



'Providing a Modern Service'

This year's theme, 'Providing a Modern Service', promises to offer insightful discussions and valuable takeaways for attendees

SUMMER WORKSHOP: Vulnerability

Taking place before the conference opens, the Summer Workshop provides the opportunity for members to hear from colleagues and discuss progress being made in engagement with customers in vulnerable circumstance, including the approaches being taken to support victims of domestic and economic abuse, and asylum seekers and refugees. The Summer Workshop is open to all members of the OA, including those not attending the conference.



PLENARY SESSIONS:

Plenary sessions will cover some of the key current issues for members:

- Progress made incorporating Augmented technology / AI
- How members can demonstrate impact and show value
- Communicating complex information to be accessible to all audiences
- Hearing what users' experiences are of accessing the complaints system and ombudsman schemes
- Reflecting on Government priorities



BREAKOUT SESSIONS:

Breakout sessions will focus in more detail on how to meet the challenges of providing a modern service:

- How to deliver change with no money
- Engaging with the media
- Changing 'Blame culture'
- Raising awareness
- Measuring success
- Training caseworkers
- Financial remedy
- Systemic recommendations
- Complaint standards



PRE-BOOK NOW!

**OPEN FROM
31 JAN TO 28 FEB 2025**