



Ombudsman unveils new strategy 'Towards 2024'

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In 2020, the Office drew up a new strategy - 'Towards 2024' - to guide the current mandate of the European Ombudsman. It builds upon the successful 'Towards 2019' strategy which aimed to increase the impact, visibility and relevance of the office.

The strategy outlines the Ombudsman's mission as working with the EU institutions to create a more transparent, ethical and effective administration.

It notes the changing context in which the Office operates notably due to the COVID-19 pandemic and how it has shaped the public's understanding of what constitutes good administration.

It draws attention to the major policy issues facing the EU - such as dealing with climate change, the migration crisis, and rule of law problems within the EU - noting the importance of maintaining high ethical standards within the EU institutions so citizens trust the decisions and laws that emerge in the coming years.

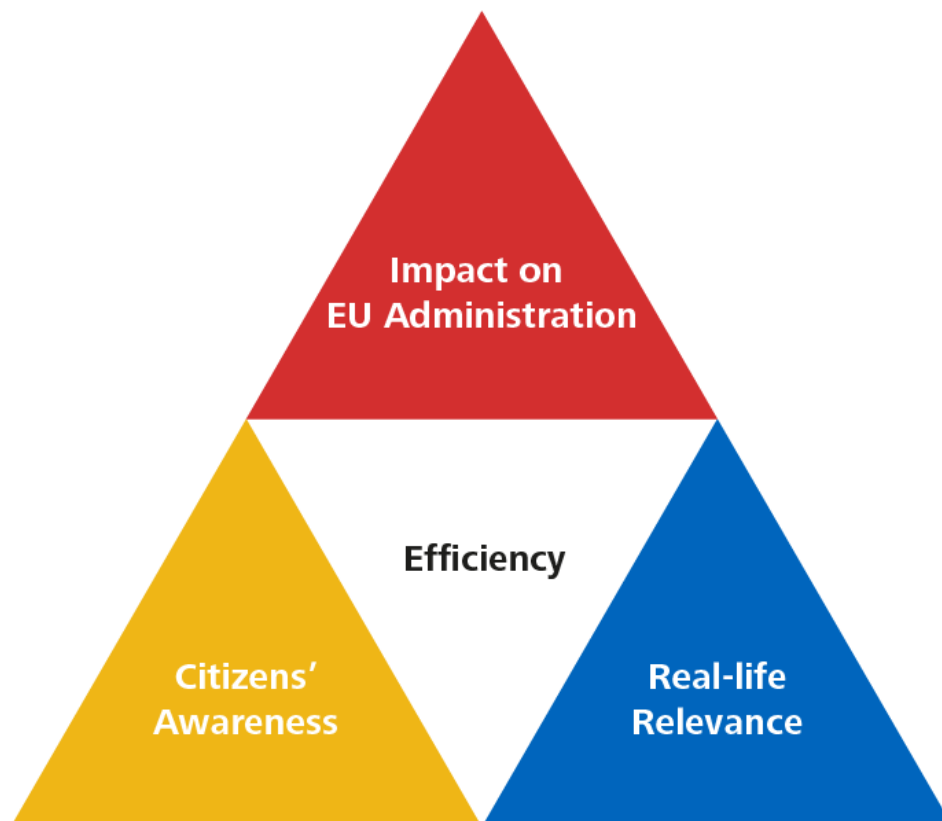
The strategy aims to achieve four objectives:

- **Lasting positive impact** on the EU administration - priorities include developing a more systematic and substantive follow-up of the Ombudsman's work, and strengthening cooperation



and dialogues with the EU institutions.

- Continued **real-life relevance** of the Ombudsman's work - priorities include identifying the systemic trends in public administration, at EU and national levels, and assessing their implications for European democracy
- Increase **citizens' awareness** of the Ombudsman's work - priorities include developing a participatory approach with stakeholders and multipliers, such as civil society organisations, media, businesses, and other organisations
- Further **increase the efficiency** of the Office's work - Priorities include structuring the office, work processes and outreach in a flexible and adaptive way



Concrete actions to achieve the objectives will be planned and evaluated on an annual basis.



The [full strategy](#) is available here [Link].