

**Towards Relational Public Services Conference**  
**12<sup>th</sup>-13<sup>th</sup> June 2024,**  
**Newcastle Business School, Northumbria University, Newcastle upon Tyne**

**PRE-CONFERENCE ACTIVITY**  
**EVENING OF 11<sup>TH</sup> JUNE (18.00)**

**The Liberated Method and Human Learning Systems**  
**(Faculty of Business and Law, CCE1, 4<sup>th</sup> Floor Room 403)**

**DAY 1**  
**12<sup>TH</sup> JUNE**

08.45-09.30	<b>Registration/Refreshments (Ground Floor CCE1 and 4<sup>th</sup> Floor CCE1)</b>		
09.30-10.15	<p>Conference Welcome  <b>Keynote 1: Robert Geyer (Lancaster University) - What is Complexity Theory and what can it do for Policy?</b>            Chair: Rob Wilson (Northumbria University)            (Room 001 Ground Floor)</p>		
10.15-11.15	<p><b>Stream 1 – Managing Complexity and Outcomes-orientation</b>  <b>Chair: Max French (Northumbria University) (Room 401)</b></p> <p>Catherine Needham (University of Birmingham) and Emily Burn (University of Birmingham)            Influencing the social care ecosystem</p> <p>Hannah Hesselgreaves (Northumbria University)            Building HLS Evaluative Capacity</p>	<p><b>Stream 2 – Public Service Innovation – Data and Evaluation in RPM</b>  <b>Chair: Tamara Mulherin (Northumbria University) (Room 402)</b></p> <p>Giampaolo Montaletti (Northumbria University)            Using dynamic graph analytics to understand the evolution of events during the life of people involved in welfare support programs.</p> <p>Charlotte Pell (Nottingham Trent University)            Transactional and relational approaches to measurement in UK fire prevention</p>	<p><b>Stream 3 – Public Service Innovation</b>  <b>Chair: Melissa Hawkins (Northumbria University) (Room 403)</b></p> <p>Mark Smith, Ron Charlton, Francis Donnelly, Mark Joyce (Changing Futures Northumbria) Hannah Hesselgreaves (Northumbria University)            The liberated method: a transcendent and relational service approach to governance and policy innovation.</p> <p>Xiaojian Wu (Northumbria University)            When “Street Level Bureaucrats” Becomes “Systemic Liars &amp; Bullies: a semiotic interpretation on online Police/Public interactions</p>

11.15-11.45	<b>Refreshments (4<sup>th</sup> Floor Hub)</b>		
11.45-12.30	<p><b>Parallel Workshop Sessions</b></p> <p><b>Facilitators: Jane Searles (Community Activist) and Roger Duck (Mapsar)</b> Thriving together: Shared humanity, and implications for learning in public service Chair: Toby Lowe (Room 409)</p> <p><b>Facilitators: Emily Brook (Care City)</b> Experiential Relational Design Workshop Chair Martin King (Northumbria University) (Room 418)</p> <p><b>Facilitator, Susan Hampshaw (Doncaster Council)</b> Engaged Scholarship within City of Doncaster Council (CDC) – helping us THRIVE. Chair: Melissa Hawkins (Room 420)</p> <p><b>Facilitator, Ron Charlton, Mark Smith, Frances Donnelly, Mark Joyce (Changing Futures Northumbria/Gateshead Council)</b> The Liberated Method: Justin’s Story through the frame of theory building Chair: Hannah Hesselgreaves (Room 410)</p>		
12.30-13.30	<p><b>Stream 1 – Managing Complexity and Outcomes-orientation</b> <b>Chair: Peter Eckersley (Nottingham Trent University) (Room 401)</b></p> <p>Ian Elliott (University of Glasgow) Developing a wellbeing approach to government: a case study of Scotland</p> <p>Martin King (Northumbria University) What do we mean by deliberative democracy and how might we organise, perform and support deliberation in relation to a plethora of tools and methods?</p>	<p><b>Stream 2 - Public Service Innovation – Data and Evaluation in RPM</b> <b>Chair: Marco Checchi (Northumbria University) (Room 402)</b></p> <p>Amanda Woolley (Building 20) and Lenny St Jean (NHS England) Reflecting on system leadership development in the NHS</p> <p>Jennifer Wood (Dept of Health) Combining analytics and a complexity-informed relational approach to facilitate system change and high-quality collaborative decision making in Midlands In-Hospital Paediatrics.</p>	<p><b>Stream 4 – Digital Relationality</b> <b>Chair: David Jamieson (Northumbria University) (Room 403)</b></p> <p>Rebecca Sandu (Ratio) Conversations that Count</p> <p>Louise Thompson (MyFolks) Relational Healthspanning</p>

13.30-14.00	<b>Lunch (4<sup>th</sup> Floor Hub)</b>
14.00-14.45	<p><b>Keynote 2: Matt Ballie Smith (Northumbria University) - The invisible economies of engaged research: working the spaces of academia, policy making and practice</b>  Chair: Melissa Hawkins (Northumbria University)  (Room 001 Ground Floor)</p>
14.45-15.30	<p><b>Parallel Workshop Sessions</b></p> <p><b>Facilitators: Felix Gradinger (Plymouth Council), Susan Hampshaw, Mandy Cheetham</b>  Might you be an embedded researcher-in-residence? Learning together from, for and within systems – an interactive workshop with national network founders  Chair: Tamara Mulherin (Northumbria University) (Room 409)</p> <p><b>Facilitators: Max French and Rob Wilson (Northumbria University)</b>  Themed Issue on Relational Public Services for Public Money and Management journal  Chair: Jonathan Kimmitt (Durham University) (Room 401)</p> <p><b>Facilitator: Andy Cox (Signal)</b>  Public Service Innovation: Data and Evaluation in Relational Public Management  Chair: Marco Checchi (Northumbria University) (Room 410)</p> <p><b>Facilitator: Joy Mackeith (Independent Consultant)</b>  The Uses and Abuses of Data: How McGilchrist's thesis on ways of knowing sheds light on our use of data in public service management  Chair: David Jamieson (Northumbria University) (Room 418)</p>
15.30-15.45	<b>Refreshments</b>

15.45-16.45	<p><b>Stream 1 – Managing Complexity and Outcomes-orientation</b>  <b>Chair: Marco Checchi (Northumbria University) (Room 401)</b></p> <p>Dawn Plimmer (Collaborate)</p> <p>Embedding equity in relational public services</p> <p>Karen McNeill (Phronesis Partnership)  Practically Embedding Rigorous Learning in Teams as part of their work at different scales: People, Team, Organisation and Place</p>	<p><b>Stream 2 - Public Service Innovation – Data and Evaluation in RPM</b>  <b>Chair: Tamara Mulherin (Northumbria University) (Room 402)</b></p> <p>Karen Bodger (Triangle Consulting)  The Outcomes Star as sensemaking devices in ‘personal outcomes’ approaches and service-level learning</p> <p>Hannah Absalom (University of Birmingham)  Beyond Nudges: Envisioning a Relational and Interdisciplinary Approach to Behavioural Public Policy in Social Housing</p>	<p><b>Stream 1 – Managing Complexity and Outcomes-orientation (2)</b>  <b>Chair: Kyle Montague (Northumbria University) (Room 403)</b></p> <p>Bruno Sobral and Janina Farinas (Colorado State University)  The <i>Campeones del Sistema</i>: Health Systems Champions</p> <p>Donald E. Nease, (University of Colorado) Dixon Dick (Archethought), Bruno Sobral (Colorado State University)  Our Colorado journey toward a relationship-centred informatics platform for social care</p>
16.45-17.30	<p><b>Keynote 3: Halima Khan (Social Practice) - Social R&amp;D: innovation that builds dignity, hope, purpose and agency</b>  Chair: Toby Lowe (Northumbria University)  Room: 001 (Ground Floor)</p>		
17.30-18.15	<p><b>Book Review Panel Session: Co-Creation in Public Services for Innovation and Social Justice (Policy Press)</b>  Chair: Hannah Hesselgreaves (Northumbria University)  Discussants Bruno Sobral (Colorado State University) and Mark Smith (Gateshead Council): Response: Rob Wilson (Northumbria University)  Room: 001 (Ground Floor)</p>		
From 18.30	<p><b>Drinks Reception and Conference Dinner (at the Biscuit Factory, 16 Stoddart St, Shieldfield, Newcastle upon Tyne, NE2 1AN)</b></p>		
<p><b>DAY 2</b>  <b>13<sup>TH</sup> JUNE</b></p>			
From 08.45	<p><b>Registration/Coffee</b></p>		

09.00-09.45	<p>Welcome to Day 2 room 003</p> <p><b>Keynote 4: Catherine Needham (University of Birmingham) - Holding out for a system leader? The leadership implications of relational public services</b></p> <p>Chair: Hannah Hesselgreaves (Northumbria University) Room: 003 (Ground Floor)</p>		
09.45-10.45	<p><b>Stream 1 – Managing Complexity and Outcomes-orientation</b>  <b>Chair: Jonathan Kimmitt (Durham University) (Room 401)</b></p> <p>Julian Blake (Stone King LLP)  How relational, collaborative public services may be promoted through transformative, purpose-driven commissioning processes and documentation: challenging the process-driven dysfunctionality of entrenched commercialised models</p> <p>Samantha Magne (The National Lottery Community Fund)  In Pursuit of Outcomes: Moving from setting conditions to 'Co-Missioning' - The National Lottery Community Fund</p>	<p><b>Stream 2 - Public Service Innovation – Data and Evaluation in RPM</b>  <b>Chair: Hannah Hesselgreaves (Northumbria University) (Room 402)</b></p> <p>Emyr Williams (Social Care Wales)  Taking an embedded approach to learning and evaluation. Learning from a pilot project at Social Care Wales</p> <p>Simon Sherbersky (Spindl-CIC) `How can Ripple Effect Mapping play a part, experiences of its application in the complexity of community, leading into a model for community coordinated relational working, a glimpse at the future?`</p>	<p><b>Stream 4 – Digital Relationality</b>  <b>Chair: David Jamieson (Northumbria University) (Room 403)</b></p> <p>Tamara Mulherin, Sebastian Proust and Rob Wilson (Northumbria University)  Co-creating a community – University collaboration in research capability-building with third sector partners – Aspirations and Obstacles</p> <p>Kyle Montague (Northumbria University)  Beyond Contact and Consent: Re-configuring participation platforms to cultivate research communities</p>
10.45-11.15	<b>Refreshments</b>		
11.15-12.15	<p><b>Stream 1 – Managing Complexity and Outcomes-orientation</b>  <b>Chair: Max French (Northumbria University) (Room 401)</b></p> <p>Deborah James (MMU)  “For me it was the listening to them, really listening to what they were saying and then then, changing what we were doing totally to</p>	<p><b>Stream 2 - Public Service Innovation – Data and Evaluation in RPM</b>  <b>Chair: Hannah Hesselgreaves (Northumbria University) (Room 402)</b></p> <p>Anna Willow (Barnardos) A New Culture of Partnership Working with Young People Who Are Dependent on Social Interventions.</p> <p>Morag Dendy (North Lanarkshire)</p>	<p><b>Stream 4 – Digital Relationality</b>  <b>Chair: Kyle Montague (Northumbria University) (Room 403)</b></p> <p>Albert Aman (Northumbria University)  Exploring the impact of digital social innovations on enhancing healthcare accessibility and quality</p>

	<p>reflect what they needed”: Learning through the priority of the other.</p> <p>Gail Mann (Portsmouth Council) Relational Reflexivity: Applying Archer's and Donati's social theory to care relationships in voluntary sector interventions</p>	Everything all at once	<p>Rebecca Casey (Newcastle University) and David Wainwright (Northumbria University) Integrating Pratītyasamutpāda into Digital Public Services: A Pathway to Enhanced Relational Dynamics through the Realising Digital Value (RDV) Playbook</p>
12.15-13.00	<p><b>Parallel Workshop Sessions</b></p> <p><b>Facilitators, Melissa Hawkins, Max French, Robin Fry, Emma Patterson, Rachel Edwards, Rachel Armstrong, Alex Black</b> Taking an action-oriented approach to academic-policy partnerships Chair: Tamara Mulherin (Room 409)</p> <p><b>Facilitators: Lowis Charfe (UCLAN), Jane Hylton (Lancashire Council) and Gabriel Eichsteller (ThemPra)</b> Learning From Doing – A Practical exploration of Learning Frameworks to embed learning as a management strategy. Chair: Melissa Hawkins (Room 410)</p> <p><b>Facilitators: Don Nease, Bruno Sobral, Dixon Dick (University of Colorado, Colorado State University, Archethought)</b> Demonstrating the Caring Communities Informatics Platform Chair: Rob Wilson (Room 401)</p> <p><b>Facilitators: Amanda Woolley (Building 20) and Julian Burton (Delta7)</b> Accountability at its best and getting there through visual dialogue Chair: Hannah Hesselgreaves (Room 418)</p>		
13.00-13.45	Lunch		

13.45-14.30	<p><b>Practice Paper Session 1: Chair Mark Smith (Room 401)</b></p> <p>Tim Raby (Trussel Trust) Pathways to Advice &amp; Cash Scotland</p> <p>Alison Bancroft (Redport) Collaboration in a complex world What we're not talking about, and why we need to</p>	<p><b>Practice Paper Session 2: Chair David Jamieson (Room 402)</b></p> <p>Tim Pearse Using data to test more human public services</p> <p>Diana Hekerem (NHS Scotland) Putting humans at the heart of safety</p>	<p><b>Practice Paper Session 3: Chair Toby Lowe (Room 403)</b></p> <p>Karen McNeill (Phronesis Partnership), Debbi McCulloch, (CEO Spartans Community Foundation), Kate Wimpres, (CEO North Edinburgh Arts) and John Hinton CEO, (Move On) Collaboration between third sector organisations evolving into collaboration with public sector partners to change the systems at place scale</p>
14.30-15.30	<p><b>Stream 1 – Managing Complexity and Outcomes-orientation Chair: Jonathan Kimmitt (Durham University) (Room 401)</b></p> <p>Rebecca Carter Dillon (Plymouth Council) A HLS- Influenced Compassionate approach to Child Health and Weight</p> <p>Toby Lowe (Northumbria University) What is Human Learning Systems? Learning from the latest round of HLS 'Examples of Practice' and case studies</p>	<p><b>Stream 2 - Public Service Innovation – Data and Evaluation in RPM Chair: Martin King (Northumbria University) (Room 402)</b></p> <p>Margaret Hannah (International Futures Forum) Engaged Scholarship – relational knowledge exchange and learning, and research-policy practice partnerships.</p> <p>Greta Defreter (Northumbria University) Partnerships for People and Places: A new model for councils to deliver services with communities for residents.</p>	<p><b>Stream 1 – Managing Complexity and Outcomes-orientation: A perspective from Scotland Chair: Max French (Northumbria University) (Room 403)</b></p> <p>Emma Miller (University of Strathclyde) Using personal outcomes in Scotland's health and social care services</p> <p>Max French (Northumbria University) Scotland's National Outcomes: setting agendas, giving permission, or failing to launch?</p> <p>Ailsa Cook (Matter of Focus) Connecting the dots in outcome-based working: using contribution analysis for evaluation and improvement</p>
From 15.30-16.00	<p>Conference Close <b>Hannah Hesselgreaves (Northumbria University) - Reflections on our Relational Public Services conference</b> Chair: Rob Wilson (Room 401)</p>		

