

Towards Relational Public Services Conference
23rd-25th June 2026,
Dalton Building, Manchester Metropolitan University, Manchester

Evening of 22nd June	Pre-Conference Activity from 17.30 Venue: Sandbar Pub Open Invitation to the Relational Services Manchester Meet Up (with Hannah Hesselgreaves, Laura Burling and Rob Wilson)		
Day 1 23rd of June	Activity		
10.30-11.00	Registration/Refreshments (Location Dalton Building Atrium)		
11.00-12.00	Conference Welcome: Rob Wilson (Room G.37) Keynote 1: Social Networks and/as Complex Systems Nick Crossley (University of Manchester) Chair: Hannah Hesselgreaves		
12.00-13.00	Stream: Prevention, Wellbeing and Outcomes Chair: Max French (1.04) From Social Imagination to Relational Policy: Building Civic Infrastructure for Prevention and Wellbeing <i>Mark Swift and James Smith (Wellbeing Enterprises CIC)</i> 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>	Stream: Relational Policy and Policy making. Chair: Koen Bartels (1.05) Towards a conception of Relational Public Service in Ireland <i>Anna Visser (Department of the Taoiseach, Ireland)</i> Everything, Everywhere, All At Once: Experiences from Public Service Reform in Greater Manchester <i>Thomas Johnson and Dave Kelly (GMCA)</i>	Stream: Learning and Evaluation Chair: Chris Mowles (1.06) Relational Practice: fostering new ways of working together better in NHS departments (clinical and operational) <i>Lesley Parkinson (Relational Practice)</i> "It was good until it wasn't": Why Good Relational Work Unravels (and What We Can Do About It) <i>Linda Irvine Fitzpatrick, (Edinburgh Napier University) and Karen McNeill (Phronesis)</i>

13.00 - 14.00	Lunch		
14.00 - 14.45	<p>Workshop Sessions</p> <p><i>From judging value to creating it – rethinking evaluation in practice: learning from Portsmouth Health Determinants Research Collaboration (HDRC) Yvonne Fullwood (Understanding Value) and Hannah Hesselgreaves (PERU and MMU) (Room 1.04)</i></p> <p><i>From bureaucratic to human: creating the conditions for relational public services to thrive Christina Cornwell (Innovation Unit) (Room 1.05)</i></p> <p><i>Leading from the Balcony Hayley Lever (GM Moving) (Room 1.06)</i></p> <p><i>Routine Enquiry about Adversity in Childhood - why asking the right question can change the world Warren Larkin (Warren Larkin Associates) (Room 1.07)</i></p>		
14.45 - 15.45	<p>Stream: Prevention, Wellbeing and Outcomes Chair: Paula Rossi (1.04)</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>Stream: Relational Policy and Policy making Chair: Robert Geyer (1.05)</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>Beyond Black and White: psychologically informed environments and ‘grounded feedback’ for meaningfully engaged data on public services’ effectiveness. <i>Robin Johnson (PIElink)</i></p>	<p>Stream: Learning and Evaluation Chair: Chris Mowles (1.06)</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	Refreshments		
16.00 - 16.45	<p>‘Unfinished Thoughts’ Workshop Sessions</p> <p><i>Might we be 18 conversations away from a movement towards relational public services? Mark Smith and Hannah Hesselgreaves (PERU and MMU) (Room 1.04)</i></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> <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)</p>
16.45 - 17.30	<p>End of Day Reflective sessions (Rooms 1.04, 1.05 and 1.06) Facilitators: Hannah Hesselgreaves and Chris Mowles</p> <p>As part of our project to widen and deepen and connect our ideas about relational public services we will be holding a reflective session to amplify the experience of attending this event.</p>
17.30 - 18.15	Book Launch (G.37)
From 18.15	Drinks Reception – Dalton Building Atrium
	Dinner Venues to be recommended

Day 2 24 th June	Activity		
From 09.00	Registration/Coffee		
09.30 - 10.15	<p>Welcome to Day 2 (Room G.37)</p> <p>Keynote 2: Public service markets, rights and wrongs (“The Sequel”) Kathy Evans (Director of Policy & Influencing at NYAS, the National Youth Advocacy Service) Chair: Rob Wilson</p>		
10.15 - 11.15	<p>Stream: Prevention, Wellbeing and Outcomes Chair: Max French (1.04)</p> <p>'Effective' neighbourhood governance? The relationality of meeting everyday needs <i>Madeleine Pill et al (University of Sheffield)</i></p> <p>Relational practice at the heart of schools: towards educational coherence <i>Leonie Ratty and Verity Howarth (Reach Foundation)</i></p>	<p>Stream: Relational Policy and Policy making Chair: Toby Lowe (1.05)</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>Stream: Learning and Evaluation Chair: Andrey Elizondo (1.06)</p> <p>Digital Public Services as Governance Infrastructure: Institutional Complexity, Reform Durability, and the Reconfiguration of State–Citizen Interaction <i>David Oboladze (Bristol University)</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>Stream: Prevention, Wellbeing and Outcomes Chair: Jonathan Wistow (1.04)</p> <p>“From Fragility to Stability: Longitudinal evidence for Relational Mentoring as secondary prevention” <i>Hamish Robertson (WISE Group)</i></p> <p>Giving agency to frontline workers and clients: improving accommodation sustainment and</p>	<p>Stream: Relational policy and policy making Chair: Koen Bartels (1.05)</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>Stream: Learning and Evaluation Chair: Andrey Elizondo (1.06)</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>

	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	Lunch		
13.45 - 14.30	<p>Workshop Sessions</p> <p><i>Roles, relationships, and learning together: an invitation</i> Roger Duck (MAPSAR) and Jane Searles (Citizen) (Room 1.04)</p> <p><i>Relational Prevention in the Wild: purpose, partnership and shared learning</i> Andy Cox (ClearSignal) and Emily Brook (Care City) (Room 1.05)</p> <p><i>Creating the Enabling Environment for Relational Public Services to become the norm</i> Andrew Laird (Mutual Ventures) (Room 1.06)</p> <p><i>Relational Governance: Systems in Service of People and Place (Rochdale, UK)</i> Helen Davies (Rochdale Council) (Room 1.07)</p>		
14.30 - 15.15	<p>Workshop Sessions</p> <p><i>The Human Learning Systems change journey: practical steps</i> Dawn Plimmer (Collaborate CIC) and Toby Lowe (PERU and MMU) (Room 1.04)</p> <p><i>Well, it's not ideal, but let's do it anyway</i> Joseph Badman and Dennis Vergne (Basis) (Room 1.05)</p> <p><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)</p> <p><i>Embedding reflective systems skills into everyday work</i> Claire Turbutt (NHS Wales) (Room 1.07)</p> <p><i>Beyond relational public services</i> Matt Bell and Simon Sherbersky (Spindl CIC) (Room TBC)</p>		
15.15 - 15.45	Refreshments		

<p>15.45 - 16.30</p>	<p>Unfinished thoughts workshops</p> <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>
<p>16.30 - 17.15</p>	<p>End of Day Reflective sessions (Rooms 1.04, 1.05 and 1.06) Facilitators: Hannah Hesselgreaves and Chris Mowles</p> <p>As part of our project to widen and deepen and connect our ideas about relational public services we will be holding a reflective session to amplify the experience of attending this event.</p>
<p>From 18.00</p>	<p style="text-align: center;">Conference Dinner: Souk Restaurant</p>

Day 3 25th of June	Activity		
08.45 - 09.00	Registration and Coffee		
09.00 - 09.45	<p>Welcome to Day 3 (Room G.37) Keynote: Distinguishing Market Purchasing from System Stewardship - Advancing the Art of the Possible in Collaborative Commissioning Sandra Hamilton, Stone King LLP Chair: Chris Fox</p>		
09.45 - 10.45	<p>Stream: Prevention, Wellbeing and Outcomes Chair: Benedetta Trivelatto, (Room 1.04)</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>Making Relational Public Services: Rethinking Vulnerability, Evaluation and System Change Under Pressure <i>Julie Wooten (Oldham NHS Family Practice)</i></p>	<p>Stream: Relational Policy and Policy making Chair: Garrett Grainger, (Room 1.05)</p> <p>National policymaking and system reform through relational system design <i>Jen Manuel (MHCLG)</i></p> <p>From Design Research to Relational Design in Local Government <i>Sophie Taylor, Liliias Adair and Freya Abbott (Camden Council)</i></p>	<p>Stream: Learning and Evaluation Chair: Chris Mowles, (Room 1.06)</p> <p>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></p> <p>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)</i></p>
10.45 - 11.45	<p>Stream: Prevention, Wellbeing and Outcomes Chair: Jonathan Wistow, (Room 1.04)</p> <p>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></p> <p>'Is it about getting back to the baseline, or supporting people to move forward?' - Lessons from taking a relational approach to reablement in</p>	<p>Stream: Relational Policy and Policy making Chair: Koen Bartels, (Room 1.05)</p> <p>Towards a new typology of public services? Service users, ethics and relationality <i>Rory Shand (MMU)</i></p> <p>"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></p>	<p>Stream: Learning and Evaluation Chair: Toby Lowe, (Room 1.06)</p> <p>Strengthening Postgraduate Learning Cultures through Relational Evaluation: A Place-Based Systems Approach, <i>Alison Whelan and Neil Heckels, (Durham University)</i></p> <p>From Community Social Innovation to Relational Policymaking: Innovation Zones as Learning</p>

	Derby <i>Kim Broadhurst, (Derby Community Healthcare) and Daisy Giuliano (Derby City Council)</i>		Systems <i>Liam O'Hare, Laura Dunne and Peter Gileece (Queens University Belfast)</i>
11.45 - 12.00	Refreshments		
12.00 - 13.00	<p>Stream: Prevention, Wellbeing and Outcomes: Chair: Max French, (Room 1.04)</p> <p>Understanding and accounting for the role of relationships in creating barriers and enablers to healthy working lives <i>Ruth Webber (PERU and MMU)</i></p> <p>The Challenges of Community activism: Navigating Collaboration at the Intersection of Radical Habitus and Framing <i>Alaa Khaled (MMU)</i></p>	<p>Stream: Relational Policy and Policy making Chair: Robert Geyer, (Room 1.05)</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>Stream: Learning and Evaluation Chair: Hannah Hesselgreaves, (Room 1.06)</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 - 13.45	<p>Workshop Sessions</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 1.04)</p> <p><i>Developing a 'Learning Operating Model' for Local Government</i> Lauri Swan, Amanda Kelly (KPMG) and Toby Lowe (MMU) (Room 1.05)</p> <p><i>Coaching the people, the work and the system</i> Siohban Edwards, (Innovation Unit) (Room 1.06)</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) (Room 1.07)</p>		
13.45 - 14.00	<p>Conference Wrap-up: Hannah Hesselgreaves Chair: Rob Wilson</p> <p>Close and Lunch</p>		