

**Towards Relational Public Services Conference**  
**14<sup>th</sup>-15<sup>th</sup> June 2023,**  
**4<sup>th</sup> Floor (See Floorplan below) City Campus East Building 1 (CCE1)**  
**Faculty of Business and Law, Northumbria University, Newcastle upon Tyne**

Evening of 13 <sup>th</sup> June	Pre-Conference Activity from (17.30): Little Heresy In Public Policy (Faculty of Business and Law, CCE1, Room 403 CCE1)  Jean Boulton (Bath University) The Pernicious Power of Measurement to Mess up Policy		
Day 1 14 <sup>th</sup> June	Activity		
08.45-09.30	Registration/Refreshments (Ground Floor CCE1/4 <sup>th</sup> Floor CCE1)		
09.30-10.30	<p>Conference Welcome (Room 401)  <b>Rob Wilson and Robert Mackintosh (Northumbria University)</b>          Keynote 1  <b>Chris Mowles, (Hertfordshire Business School, Hertfordshire University)</b>          A radical interpretation of the complexity sciences: relationships and experience, not systems.</p>		
10.30-11.30	<p><b>Stream 1 - Relational Outcomes –</b>  <b>Chair: Max French (Northumbria University) (Room 401)</b></p> <p><b>Felix-Anselm van Lier, Eleanor Carter and Michael Gibson (Oxford University)</b>          Contracts for Collaboration in a Privatised Welfare State: Lessons from an analysis of relational practice in an Outcomes Contract in the homelessness sector</p> <p><b>Dan Honig (University College London)</b>          Relational State Capacity: The Role of Relational Contracts in Unlocking Better Public Performance</p>	<p><b>Stream 2 - Relational Measurement –</b>  <b>Chair: David Jamieson (Northumbria University) (Room 403)</b></p> <p><b>Giampaolo Montaletti (University of Bicocca-Milan/Northumbria University)</b>          Exploring relationships networks in labour market policies.</p> <p><b>Mike Martin (Northumbria University), Don Nease, (University of Colorado), Bruno Sobral, (Colorado State), Dixon Dick, (Archethought)</b>          Relational Service Platforms: supporting and Empowering Care</p>	<p><b>Stream 3 – Relational Public Engagement and Deliberation –</b>  <b>Chair: Martin King (Northumbria University) (Room 402)</b></p> <p><b>Megan Doherty (Northumbria University)</b>          Expletive or explicative? Exploring public emotion and response to design</p> <p><b>Mohammed D Chaouch and Matt Shephard (Likewise)</b>          Inside-Out Relational Working - Sharing Learnings from Likewise</p>

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11.30-11.45	<b>Refreshments</b>		
11.45-12.30	<p><b>Workshops Sessions</b></p> <p><b>a. Facilitators: Melissa Hawkins (Northumbria University) and John Diamond (Edge Hill University) Chair, Melissa Hawkins (Room 402)</b> Introducing a Teaching Public Administration Special Issue: Charting a route back to relevance? Supporting 21st Century public service practitioners through complexity-informed, action-oriented, and engaged pedagogy</p> <p><b>b. Facilitators: Chris Sutton, Des McCart and Karen McNeill (Health Improvement Scotland) Chair, Hannah Hesselgreaves (Room 403)</b> Experimenting with Human. Learning. Systems in health and social care services in Scotland</p> <p><b>c. Facilitators: Dawn Plimmer, Elle Dodd and Jeff Masters (Collaborate CIC) Chair, Toby Lowe (Room 409):</b> Leading Change in Complexity</p> <p><b>d. Facilitator: Andy Crosbie (Collective Impact Agency CIC) Chair, Tamara Mulherin (Room 420)</b> Community before services</p>		
12.30-13.30	<p><b>Stream 1 - Relational Outcomes – Chair: Max French (Room 401)</b></p> <p><b>Catherine Needham and Emily Burn (University of Birmingham)</b> How can ecosystems help us to make sense of complexity in social care?</p> <p><b>Daniel van Middelkoop and Peter Horsseelenberg (Amsterdam University of Applied Sciences)</b> Strengthening Professional Agency through action research: the experimental learning lab method</p>	<p><b>Stream 2 - Relational Measurement – Chair: David Jamieson (Room 403)</b></p> <p><b>Ron Charlton and Mark Smith (Gateshead Council/Changing Futures Northumbria)</b> Evidencing the ‘Burning Platform</p> <p><b>Rob Wilson, David Jamieson and Max French (Northumbria University)</b> Performance Management, Data and Outcomes</p>	<p><b>Stream 3 - Relational Public Engagement and Deliberation – Chair: Joyce Liddle (Northumbria University) (Room 402)</b></p> <p><b>Alison Bancroft (Redport UK)</b> The Other Place</p> <p><b>Martin King (Northumbria University)</b> The Opportunities and Challenges of Digital Civic technologies for a Combined Authority</p>
13.30-14.00	<b>Lunch</b>		

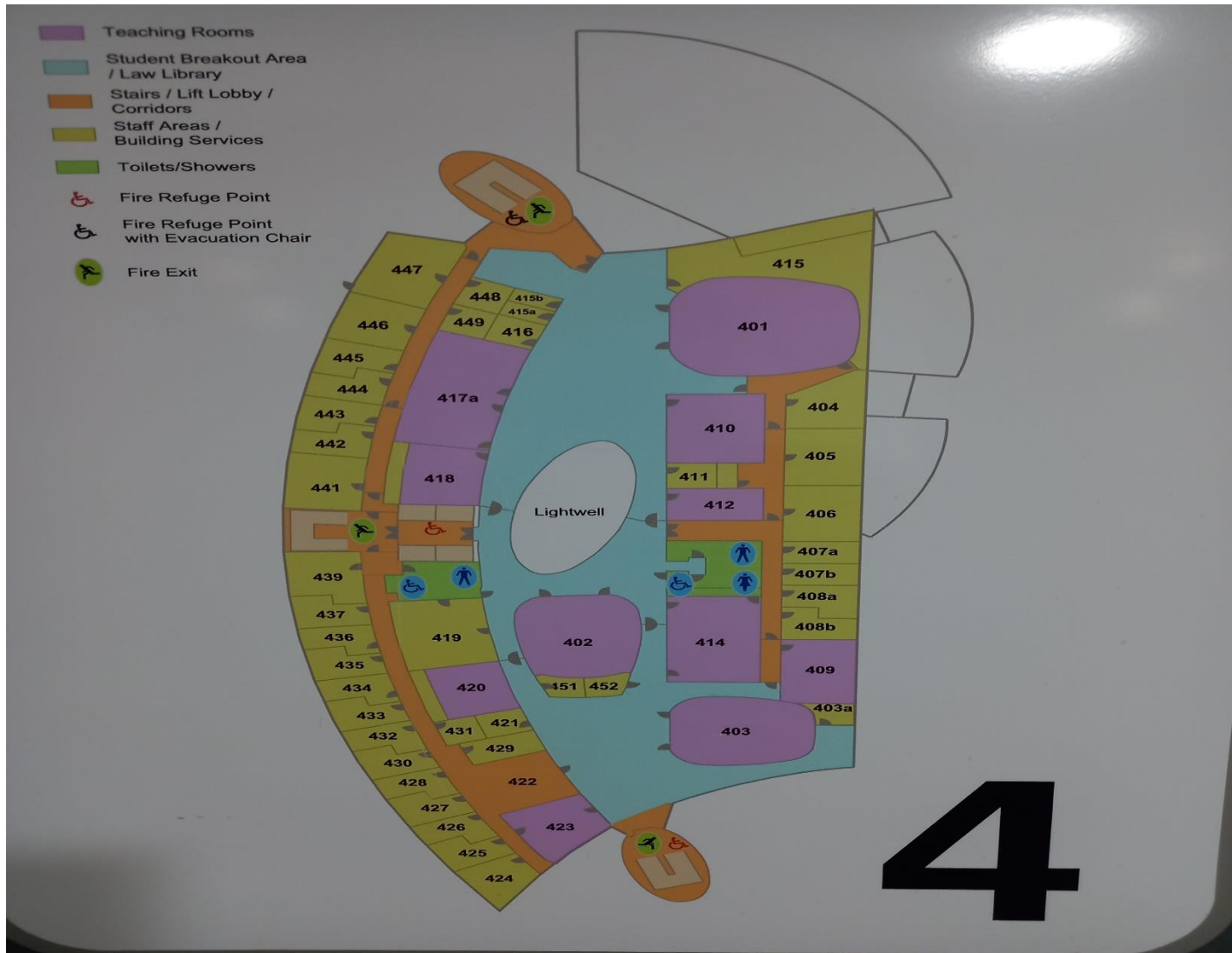
14.00-14.45	<p>Keynote 2 (Room 401) Chair: Melissa Hawkins  <b>Jean Boulton, (Bath University)</b>  The science of complexity and implications for public management</p>		
14.45-15.30	<p><b>Workshop Sessions</b></p> <p><b>a. Facilitators: Frances Lyons and Amanda Allard (National Children’s Bureau)</b> Chair, Toby Lowe <b>(Room 403)</b>  Safe, Secure and Supported: stories of accompaniment on the road towards improving outcomes with, by and for children and young people</p> <p><b>b. Facilitator: Alistair Bowden (Northumbria University)</b> Chair, Tamara Mulherin <b>(Room 409)</b>  Soliciting strategic stories: learning from the non-fiction of the past (rather than daydreaming about the fiction of the future)</p> <p><b>c. Facilitator: Lowis Charfe (University of Central Lancashire)</b> Chair, Hannah Hesselgreaves <b>(Room 410)</b>  Who’s Got the Power? Exploration of Power Dynamics in Relational Practice</p> <p><b>d. Facilitators: Anna Good, Joy MacKeith (Triangle Consulting) and Sam Game (South Warwicks University NHS FT)</b> Chair, Martin King <b>(Room 420)</b>  The Outcomes Stars: a complexity-informed, relational approach to the delivery of public services</p>		
15.30-16.30	<p><b>Stream 1 - Relational Outcomes</b>  <b>Chair: Max French (Room 401)</b></p> <p><b>Deborah James, Kate Wicker, Jan Robinson, Becky Bibby and Roman Kislov (Manchester Met University)</b>  Developing Relational Leadership in the Early Years System across Greater Manchester</p> <p><b>Rob Wilson and Martin King (Northumbria University)</b>  Sorting Complex Relational Leadership problems in Local Areas: A Conceptual Framework for Collaboration and potential role of organisational Ambidexterity</p>	<p><b>Stream 2 - Relational Measurement –</b>  <b>Chair: David Jamieson (Room 403)</b></p> <p><b>Gill Main (Midlothian HSCP) and Ailsa Cook (Matter of Focus)</b>  Beyond practice: Embedding relational practice</p> <p><b>Charlotte Pell (Nottingham Trent University)</b>  Preventing fires and meeting targets</p>	<p><b>Stream 4 – Engaged Scholarship for Relationality –</b>  <b>Chair: Melissa Hawkins (Northumbria University) (Room 402)</b></p> <p><b>Andy Crosbie (Collective Impact Agency CIC)</b>  Learning is a human need, not just a management strategy</p> <p><b>Diana Hekerem (Health Improvement Scotland)</b>  Designing and Managing Care in Complex Systems for People as Complex Systems</p>

16.30-16.45	<b>Refreshments</b>
16.45-17.15	Keynote 3 (Room 401) Chair: Max French <b>Diane Finegood, (Simon Fraser University)</b> Walking the talk of systems thinking on a long and winding road
17.15-18.30	Plenary and Debate (Room 401) <b>Max French, (Northumbria University), Ailsa Cook (Matter of Focus), Antony Clark, (Audit Scotland)</b> Complexity and Outcomes in Public Services  <b>Drinks Reception</b>
From 18.45	<b>Conference Dinner (at the Biscuit Factory, 16 Stoddart St, Shieldfield, Newcastle upon Tyne, NE2 1AN)</b>

Day 2 15 <sup>th</sup> June	Activity		
From 09.30	<p style="text-align: center;"><b>Registration</b></p> <p style="text-align: center;">(Ground Floor CCE1/4<sup>th</sup> Floor CCE1)</p>		
09.45-10.30	<p>Welcome to Day 2 and Keynote 4 (Room 401) Chair, Hannah Hesselgreaves  <b>Mark Smith, (Gateshead Council/Changing Futures Northumbria)</b>  The 'Liberated Method': Putting Systems Change in its place</p>		
10.30-11.30	<p><b>Stream 1 - Relational Outcomes</b>  <b>Chair: Toby Lowe (Northumbria University) (Room 401)</b></p> <p><b>Gary Wallace (Plymouth Council)</b>  Reflections on the spread of Human Learning Systems: Role of Culture</p> <p><b>Linda Meadows (Nottingham Trent University)</b>  Transformational system change and multiple disadvantage: a case study in complexity</p>	<p><b>Stream 2 – Relational Measurement</b>  <b>Chair: David Jamieson (Room 403)</b></p> <p><b>Gosia Kolomanska (Stirling University)</b>  Using administrative data to drive improvements in neighbourhood services and outcomes in Scotland</p> <p><b>Louise Wilson et. al (Newcastle University)</b>  Archer, Great Bear or Plough? Charting the constellation of care in multi-agency healthcare working</p>	<p><b>Stream 4 - Engaged Scholarship for Relationality</b>  <b>Chair: Melissa Hawkins (Room 402)</b></p> <p><b>Amy Wheatman (Northumbria University)</b>  Learning in complexity: How do learning partnerships influence wellbeing experiences?</p> <p><b>Tamara Mulherin (Northumbria University), David Andrew (Gateshead Council) and Phil Donovan (Bensham Court Residents Association)</b>  Left to their own Devices – learning about relations through Gateshead Council emergency responses to the Covid-19 Pandemic</p>
11.30-11.45	<p style="text-align: center;"><b>Refreshments</b></p>		

11.45-12.45	<p><b>Stream 1 - Relational Outcomes</b>  <b>Chair: Max French (Room 401)</b></p> <p><b>Ryan Wong (Northumbria University)</b>  Clarifying the oxymoron of complex outcomes</p> <p><b>Roger Vaughan (Newcastle University) and Rob Wilson (Northumbria University)</b>  Unpacking the meaning of 'outcomes'. Learning from the conflation of 'results' and 'outcomes' in the New Labour Every Child Matters policy</p>	<p><b>Stream 5: Relational Social Entrepreneurship</b>  <b>Chair: Jonathan Kimmitt (Durham University) (Room 403)</b></p> <p><b>Michelle Booth (Northumbria University)</b>  Community animation: bringing leaders, feeders and instigators into a complex enterprise ecosystem.</p> <p><b>Sharon Zivkovic (Wicked Labs)</b>  Enabling Autistic Social Entrepreneurs to Thrive: The Creation of An Autistic Social Enterprise Support Ecosystem</p>	<p><b>Stream 4 - Engaged Scholarship for Relationality</b>  <b>Chair: Melissa Hawkins (Room 402)</b></p> <p><b>Mary Brydon Miller (University of Louisville) and Jason Dunford (Gloucestershire Gateway Trust)</b>  Asset-based Community Development and Participatory Evaluation: Building Collaborations to Support Positive Social and Economic Change and More Relational Public Services in Gloucestershire</p> <p><b>Michael Macaulay (University of Wellington) and Christianne Ormston (NHS NENC ICB)</b>  Global responses to New Public Management: cross-jurisdictional approaches to Human Learning Systems</p>
12.45-13.30	<b>Lunch</b>		
13.30-14.15	<p><b>Workshop Sessions</b></p> <p><b>a. Facilitator: Kate Duffy (Junction Point):</b> Chair, Jonathan Kimmitt <b>(Room 409)</b>  A Social Economy? Social Enterprise and Procurement</p> <p><b>b. Facilitators, Mike Martin (Northumbria University) and Dixon Dick (Archethought):</b> Chair, David Jamieson <b>(Room 415)</b>  Trustworthy Governable Platform</p> <p><b>c. Facilitator, Darren Sharpe (University of East London):</b> Chair, Martin King <b>(Room 410)</b>  Insights into innovating a whole system approach to doing participatory policy making with marginalised communities</p>		

14.15-15.15	<p><b>Stream 1 - Relational Outcomes –</b>  <b>Chair: Max French (Room 401)</b></p> <p><b>Emma Miller (University of Strathclyde)</b>  Personal outcomes as a measure of service or a driver for life?</p> <p><b>Michael Gibson, Felix-Anselm van Lier and Eleanor Carter (Oxford University)</b>  Relational Contracting in Multi-Party Service Delivery Contracts: Laying out a research agenda</p>	<p><b>Stream 5 - Relational Social Entrepreneurship</b>  <b>Chair: Jonathan Kimmitt (Room 403)</b></p> <p><b>Helen Simmons (Northumbria University) and Andy Haddon (Big River Bakery)</b>  Power of the Stottie</p> <p><b>David Burns (Collective Leisure)</b>  A systems social enterprise with a mission to reduce health inequity in communities</p>
From 15.15-16.00	<p>Keynote 5 (Room 401) Chair, Rob Wilson  <b>Toby Lowe, (Northumbria University and Centre for Public Impact)</b>  Reflections on our Relational Public Services conference</p> <p><b>Hannah Hesselgreaves (Northumbria University)</b>  Conference Close</p>	



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