



JUDICIAL APPOINTMENTS AND CONDUCT OMBUDSMAN

BUSINESS PLAN

2011/2012

Introduction

The Ombudsman is independent of Government, the Ministry of Justice (MoJ) and the judiciary. The Ombudsman's Office is an Associated Office of the MoJ, but acts autonomously under the Ombudsman's direction.

The Ombudsman and his Office supports the MoJ's Corporate Strategy to deliver a transformed justice system and a transformed department that is more efficient, more effective, less costly and more responsive to the public.

The Ombudsman provides an independent "second tier" complaint investigation function. By identifying and highlighting areas of concerns and redress, he aims to improve "first tier" complaint handling processes by the OJC, JAC, Tribunal Presidents and Magistrates Advisory Committees.

Our strategic aim for the 4 year Spending Review period and our purpose as an independent Ombudsman, is to undertake independent investigations into complaints; delivering an effective, responsive and professional service, in a timely, consistent and transparent manner. It will be a challenge to deliver our business with significantly reduced resources; as a result there is a need for us to accept a greater level of risk in what we do.

Sir John Brigstocke KCB, Judicial Appointments and Conduct Ombudsman

Mrs Louise Morris, Head of Office

<p>Our strategic aim in undertaking independent investigations into complaints is to maintain an effective, responsive and professional service which is delivered in a timely, consistent and transparent manner.</p>			
<p>Our business objectives</p>	<p>To provide a timely, consistent and transparent service to all our users.</p>	<p>To continue to improve our processes and our service delivery, to ensure we deliver an effective, responsive and professional service to all our users.</p>	<p>To deliver our business in the most cost effective and efficient manner, and to operate efficiently.</p>
<p>Our outcomes</p>	<p>People are aware of our service, and come to us at the right time, in the knowledge that we will undertake an independent investigation. Enquiries and complaints are handled promptly. Decisions and recommendations are clear, impartial and evidence based.</p>	<p>We have effective and efficient systems in place.</p> <p>We have a positive working environment where our staff are well trained and motivated.</p> <p>We provide excellent customer service.</p>	<p>We operate and deliver within budget.</p> <p>We are effective in managing our risks and our information.</p> <p>We have good relationships with all our stakeholders.</p>
<p>Our indicators</p>	<p>To acknowledge receipt of new complaints and correspondence from complainants, within 2 working days of receipt.</p> <p>To deal with 90% of all correspondence received within 15 working days of receipt.</p> <p>When an initial investigation is required to establish if the potential complaint is within the Ombudsman’s remit, we will conclude this evaluation of validity, and provide a full reply within 30 working days/6 weeks, in 80% of cases.</p> <p>When a case becomes ready for investigation we aim to keep all complainants fully informed on a monthly basis in 97% of cases.</p> <p>When complaints are finalised we aim to have 90% completed with total factual accuracy.</p> <p>We will publish our performance against these indicators on our website, on a 6 monthly basis.</p>	<p>We will keep our working practices and processes under review, striving for continuous improvement, in order to deliver the best possible service to our customers.</p> <p>We will ensure our leaflets and Website are up to date and reflective of our organisation. We welcome feedback from our customers about how we could improve our service, and will learn from any complaints that we receive about our service, doing our best to put things right.</p> <p>We will work creatively to build and maintain our capability to deliver a service that is efficient, responsive and professional. We will have the right people, processes and supporting infrastructure in place; value diversity and the importance of a work-life balance; identify and address any gaps in training and knowledge. We will ensure that our staff maintain a high level of skill in Complaints Handling and Investigations.</p>	<p>Budget</p> <p>We will operate within our budget; we will effectively manage financial pressures and risks to achieve our business objectives, re-profiling expenditure plans, reviewing responses to risks, and reporting any significant consequences on a quarterly basis.</p> <p>Governance</p> <p>We will operate in accordance with the relevant governance arrangements as agreed with the Ministry in our Memorandum of Understanding, which sets out the related roles, relationships and responsibilities of the Ombudsman, the Head of the Ombudsman’s office, and the Ministry.</p> <p>Working constructively with our stakeholders</p> <p>We have established constructive working relationships with the MoJ, the Office for Judicial Complaints (OJC), the Judicial Appointments Commission (JAC), Tribunal Presidents, Magistrates’ Advisory Committees and all our external stakeholders. We will continue to strive to maintain this position.</p>

Annex B

SUMMARY OF FORECAST EXPENDITURE 2011/2012

Ombudsman and staff costs	503,950
Office expenditure, including publications, IT, postage	12,600
Service costs, including stakeholder engagement	6,050
Training and development, including travel and subsistence costs	11,200
Total	533,800

Annex C

ORGANISATIONAL STRUCTURE

