters: Alero Harrison, Parliamentary & Health Service Ombudsman and Kathryn King, Legal Ombudsman

4. Making Annual Reports a good read

Will discuss recent innovations and best practice

Chair: Tim Miller, Local Government Ombudsman

Presenters: Ben Hagard, European Ombudsman and Munish Ramlal, Nationale Ombudsman (the Netherlands)

5. Research on ombudsmen: what's been done and what's missing

An overview of current and recent research on ombudsmen and a discussion of research priorities for the community

Chair: Gill Bull, Parliamentary & Health Service Ombudsman

Presenters: Margaret Doyle and Varda Bondy, UK Administrative Justice Institute; Carolyn Hirst, Queen Margaret University

Session B - Friday 15 May: 09:00-10:15

1. Striving for perfection

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Chair: Gill Bull, Parliamentary & Health Service Ombudsman

Presenters: Margaret Doyle, UK Administrative Justice Institute; Carolyn Hirst, Queen Margaret University and Nick O'Brien, Liverpool University

4. Behaviours, Knowledge & Skills: a framework for caseworkers

Will discuss best practice and the work of the Association to develop a framework to underpin the casework of all members

Chair: Margaret Allcock, the Adjudicator's office

Presenters: Margaret Wrightson, Financial Ombudsman Service and Darren Wright, Garda Ombudsman

5. Navigating the maze

Will discuss work being undertaken to improve signposting for members of the public seeking redress

Chair: Caroline Mitchell, Financial Ombudsman Service

Presenters: TBC, Citizens Advice and TBC, Ombudsman Services

Session C - Friday 15 May: 10:45-12:00

1. Evaluation of Ombudsmen: measuring up

Will discuss formal and informal evaluation, the risks of both and how to manage them

Chair: David Buchanan-Cook, Scottish Legal Complaints Commission

Presenters: Kieran FitzGerald, Garda Ombudsman and Mick King, Local Government Ombudsman

2. Human Rights Manual: a 'how to' guide for caseworkers

Will discuss how a human rights based approach can be mainstreamed into assessments and investigations

Chair: Nick O'Brien, Liverpool University and Mental Health Tribunal Judge

Presenters: Marie Anderson, Northern Ireland Ombudsman and Fiona Glen, Director of Public Services, Equality & Human Rights Commission

3. Turning poachers into gamekeepers

Will discuss how those in jurisdiction can be persuaded of the benefits of complaints and improve their services

Chair: Judith Turner, Furniture Ombudsman

Presenters: Dr Christof Berlin, Head of Aviation, SÖP and Jacqui McCrum, Financial Services Ombudsman Bureau

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