

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

<b>Evening of 22<sup>nd</sup> June</b>	<b>Pre-Conference Activity from 17.30</b>  <b>Venue: Sandbar Pub</b>  <b>Open Invitation to the Relational Services Manchester Meet Up (with Hannah Hesselgreaves, Laura Burling and Rob Wilson)</b>		
<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	Conference Welcome: Rob Wilson (Room G.37) <b>Keynote 1: Social Networks and/as Complex Systems</b> <b>Nick Crossley (University of Manchester)</b> Chair: Hannah Hesselgreaves		
12.00-13.00	<b>Stream: Prevention, Wellbeing and Outcomes</b> <b>Chair: Max French (1.05)</b>  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>	<b>Stream: Relational Policy and Policy making.</b> <b>Chair: Koen Bartels (1.06)</b>  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>	<b>Stream: Learning and Evaluation</b> <b>Chair: Chris Mowles (1.07)</b>  Relational Practice: fostering new ways of working together better in NHS departments (clinical and operational) <i>Lesley Parkinson (Relational Practice)</i> <i>Sally Comber, (University Hospitals of Morecambe Bay NHS Trust)</i>  From Community Social Innovation to Relational Policymaking: Innovation Zones as Learning Systems <i>Liam O'Hare, Laura Dunne and Peter Gilleece (Queens University Belfast)</i>

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) Yvonne Fullwood (Understanding Value) and Hannah Hesselgreaves (PERU and MMU) (Room 1.05)</i></p> <p><i>From bureaucratic to human: creating the conditions for relational public services to thrive Stacey Hemphill and Rachel Shapcott (Innovation Unit) (Room 1.06)</i></p> <p><i>Leading from the Balcony Hayley Lever (GM Moving) (Room 1.07)</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 1.08)</i></p>		
14.45 - 15.45	<p><b>Stream: Prevention, Wellbeing and Outcomes</b> <b>Chair: Paula Rossi (1.05)</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: Chris Fox (1.06)</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>Making Education Work: Relationships in and around Public Schools in India <i>Eeshita Dubey (Indian Institute of Management)</i></p>	<p><b>Stream: Learning and Evaluation</b> <b>Chair: Chris Mowles (1.07)</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>Pathways and Challenges to a New Relational Probation Service Anton Roberts (MMU and PERU) and Robin Moore (HM Inspectorate of Probation) (Room 1.04)</i></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 1.05)</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 1.06)</p> <p><i>Looking ahead: exploring future challenges with frontline workers</i> Jane Dowden (St Martin in the Field's Charity) (Room 1.07)</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 1.08)</p>
16.45 - 17.30	<p><b>End of Day Reflective sessions (Rooms 1.06, 1.07 and 1.08)</b>  <b>Facilitators: Hannah Hesselgreaves and Chris Mowles</b></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	<p><b>Book Launch (G.37) <a href="#">Reality Strikes Back - A Cartoon Guide to Complexity</a> by Virpi Oinonen</b>  Panel: Toby Lowe and Paula Rossi  Chair: Joe Badman</p>
From 18.15	<p><b>Drinks Reception – Dalton Building Atrium</b></p>
	<p><b>Dinner Venues to be recommended</b></p>

Day 2 24 <sup>th</sup> June	Activity		
From 09.00	Registration/Coffee		
09.30 - 10.15	<p>Welcome to Day 2 (Room G.37)</p> <p><b>Keynote 2: Public service markets, rights and wrongs (“The Sequel”)</b>  <b>Kathy Evans (Director of Policy &amp; Influencing at NYAS, the National Youth Advocacy Service)</b>  Chair: Chris Fox</p>		
10.15 - 11.15	<p><b>Stream: Prevention, Wellbeing and Outcomes</b>  <b>Chair: Max French (1.05)</b></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><b>Stream: Relational Policy and Policy making</b>  <b>Chair: Toby Lowe (1.06)</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: Talia Sharkawi (1.07)</b></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><b>Stream: Prevention, Wellbeing and Outcomes</b>  <b>Chair: Jonathan Wistow (1.05)</b></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><b>Stream: Relational policy and policy making</b>  <b>Chair: Koen Bartels (1.06)</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 (1.07)</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>

	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 (MAPSAR) and Jane Searles (Citizen) (Room 1.05) <i>Relational Prevention in the Wild: purpose, partnership and shared learning</i> Andy Cox (ClearSignal) and Emily Brook (Care City) (Room 1.06) <i>Creating the Enabling Environment for Relational Public Services to become the norm</i> Andrew Laird (Mutual Ventures) (Room 1.07) <i>Relational Governance: Systems in Service of People and Place (Rochdale, UK)</i> Helen Davies (Rochdale Council) (Room 1.08)		
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 and MMU) (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) <i>Beyond relational public services</i> Matt Bell and Simon Sherbersky (Spindl CIC) (Room 1.08)		
15.15 - 15.45	<b>Refreshments</b>		

<p>15.45 - 16.30</p>	<p><b>Unfinished thoughts workshops</b></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 1.08)</p>
<p>16.30 - 17.15</p>	<p><b>End of Day Reflective sessions (Rooms 1.04, 1.05 and 1.06)</b>  <b>Facilitators: Hannah Hesselgreaves and Chris Mowles</b></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;"><b>Conference Dinner: <a href="#">Zouk Restaurant</a></b></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)  <b>Keynote: Distinguishing Market Purchasing from System Stewardship - Advancing the Art of the Possible in Collaborative Commissioning</b>  <b>Sandra Hamilton, Stone King LLP</b>            Chair: Rob Wilson</p>		
09.45 - 10.45	<p><b>Stream: Prevention, Wellbeing and Outcomes</b>  <b>Chair: Benedetta Trivelatto, (Room 1.05)</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>Making Relational Public Services: Rethinking Vulnerability, Evaluation and System Change Under Pressure <i>Julie Wooten (Oldham NHS Family Practice)</i></p>	<p><b>Stream: Relational Policy and Policy making</b>  <b>Chair: Garrett Grainger, (Room 1.06)</b></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><b>Stream: Learning and Evaluation</b>  <b>Chair: Chris Mowles, (Room 1.07)</b></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><b>Stream: Prevention, Wellbeing and Outcomes</b>  <b>Chair: Jonathan Wistow, (Room 1.05)</b></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><b>Stream: Relational Policy and Policy making</b>  <b>Chair: Koen Bartels, (Room 1.06)</b></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><b>Stream: Learning and Evaluation</b>  <b>Chair: Toby Lowe, (Room 1.07)</b></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>"It was good until it wasn't": Why Good Relational Work Unravels (and What We Can Do About It)</p>

	Derby Kim Broadhurst, (Derby Community Healthcare) and Daisy Giuliano (Derby City Council)		Linda Irvine Fitzpatrick, (Edinburgh Napier University) and Karen McNeill (Phronesis)
11.45 - 12.00	<b>Refreshments</b>		
12.00 - 13.00	<p><b>Stream: Prevention, Wellbeing and Outcomes:</b> <b>Chair: Max French, (Room 1.05)</b></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><b>Stream: Relational Policy and Policy making</b> <b>Chair: Robert Geyer, (Room 1.06)</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 1.07)</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 - 13.45	<p><b>Workshop Sessions</b></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> Sihban 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><b>Conference Wrap-up: Hannah Hesselgreaves</b> Chair: Rob Wilson</p> <p><b>Close and Lunch</b></p>		