

**Towards Relational Public Services Conference**  
**23<sup>rd</sup>-25<sup>th</sup> June 2026,**  
**Dalton Building, Manchester Metropolitan University, Oxford Road, Manchester**

<b>Evening of 22<sup>nd</sup> June</b>	<b>Pre-Conference Activity from (18.30): (Location)</b>		
	TBC		
<b>Day 1 23<sup>rd</sup> of June</b>	<b>Activity</b>		
10.30-11.00	<b>Registration/Refreshments (Location Dalton Building Atrium)</b>		
11.00-12.00	<p>Conference Welcome (Room G37) Rob Wilson  <b>Keynote 1: Title TBC</b>  <b>Nick Crossley (University of Manchester)</b>  Chair: Hannah Hesselgreaves</p>		
12.00-13.00	<p><b>Stream: Prevention, Wellbeing and Outcomes</b>  <b>Chair: Max French (1.04)</b></p> <p>From Social Imagination to Relational Policy: Building Civic Infrastructure for Prevention and Wellbeing <i>Daisy Giuliano (Derby City Council) et al.</i></p> <p>Prefiguring a relational and equitable future for local government services in the UK? Drawing together lessons across service evaluations <i>Harris Kaloudis et al (Lancaster University)</i></p>	<p><b>Stream: Relational Policy and Policy making.</b>  <b>Chair: Koen Bartels (1.05)</b></p> <p>Towards a conception of Relational Public Service in Ireland <i>Anna Visser (Department of the Taoiseach, Ireland)</i></p> <p>Institutionalising collaborative capacity: navigating tensions in a subregional administration <i>Ainhoa Arrona (Orkestra)</i></p>	<p><b>Stream: Learning and Evaluation</b>  <b>Chair: Chris Mowles (1.06)</b></p> <p>Relational Practice: fostering new ways of working together better in NHS departments (clinical and operational) <i>Lesley Parkinson (Relational Practice)</i></p> <p>"It was good until it wasn't": Why Good Relational Work Unravels (and What We Can Do About It) <i>Linda Irvine, (Edinburgh Napier University) and Karen McNeill (Phronesis)</i></p>
13.00 - 14.00	<b>Lunch</b>		

14.00 - 14.45	<p><b>Workshop Sessions</b></p> <p><i>From judging value to creating it – rethinking evaluation in practice: learning from Portsmouth Health Determinants Research Collaboration (HDRC)</i> Yvonne Fullwood (Understanding Value) and Hannah Hesselgreaves (PERU and MMU) Room 1.04</p> <p><i>From bureaucratic to human: creating the conditions for relational public services to thrive</i> Christina Cornwell (Innovation Unit) Room 1.05</p> <p><i>Beyond relational public services</i> Matt Bell and Simon Sherbersky (Spindl CIC) 1.06</p> <p><i>Routine Enquiry about Adversity in Childhood - why asking the right question can change the world</i> Warren Larkin (Warren Larkin Associates) 1.07</p>		
14.45 - 15.45	<p><b>Stream: Prevention, Wellbeing and Outcomes</b> <b>Chair: Paula Rossi (1.04)</b></p> <p>Deming, Process, and Relational Work in Healthcare. <i>Thomas Rose (University of Birmingham)</i></p> <p>What are we doing? What do we value? System Convening to Address the Social Determinants of Health in Hospital Patients <i>Annabelle Burn (Homerton Healthcare)</i></p>	<p><b>Stream: Relational Policy and Policy making</b> <b>Chair: Robert Geyer (1.05)</b></p> <p>Embedding relational governance: Adopting and adapting ABCD in local governance <i>Koen Bartels (University of Birmingham) and Jonathan Hayes (Bradford Council)</i></p> <p><b>TBC</b></p>	<p><b>Stream: Learning and Evaluation</b> <b>Chair: Chris Mowles (1.06)</b></p> <p>Learning driven transformational change <i>Diana Hekerem and Clare Hammond (Healthcare Improvement Scotland)</i></p> <p>From Conversations to Collective Impact: 20 Years of Learning on Relational Outcomes in Scotland <i>Emma Miller (University of Strathclyde)</i></p>
15.45 - 16.00	<b>Refreshments</b>		
16.00 - 16.45	<p><b>‘Unfinished Thoughts’ Workshop Sessions</b></p> <p><i>Might we be 18 conversations away from a movement towards relational public services?</i> Mark Smith and Hannah Hesselgreaves (PERU and MMU) (Room 1.04)</p> <p><i>The Case for Serendipity: How to build trust in emergence</i> Gabriel Eichsteller (ThemPra Social Pedagogy CIC) Adele O'Neill (Bray and North Wicklow Area Partnership) (Room 1.05)</p> <p><i>Looking ahead: exploring future challenges with frontline workers</i> Jane Dowden (St Martin in the Field's Charity) (Room 1.06)</p>		

	<i>From Fragmentation to Federation: A Relational and Sociotechnical Challenge in Regional Innovation Ecosystems</i> Andrey Elizondo and Rob Wilson (PERU and MMU) (Room 1.07)
16.45 - 17.30	<b>Reflective Time (Rooms 1.04, 1.05 and 1.06)</b>
From 18.30	<b>Drinks Reception</b>
	<b>Dinner Venues to be recommended</b>

Day 2 24 <sup>th</sup> June	Activity		
From 09.00	Registration/Coffee		
09.30 - 10.15	<p>Welcome to Day 2  <b>Keynote 2: Public service markets, rights and wrongs (Part 2) Kathy Evans (Director of Policy &amp; Influencing at NYAS, the National Youth Advocacy Service)</b>            Chair: Rob Wilson</p>		
10.15 - 11.15	<p><b>Stream: Prevention, Wellbeing and Outcomes</b>  <b>Chair: Benedetta Trivelatto (1.04)</b></p> <p>Relational Public Administration and Behaviour Change: Evidence from a Stop Smoking Incentive Scheme in England <i>Jonathan Wistow et al (University of Durham)</i></p> <p>'Effective' neighbourhood governance? The relationality of meeting everyday needs <i>Madeleine Pill et al (University of Sheffield)</i></p>	<p><b>Stream: Relational Policy and Policy making</b>  <b>Chair: Toby Lowe (1.05)</b></p> <p>Creating Conditions for Safety in Young People's Lives: Human Learning Systems and Transitional Safeguarding in Multi-Agency Responses. <i>Sam Burn (MMU) and Colin Michel (Resonant Collaboration)</i></p> <p>Standing in the Storm and Adjusting our Sails: A Relational Journey through Transactional Systems in Child Poverty Mitigation (F:ACES – Family: Adult and Child Enhanced Services) <i>Adele O'Neill (Bray and North Wicklow Area Partnership) and Gabriel Eichsteller (ThemPra)</i></p>	<p><b>Stream: Learning and Evaluation</b>  <b>Chair: Andrey Elizondo (1.06)</b></p> <p>Digital Public Services as Governance Infrastructure: Institutional Complexity, Reform Durability, and the Reconfiguration of State–Citizen Interaction <i>David Oboladze (Innovation Reforms Centre)</i></p> <p>Interrupting the Taylorism of Social Care: A Platform to Enable Human-Centered Socio-Technical Co-Design <i>Dixon Chan Dick (Archethought) and Don Nease (Colorado University)</i></p>
11.15 - 12.15	<p><b>Stream: Prevention, Wellbeing and Outcomes</b>  <b>Chair: Jonathan Wistow (1.04)</b></p> <p>“From Fragility to Stability: Longitudinal evidence for Relational Mentoring as secondary prevention” <i>Hamish Robertson (WISE Group)</i></p>	<p><b>Stream: Relational policy and policy making</b>  <b>Chair: Koen Bartels (1.05)</b></p> <p>The "Zero Long term Unemployment" experiment in France: Challenges and Emerging Footholds of a Relational Approach to Employment Policy in France <i>Elvira Periac et al (Audencia University)</i></p>	<p><b>Stream: Learning and Evaluation</b>  <b>Chair: Andrey Elizondo (1.06)</b></p> <p>Evaluating Digitised and AI-Enabled Relational Public Services: Temporality, Assemblage, and the Politics of Public Service Reform <i>Talia Sharkawi (PERU and MMU)</i></p>

	Giving agency to frontline workers and clients: improving accommodation sustainment and wellbeing <i>Jane Dowden (St Martin in the Field's Charity)</i>	Discovering Hidden Relationality: A Financial Support Service in Milan <i>Giampaolo Montaletti (PERU) and Benedetta Trivelatto (Milan-Bicocca University)</i>	The Recursive Platform: How AI and Governance Co-Evolve Within a Trustworthy Governable Platform in Social Care <i>David Jamieson (Northumbria University) and Ron Charlton (PERU and Northumbria University)</i>
12.15 - 13.45	<b>Lunch</b>		
13.45 - 14.30	<b>Workshop Sessions</b> <i>Roles, relationships, and learning together: an invitation</i> Roger Duck (MASPAR) and Jane Serles (Citizen) (Room 1.04) <i>Relational Prevention in the Wild: purpose, partnership and shared learning</i> Andy Cox (ClearSignal) (Room 1.05) <i>Creating the Enabling Environment for Relational Public Services to become the norm</i> Andrew Laird (Mutual Ventures) (Room 1.06) <i>Relational Governance: Systems in Service of People and Place (Rochdale, UK)</i> Helen Davies (Rochdale Council) (Room 1.07)		
14.30 - 15.15	<b>Workshop Sessions</b> <i>The Human Learning Systems change journey: practical steps</i> Dawn Plimmer (Collaborate CIC) and Toby Lowe (PERU) (Room 1.04) <i>Well, it's not ideal, but let's do it anyway</i> Joseph Badman and Dennis Vergne (Basis) (Room 1.05) <i>A 'positive' turn for relational public services? A roundtable discussion</i> Catherine Durose (University of Liverpool) and Koen Bartels (University of Birmingham) (Room 1.06) <i>Embedding reflective systems skills into everyday work</i> Claire Turbutt (NHS Wales) (Room 1.07)		
15.15 - 15.30	<b>Refreshments</b>		
16.00 - 16.45	<b>Unfinished thoughts workshops</b>		

	<p><i>Large Language Models and Human Learning Systems: Our knowledge of Human Learning Systems by a "digital second brain"</i> Toby Lowe (PERU and MMU) and Joseph Fisher (Bespoke AI) (Room 1.04)</p> <p><i>A golden thread for relational systems: Exploring the role of AI in accountability and governance to support relational working.</i> Emyr Williams (Social Care Wales) (Room 1.05)</p> <p><i>Leading Across Complexity; The MEAM Approach</i> Maud Pedemonte-Ellis (Making Every Adult Matter) (Room 1.06)</p> <p><i>Early insights and challenges from designing and testing proactive, relational support for families in Glasgow</i> Margaretha Cruywagen (University of Glasgow) Katrina Philips and Struan Fraser (Glasgow City Council) (Room 1.07)</p> <p><i>The Commissioning Clinic: Real Dilemmas, Real Decisions</i> Karen McNeill (Phronesis Partnership) (Room TBC)</p>
17.15 - 18.00	<b>Reflection time/space (Rooms 1.04, 1.05, 1.06)</b>
From 18.00	<b>Conference Dinner: Souk Restaurant</b>

Day 3 25th of June	Activity		
08.45 - 09.00	Registration and Coffee		
09.00 - 09.45	Welcome to Day 3 Room G.37 <b>Keynote: Title TBC Sandra Hamilton, StoneKing</b> <b>Chair: Chris Fox</b>		
09.45 - 10.45	<b>Stream: Prevention, Wellbeing and Outcomes:</b> <b>Chair: Jonathan Wistow, Room 1.04</b>  Relational practice at the heart of schools: towards educational coherence <i>Leonie Ratty and Verity Howarth (Reach Foundation)</i>  Making Relational Public Services: Rethinking Vulnerability, Evaluation and System Change Under Pressure <i>Julie Wooten (Oldham NHS Family Practice)</i>	<b>Stream: Relational Policy and Policy making</b> <b>Chair: Garrett Grainger, Room 1.05</b>  National policymaking and system reform through relational system design <i>Jen Manuel (MHCLG)</i>  From Design Research to Relational Design in Local Government <i>Sophie Taylor, Liliias Adair and Freya Abbott (Camden Council)</i>	<b>Stream: Learning and Evaluation</b> <b>Chair: Chris Mowles, Room 1.06</b>  Building relationally integrated care; the use of evidence based measurement to bridge policy, practice and improved service user outcomes. <i>Claire Kenwood et al (Leeds and York NHS Partnership Trust)</i>  What an integrated NHS and social care team did when they applied relational principles when working with residents in a neighbourhood <i>John Mortimer (Impro Consult)</i>
10.45 - 11.45	<b>Stream: Prevention, Wellbeing and Outcomes:</b> <b>Chair: Paula Rossi, Room 1.04</b>  Shared Risk-Holding as a Mechanism for Prevention in Complex System: An Evaluation of the Creative Solution <i>Gary Wallace and Oliver Beer (Plymouth City Council)</i>  'Is it about getting back to the baseline, or supporting people to move forward?' - Lessons from taking a relational approach to reablement in	<b>Stream: Relational Policy and Policy making</b> <b>Chair: Koen Bartels, Room 1.05</b>  Towards a new typology of public services? Service users, ethics and relationality <i>Rory Shand (MMU)</i>  "No one prepared you for having to listen to that story" – What's the emotional labour in delivering NHS Patient and Public Involvement? <i>Christianne Ormston (NENC ICB NHS)</i>	<b>Stream: Learning and Evaluation</b> <b>Chair: Toby Lowe, Room 1.06</b>  Strengthening Postgraduate Learning Cultures through Relational Evaluation: A Place-Based Systems Approach, <i>Alison Whelan and Neil Heckels, (Durham University)</i>  From Community Social Innovation to Relational Policymaking: Innovation Zones as Learning

	Derby Kim Broadhurst, (Derby Community Healthcare) Michelle Skinner (Active partners trust) and Robert Smithers (Derby Council)		Systems Liam O'Hare, Laura Dunne and Peter Gileece (Queens University)
11.45 - 12.00	<b>Refreshments</b>		
12.00 - 13.00	<p><b>Stream: Prevention, Wellbeing and Outcomes:</b> <b>Chair: Max French, Room 1.04</b></p> <p><b>TBC</b></p>	<p><b>Stream: Relational Policy and Policy making</b> <b>Chair: Robert Geyer, Room 1.05</b></p> <p>Why relational public services keep failing? <i>Benjamin Taylor (RedQuadrant)</i></p> <p>Learning from Failure: Negative Case Studies and the Case for Relational Public Services <i>Garrett Grainger (PERU and MMU)</i></p>	<p><b>Stream: Learning and Evaluation</b> <b>Chair: Hannah Hesselgreaves, Room 1.06</b></p> <p>The Relational Pivot: From Crisis Intervention to Early Prevention Manchester City Council <i>Jo Johnson and Paul Holme (Manchester City Council)</i></p> <p>Embedding learning partnerships - regional, organisational, strategic, individual <i>Hester Steedman Thake (GMCA)</i></p>
13.00 - 13.35	<p><b>Workshop Sessions</b></p> <p><i>Leading from the Balcony</i> Hayley Lever (GMCA Moving) Room 1.04</p> <p><i>Developing a shared "how" for Glasgow's public service reform agenda: The Innovation and Learning Framework</i> Margaretha Cruywagen (Glasgow University) and Stevie McGowan (Glasgow City Council) Room 1.05</p> <p><i>Developing a 'Learning Operating Model' for Local Government</i> Lauri Swan, Amanda Kelly (KPMG) and Toby Lowe (MMU) Room 1.06</p> <p><i>Coaching the people, the work and the system</i> Siohban Edwards, (Innovation Unit) Room 1.07</p> <p><i>What can we learn from the successes, and the failures of a group of Relational work over the past years?</i> John Mortimer (Impro Consult) Room TBC</p>		
13.45 - 14.00	<p><b>Conference Wrap-up:</b> Hannah Hesselgreaves Chair: Rob Wilson <b>Close and Lunch</b></p>		