

Towards Relational Public Services Conference
3rd-5th June 2025,
Manchester Metropolitan University, Oxford Road, Manchester

Evening of 2 nd June	Pre-Conference Activity from (18.30): (Location TBC)		
	TBC		
Day 1 3 rd of June	Activity		
10.30-11.00	Registration/Refreshments (Location TBC)		
11.00-12.00	<p>Conference Welcome (Room TBC) Rob Wilson (Manchester Metropolitan University) Keynote 1 – Advancing a Relational Change Agenda: What, How and Why Now? Koen Bartels (Birmingham University)</p>		
12.00-13.00	<p>Stream: Complexity and outcome-oriented public service management Chair: Max French (Room TBC)</p> <p><i>Trust and reimagining policymaking-researcher relationships Bridging the Gap: Adopting Human Learning Systems in the Ministry of Citizen Participation, Jalisco, Mexico</i> Medina (ICM), Celia Ramírez</p> <p><i>Reflections on the work of self-managing teams at the North Edinburgh Support Services collaboration (NESSie)</i> Jennifer Pullen et al (NESSie)</p>	<p>Stream: Data, Information and Platforms in Relational Digital Government Chair: Rob Wilson (Room TBC)</p> <p><i>Does Built for Zero Enhance the Performance of Homeless Systems?</i> Garrett L. Grainger (MMU)</p> <p><i>Demonstrating Relational Impact in Supported Social Housing in New Zealand.</i> Jennifer Rose Joynt (Independent Consultant)</p>	<p>Stream: Engaged scholarship and Relational Knowledge Production Chair: Melissa Hawkins (Room TBC)</p> <p><i>Bridging Communities and Academia: Open Societal Challenges Blueprint for Relational Knowledge Production</i> Gaia Cantelli (Open University)</p> <p><i>Relational public services and elected officials. What is the relationship?</i> Catherine Needham, Catherine Mangan and Dave McKenna (Birmingham University)</p>
13.00-13.45	Lunch		

13.45-14.30	<p>Workshop Sessions</p> <p><i>Learning from the Health and Homelessness navigator programme within the Liverpool City Region Combined Authority (LCRCA) Homelessness Team (Room TBC)</i> Facilitators: Katie Fleeman, Andrew Reece, Beth Mackay (LCRCA)</p> <p><i>Who Works! From Fragmentation to Coherence Through Collaborative, Constructive Communication (Room TBC)</i> Facilitator: Paul Olitain (Akani Limited)</p> <p><i>Public Service Reform and Relational Evaluation: Developing Evaluative practices (Room TBC)</i> Facilitators: Michelle Collins and Harris Kaloudis (Lancaster University)</p> <p><i>Managing Complexity Through Agency – A Relational Approach to Public Service Outcomes (Room TBC)</i> Facilitator: Andy Cox (Signal)</p> <p><i>Making exceptions in the standard of Government Services: The Dutch Breakthrough Method (Room TBC)</i> Facilitators: Harry Kruijer (Institute of Public Values)</p>		
14.30-15.30	<p>Stream: Complexity and outcome-oriented public service management Chair: Max French (Room TBC)</p> <p><i>System absurdities within organizations, how they arise, and what to do about them?</i> Eric Ward (QuestionPower)</p> <p><i>Not just a talking shop? What can Cultural Theory reveals about Relationality in network governance</i> James Cornford (UEA) and Rob Wilson (MMU)</p>	<p>Stream: Data, Information and Platforms in Relational Digital Government Chair: Rob Wilson (Room TBC)</p> <p><i>Understanding the role of Platforms in Relational Public Services</i> David Jamieson (Northumbria University), Rob Wilson (MMU)</p> <p><i>Aligning technological architectures with human social structures. A sociotechnical system using Social Structure Model</i> Dixon Dick (Archethought), Don Nease (Colorado University)</p>	<p>Stream: Engaged scholarship and Relational Knowledge Production Chair: Melissa Hawkins (Room TBC)</p> <p><i>Exploring ‘Reflective Relational Practice’</i> Alan Hudson (Living, learning & loving systems/self-employed)</p> <p><i>A Working Life Backwards</i> Wendy Lansdowne (Cambridgeshire Council)</p>

15.30-16.15	<p>Workshop Sessions</p> <p><i>Reflecting on our learning trajectories and the relational work of transforming public services (Room TBC)</i> Facilitator: Hira Javed, University of Toronto, Canada</p> <p><i>Going DEEP using Most Significant Change in Wales (Room TBC)</i> Facilitator: Nick Andrews (Swansea University), Michael Gray (Pembrokeshire CC) and Emyr Williams (Social Care Wales)</p> <p><i>Tackling Child Exploitation – co-developing cross government principles for multi-agency practice and leadership. (Room TBC)</i> Facilitator: Dez Holmes (Research in Practice)</p> <p><i>Reducing the research-practice gap for racially just services (Room TBC)</i> Facilitators: Temidayo Eseonu (Lancaster University) and Philip Robinson (BBC/Independent Researcher)</p>		
16.15-16.30	Refreshments		
16.30-17.30	<p>Stream: Complexity and outcome-oriented public service management Chair: Max French (Room TBC)</p> <p><i>The Motivational State: A strengths-based approach to improving public sector productivity</i> Alex Fox (Impower) and Chris Fox (MMU)</p> <p><i>Failed Relationality: Considering the causes, processes, and implications of 'failure' in English Councils and the impact for central-local relationships</i> Matthew Dodd (Northumbria University)</p>	<p>Stream: Public Service Reform and Relational Evaluation Approaches Chair: Hannah Hesselgreaves (Room TBC)</p> <p><i>What does "Relational Public Service" mean?</i> Toby Lowe, Rob Wilson and Hannah Hesselgreaves (MMU)</p> <p><i>Applying HLS to Public Service Reform; The Team Doncaster Thrive initiative</i> John Gleek, Lee Tillman and Damien Allen (Doncaster Council)</p>	<p>Stream: Engaged scholarship and Relational Knowledge Production Chair: Melissa Hawkins (Room TBC)</p> <p><i>Integrating 20+ municipal and community services: Kvaløya BOV as cross-generational care in Northern Norway</i> Manuela Aguirre et al (Kvaløya BOV, Norway)</p> <p><i>Interpreting the governance of human trafficking: the relational dynamics of policy implementation</i> Nick Turnbull, Rose Broad (Manchester University), Tom Vander Beken (Gent University)</p>
17.30-18.15	<p>Keynote 2 Title: TBC Joseph Badman and Dennis Vergne (Basis) Chair: Max French (Room TBC)</p>		

From 18.15	Drinks Reception		
	Dinner Venues to be recommended		
Day 2 4th June	Activity		
From 08.45	Registration/Coffee		
09.00-09.45	<p>Welcome to Day 2 Keynote 3: Title (TBC) Barbara Befani (National Centre for Social Research) Chair, Hannah Hesselgreaves</p>		
09.45-10.45	<p>Stream: Complexity and outcome-oriented public service management Chair: Max French (Room TBC)</p> <p><i>From Patient-Centricity to Relationship-Centric Care in Public Health Services</i> Mark Gibson (Gibson Research)</p> <p><i>Relational patient and public involvement within Integrated Care Partnerships in the UK - turning opposition into collaboration?</i> Christianne Ormston (North East and North Cumbria ICB/Northumbria University)</p>	<p>Stream: Engaged scholarship and Relational Knowledge Production Chair: Rob Wilson (Room TBC)</p> <p><i>Foregrounding the productive value of 'we-relations' in cross-sector collaboration.</i> Gail Mann (Portsmouth City Council)</p> <p><i>Buber's I-You/I-IT distinction: a theoretical foundation for Relational Public Services?</i> Marc Le Chevallier (UCL)</p>	<p>Stream: Engaged scholarship and Relational Knowledge Production Chair: Melissa Hawkins (Room TBC)</p> <p><i>Learning from relational grant-giving: Case study of 'The Ideas Fund' programme</i> Chris Manion (British Science Association)</p> <p><i>Open-system relationships and service effectiveness: learning from the Money and Mental Health Service in Kent, UK</i> Harris Kaloudis¹, Emma Coombes², Huihui Song², Tim Wilson², Emma Halliday¹, Benjamin Barr² ¹Lancaster University, ²University of Liverpool</p>

10.45-11.15	Refreshments		
11.15-12.15	<p>Stream: Complexity and outcome-oriented public service management Chair: Max French (Room TBC)</p> <p><i>Use of the “Shooting Star” with children and young people considered at risk of becoming involved in Serious Youth Violence in Manchester.</i> Karen Bodger and Lucy Perrone (Triangle Consulting)</p> <p><i>Trusted professional multi-agency transitions for young people facing multiple disadvantages – a co-production case study by a voluntary sector partner in the Changing Futures Plymouth programme, UK.</i> Gemma Doyle (University of Plymouth), Sean Mitchell, (The Zone), Sue Hawley; Katy Krysiak, (Changing Futures Plymouth); Oliver Beer; Felix Grading, (Plymouth City Council/University of Plymouth)</p>	<p>Stream: Public Service Reform and Relational Evaluation Approaches Chair: Hannah Hesselgreaves (Room TBC)</p> <p><i>How “transactional” administrative data from public administration archives uncover relational aspects of policy programmes</i> Giampaolo Montaletti and Mike Martin (Northumbria University)</p> <p><i>Human Learning System: Transparency and Participation in Research in Jalisco through Open Data and Zenodo</i> Netzahualpilli Delgado Figueroa (Secretaría de Salud del Estado de Jalisco) Jesús Arturo Medina Varela et al (UCM)</p>	<p>Stream: Engaged scholarship and Relational Knowledge Production Chair: Melissa Hawkins (Room TBC)</p> <p><i>Are public services or public servants relational? Bridging between relational public services and Public Service Ethos (PSE)</i> Rory Shand (MMU)</p> <p><i>Community-driven change of health inequalities: Embedding mutual learning and change in social prescribing</i> Koen Bartels (Birmingham University)</p>
12.15-13.00	<p>Workshop Sessions</p> <p><i>Alternative assessment models for complex needs services (Room TBC)</i> Facilitator: Robin Johnson (PIEPR)</p> <p><i>Building High-Performing Relational Teams in Public Services: A Practical Workshop (Room TBC)</i> Facilitators: Joseph Badman and Dennis Vergne (Basis)</p> <p><i>Demonstration of a new platform for a Relational Approach to Information: Case study of the Changing Futures Northumbria (CFN) (Room TBC)</i></p>		

	<p>Facilitators: Ron Charlton (Changing Futures Northumbria), David Jamieson (Northumbria University) and Rob Wilson (MMU)</p> <p><i>Blurring the Boundaries? Navigating the Professional, Personal, and Private Self (3Ps) in Relational Practice (Room TBC)</i></p> <p>Facilitators: Gabriel Eichsteller (ThemPra Social Pedagogy) and Lowis Charfe (UCLAN)</p>
13.00-13.45	Lunch
13.45-14.30	<p>Keynote 4: Title TBC</p> <p>Kathy Evans (Director of Policy & Influencing at NYAS, the National Youth Advocacy Service)</p> <p>Chair, Melissa Hawkins</p>
14.30-15.15	<p>Workshop Sessions</p> <p><i>The process is just as important as the result: Tools for non-violent communication in participatory processes (Room TBC)</i></p> <p>Facilitator: Cecilia Ramirez (Guadalajara Municipal Government, Mexico)</p> <p><i>Relational commissioning: how inter-agency partnership working enhances outcome focused support (Room TBC)</i></p> <p>Facilitators: Louise Hall (Future Pathways) and Flora Henderson (Health in Mind)</p> <p><i>Competing models or complementary approaches to public service reform: A dialogue between HLS and Psychologically Informed Environments (Room TBC)</i></p> <p>Facilitators: Joy MacKeith, Toby Lowe (MMU), Robin Johnson (PIEPR)</p> <p><i>A new platform for Relational Public Services based on a Social Structure Model: Demonstration workshop (Room TBC)</i></p> <p>Facilitators: Dixon Dick (Archethought), Don Nease (Colorado University)</p>
15.15-16.00	<p>Workshop Sessions</p> <p><i>Action-oriented approach to public sector innovation: The Capacity method (Room TBC)</i></p> <p>Facilitator: Sara Chattun and Emma Lord (Capacity CIC)</p> <p><i>Listening More Deeply Inside Public Services (Room TBC)</i></p> <p>Facilitator: Jenny Rose Smith (Independent Consultant)</p> <p><i>Scaling up our efforts for mental health using the evidence base for community resilience and a creative and systemic lens</i></p>

	Facilitator: Angela Kennedy (Independent Consultant) <i>Supporting the adult social care front door: A community coordinated approach (strategic overview) (Room TBC)</i> Facilitator: Simon Sherbersky and Matt Bell (SPINDL CIC)		
16.00-16.15	Refreshments		
16.15-17.00	Edited Book launch of <i>Futures in Public Management: Is there an emerging Relational approach to Public Services</i> Plenary and Debate Close		
From 18.00	Conference Dinner at 'Home' (on Oxford Street)		
Day 3 5th of June	Activity		
08.45-09.00	Registration and Coffee		
09.00-09.45	Welcome to Day 3 Keynote 5: Title TBC Donna Hall (Mutual Ventures) Chair, Toby Lowe		
09.45-10.45	Stream: Complexity and outcome-oriented public service management Chair: Max French (Room TBC) <i>How can we co-construct a person centred, national learning system that facilitates and synthesises learning at the local level that informs policy and practice?</i>	Stream: Complexity and outcome-oriented public service management Chair: Toby Lowe (Room TBC) <i>Democratising AI: lessons learned from participating in the 'Open AI' call for democratic input to AI</i> Shu-Lang Lin, Martin King (Northumbria University) and Rob Wilson (MMU)	Stream: Data, Information and Platforms in Relational Digital Government Chair: Rob Wilson (Room TBC) <i>Information and Platforms in Relational Digital Government</i> Denise Jones (Northumbria University)

	<p>Mandy Westcott (Improvement Cymru NHS Exec Wales) and Mark Ford (Welsh Government)</p> <p><i>Complexity, History and the Future: Implications for policy and policy-making.</i> Robert Geyer and Jude Rowley (Lancaster University)</p>	<p><i>Making Connections in the Relational Practice Archipelago</i> Neil Denton (Relationships Project)</p>	<p><i>Missing Opportunities: Invisible Interoperation, Emergent Relational Practices, and the Limits of Interoperability Rhetoric in Shared Care Records</i> Andrey Elizondo (MMU)</p>
10.45-11.15	Refreshments		
11.15-12.00	<p>Workshop Sessions</p> <p><i>The challenges are so great, so complex and so overwhelming that...the only place to start is with ourselves (Room TBC)</i> Facilitator: Matt Bell (SPINDL CIC)</p> <p><i>From Implicit to Intentional: Advancing equity in HLS (Room TBC)</i> Facilitator: Onika Winston (Collaborate CIC) and Gabriel Eichsteller (ThemPra Social Pedagogy)</p> <p><i>Role of Learning and Collaboration: Trust Building in the Glasgow Child Poverty Programme (Room TBC)</i> Facilitator: Margaretha Cruywagen (Glasgow University)</p> <p><i>My Sister's Place workshop: exploring trauma-informed responses to complex social harms (Room TBC)</i> Facilitator: Fiona Shiel (VAWG Systems Lab)</p>		
12.00-12.45	<p>Workshop Sessions</p> <p><i>Re-defining Organisational Development - Language as a Barrier and Enabler in Relational Public Service (Room TBC)</i> Facilitators: Claire Robinson (Civinet) and Kim Jackson (Doncaster Council)</p> <p><i>What helps and hinders new logics in action? Insights from a case study of a UK government funded policy and delivery sustainability organisation. (Room TBC)</i> Facilitator: Esmee Wilcox (Socially Adept) and Gary Kass (Surrey University)</p> <p><i>Curiouser and curiouser..... when an intersectorial partnership framework meets a Human Learning Systems approach (Room TBC)</i></p>		

	<p>Facilitator: Karen McNeill (Independent Consultant)</p> <p><i>What you work on, works on you: A call for stories about the impact of reform on the reformer, and an exploration of what this means for intervention design (Room TBC)</i></p> <p>Facilitator: Mark Smith (MMU)</p>
12.45-13.15	<p>Conference Wrap-up: Hannah Hesselgreaves Chair: Rob Wilson</p> <p>Close</p>