



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



WORLD BANK GROUP

Webinar:

“Ombudsman Innovations for Advancing Open Government”

Tuesday, March 17, 2015

10:00 a.m. – 11:00 a.m. EST

Language: [English](#)

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Presenters:

Jim Martin

Scottish Public Services Ombudsman

Fiona Crean

Ombudsman of the City of Toronto, Canada

Sponsored by the OGP Support Unit, the International Ombudsman Institute and the World Bank

Description:

Ombudsman institutions, in their function as mediators between citizens and governments, play an important role in the promotion of open government. Through their activities, they create spaces for dialogue between various stakeholders to discuss key public policies; advance an equal and fair delivery of services to the public; channel citizen voice; and they can also hold government accountable to citizens.

This webinar will share the experience of the [Scottish Public Service Ombudsman](#) including data collected, top areas and subjects of complaints by people at local government level, as well as the role of Complaints Standards Authority (CSA) and how the Complaints Handling Procedure relates to the Public Service Improvement Framework, and key performance indicators, and the Audit Scotland involvement in CHP.

In addition, this webinar will address the impact of Ombudsman work on public service with a focus on inherently difficult dimensions to measure, such as fairness in the way that government treats its citizens. Ombudsman Fiona Crean will share findings of a recent report on [the impact of Ombudsman investigations on public administration](#) of Toronto's local government. This report, supported by the International Ombudsman Institute (IOI), goes beyond the usual Ombudsman annual report metrics—which generally focus on productivity such as the number of complaints—and provides in-depth qualitative feedback from senior members of the public service. The study was conducted independently by Ryerson university following which an evaluation guide and related measurement tools were developed.

This webinar, which is targeted at Ombudsman offices, as well as OGP stakeholders such as civil society organizations, will address questions concerning evaluating impact. More specifically, the following questions will be addressed during the session:

- What data is collected by the Scottish Ombudsman? How does the Ombudsman office coordinate with line ministries and other accountability institutions? How is performance assessed?
- What is the impact of systemic Ombudsman investigations on the public service?

What strategies, tools and resources do other Ombudsman need to carry out similar studies of the impact of their own work?

Speakers:



Jim Martin

Jim Martin was Police Complaints Commissioner for Scotland from that office's inception in 2007 until he became Ombudsman on 1 May 2009. He was also the Scottish non-executive chairman of Logica and ran a management consultancy. Jim was General Secretary for the Educational Institute of Scotland from 1987 until 1995 and served as a member of the Scottish Funding Council.



Fiona Crean

Fiona Crean was appointed in November 2008 by Toronto City Council as Toronto's first Ombudsman. The Office opened for service on April 6, 2009. Prior to taking on this new post, Fiona was the Assistant Deputy Minister in the Ontario Ministry of Community Safety and Correctional Services, responsible for addressing systemic racism and sexism and managing significant organizational and culture change. She established the Office of Ombudsman for York University and was Executive Director of the Ontario Ombudsman's Office. She worked for a number of years at the Ontario Human Rights Commission. Fiona has done international development work for governments and community organizations in Central and South America, Eastern Europe and southern Africa. She has worked extensively in First Nations and Inuit communities in Canada. Fiona has been an active volunteer and served on the boards of a number of not-for-profit organizations. She is multilingual and lives in Toronto.

To JOIN the session on Tuesday March 17, 2015 at 10:00 a.m. EST, please go [HERE](#) and login 5 minutes before the Webinar is scheduled to start