

Pro-Chancellor,

Ann Abraham has built a 40-year career in the public sector, during which she has fought to ensure that individuals get the services they deserve, and that organisations are challenged to improve.

Part of the baby boomer generation, Ann reflects that her own experiences of the emerging welfare state, and her father's work in the administration of war pensions, probably shaped her career choices.

Having completed a degree in German and Philosophy at Bedford College, University of London, she secured a graduate trainee position in the housing department at the London Borough of Tower Hamlets. Ann remembers the steep learning curve of moving from the theoretical world of university, to the realities of homelessness and racial tensions in the East End of London in the 1970s.

This practical grounding led to a position with the Housing Corporation, where Ann drew on her experiences to help shape national housing policy. Ann's next role, as Chief Executive of the National Association of Citizens Advice Bureaux, helped her to understand the importance of joined-up services, which put users' needs at their heart.

These experiences of advocacy, and a growing desire to help level the playing field for those facing challenges, led to appointments as Legal Services Ombudsman in 1997 and UK Parliamentary and Health Service Ombudsman for England in 2002. During this time Ann published high-profile reports which identified failings in the care of older people and people with learning disabilities. Her work as an ombudsman has since been credited with helping organisations to define and strive for good administration, rather than simply avoiding bad or mismanagement. Ann's 'Principles of Good Administration' were published in 2009.

Ann chaired Dorset HealthCare University NHS Foundation Trust from 2014 to 2017, and is proud to have supported the Trust in its progress from 'special measures' to a rating of 'good' by the Care Quality Commission. She was instrumental in renewing the Memorandum of Understanding between the Trust and Bournemouth University in 2015. Ann continues to champion the provision of high-quality healthcare as a trustee of the Dorset Mental Health Forum and the Picker Institute Europe. She is also a commissioner for the Jersey Care Commission.

Pro-Chancellor, I have the honour to present Ann Abraham, and I ask you to confer upon her the degree of Doctor of Business Administration, *honoris causa*.