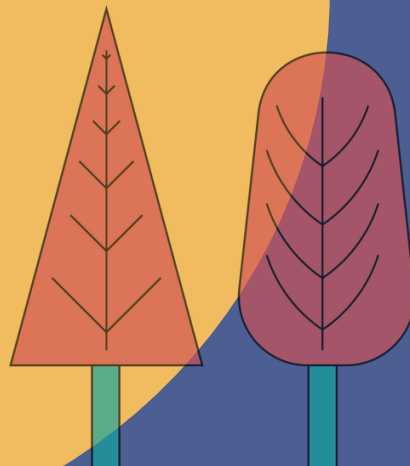
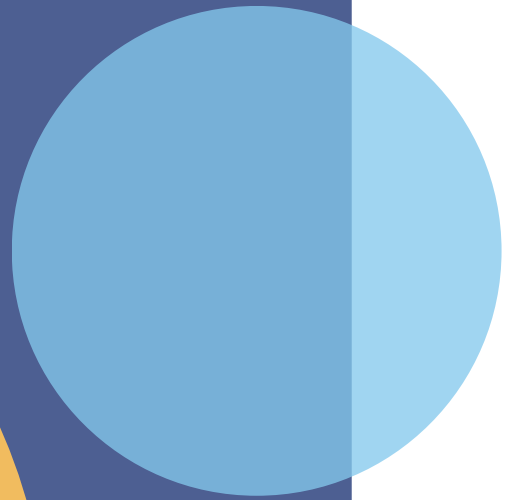
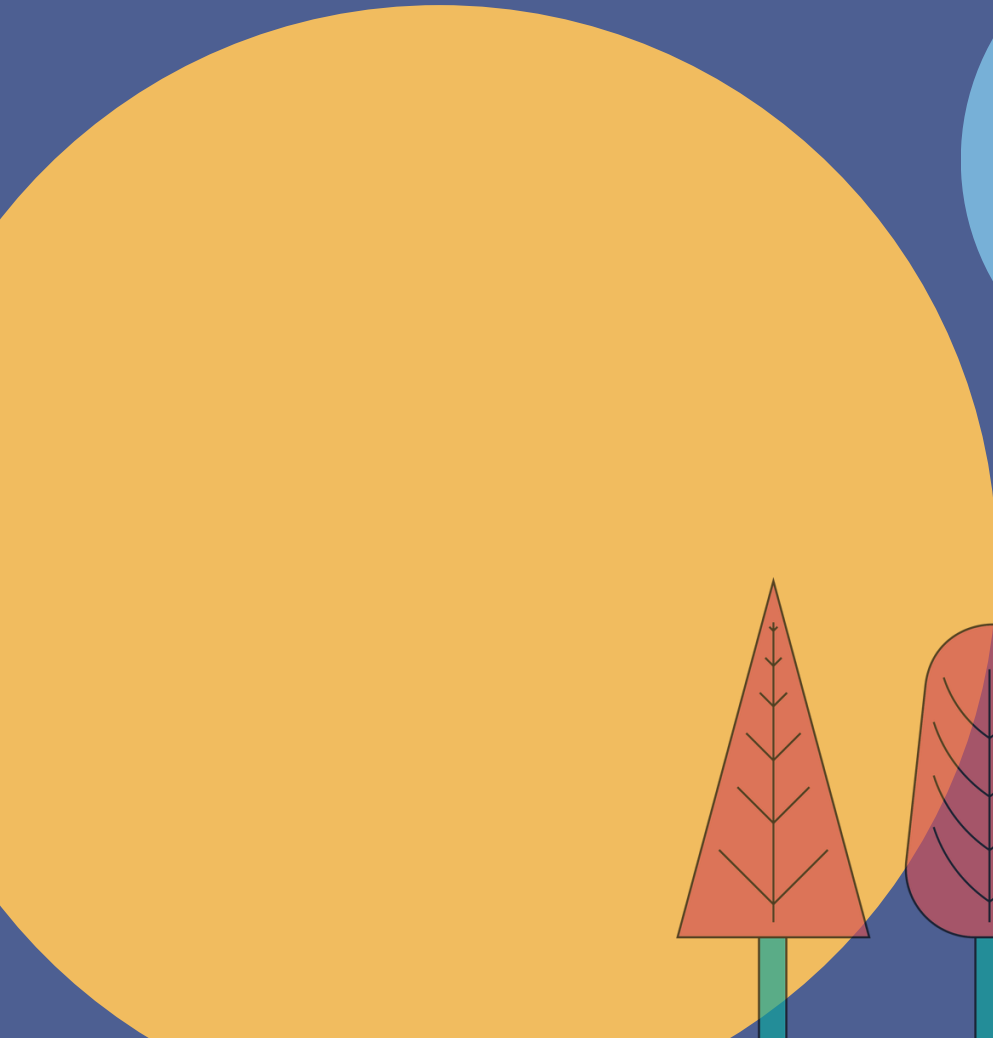




PROSPECTUS

MARCH 2026



A WORD FROM OUR DIRECTOR

I'm delighted to share the first prospectus for the Camden Centre for Relational Practice. From the beginning, we've held a simple but ambitious belief: that public services can be redesigned around human connection, and that relational capability is the engine of meaningful change. At a time when organisations face complexity, rising demand and uncertainty, relational practice is not an add-on; it's essential. It creates the conditions where hope takes root, curiosity shapes everyday work, and where connection strengthens people, teams, and whole systems. These foundations enable organisations to evolve and thrive in shifting contexts.

This year has been one of momentum. We have worked alongside colleagues across the country who are reimagining culture and public sector design. In every partnership, we listen deeply, understand context and co-design learning that is practical, responsive, and grounded in lived experiences. We bring expertise, but we also stay humble, learning and growing with those we support.

Our commitment to anti-racist practice and social justice is central. Looking ahead, I'm energised by possibilities, partnerships, and ideas. A glimpse of this future can be found in this prospectus, which outlines learning journeys and opportunities we are keen to develop alongside you.

Nana Bonsu
Director of Relational Practice, Camden Council



ABOUT US

Public services are built on relationships. Every decision, every interaction, every outcome depends on the quality of connection between people. Yet the pressures on public service organisations – complexity, workforce strain, squeezed funding, growing resident needs – make it harder than ever to work in ways that feel human, compassionate, and grounded in trust.

The Camden Centre for Relational Practice, established by Camden Council in 2024, was created in response to this reality. It is a space built **by the public sector, for the public sector** shaped by people who understand the demands of front-facing work, the challenges of public sector leadership, and the complexity of systems that hold everything together. This is not an external consultancy looking in. It is a sector-rooted centre **designed by practitioners who know the work because they live it.**

The Centre exists to help public sector organisations strengthen the relationships that sit at the heart of good public services. We believe relational practice is not an add-on or a “nice to have”. It is a **core capability for modern public services** – improving resident trust, reducing conflict, supporting staff wellbeing, enabling better decisions, and contributing to a stronger society. Small relational shifts can create meaningful change, and our role is to help organisations make those shifts.

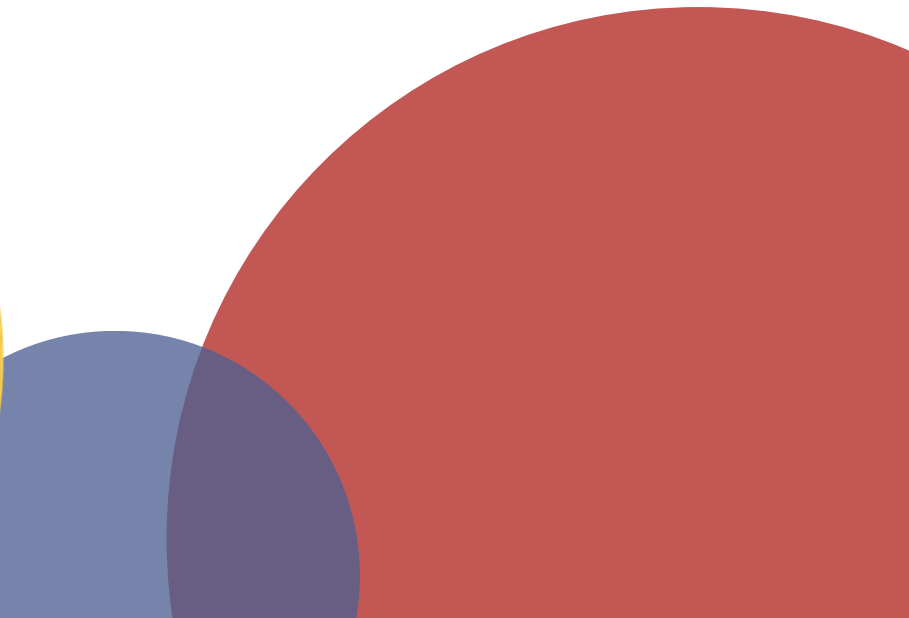
At its heart, the Centre is about connection. Connection between people, between organisations, and between the values we hold and the way we work. Connection with each other and with the people we serve. **We want to help public services bring out the best in humans.**

We provide support with:

- relational leadership
- relational practice
- relational infrastructure and service design
- participation and codesign
- children’s services improvement

And we offer:

- training and workforce development
- facilitation and codesign
- peer-to-peer learning programmes and workshops



WHAT RELATIONAL PUBLIC SERVICES MEANS TO US

The Centre is part of a collective of organisations, projects and institutions trying to help public services to feel more human. The definition of relational public services to us is:

“

SERVICES PROVIDED BY
GOVERNMENTS FOR THE
PUBLIC GOOD, THAT
PRIORITISE STRONG
RELATIONSHIPS WITH AND
BETWEEN PEOPLE,
ON WHICH EVERYTHING ELSE
IS BUILT

”

This is not a new idea. It has been around for over 150 years with scattered roots across a multitude of practices and systems. In 2025, the Centre co-authored an article about the history of relationalism in public services and why it matters today, published by University College London. You can [read the article here](#).

TRAINING AND WORKFORCE DEVELOPMENT

The Centre offers four training and development courses, ready made for any public sector team, service or department. You can book a one-off session or a block of courses for a wider workforce.

All our courses are based on Camden's unique relational practice framework. We use systemic thinking as our central approach, augmented with methods and techniques to help apply systemic thinking in the real world - mentalising, antiracism, restorative to help with relational rupture, and rights-based participation.

We pride ourselves in translating academic concepts into everyday language and practical application that works for public services.

We can deliver sessions for you in Camden, or at a location of your choice. If you have an existing practice model or approach, we can work with you to align our training to complement your local context,

Each training day is evaluated to make sure your participants have gained knowledge, feel there was practical application to their working lives, can name tangible benefits, and have identified how they will put the knowledge into action.

Here's what some of our previous training participants had to say:

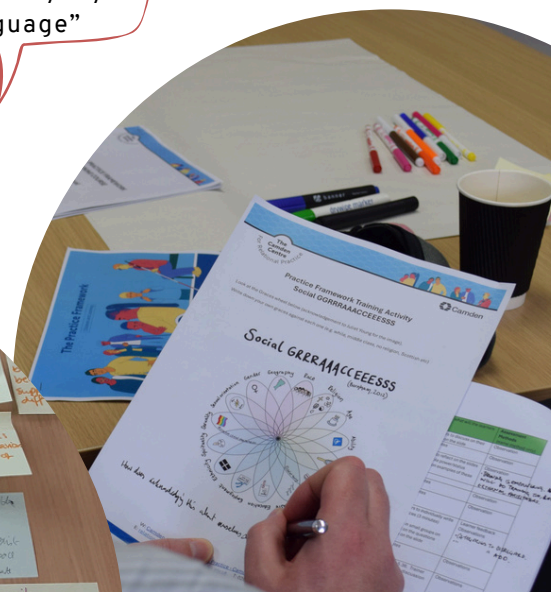
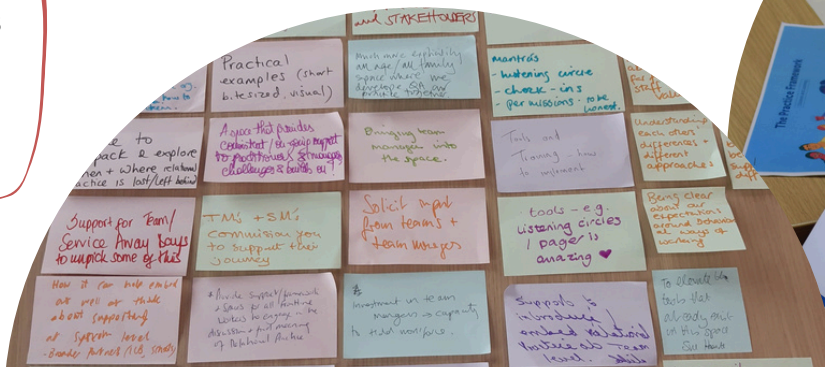
"Really inspiring and thought provoking, excellent delivery and engagement"

"I have done this training in another borough however the approach shown by this trainer was better than any I had experienced previously. She was engaging and knowledgeable about the type of work we do and made the training aptly apply"

"Loved the pacing and translation of systemic ideas into everyday language"

"Very enjoyable training. I feel like I am gaining a lot"

"The delivery was fantastic. It was accessible, reflective and challenging"



OUR FOUR COURSES

3-HOUR RELATIONAL PRACTICE ESSENTIALS

A bitesize introduction to core relational practice ideas. Practical and participatory workshop-style.

- Defining relational practice
- Context and constructs
- Curiosity and compassion
- Applying in everyday practice

3-DAY RELATIONAL PRACTICE COURSE

An immersive and practical course exploring our relational practice framework. Come away with confidence and actionable ideas to strengthen relational practice in your working life.

- Day 1: Our approach - five systemic ideas
- Day 2: Deeper into our approach - five systemic tools
- Day 3: Four methods to aid systemic thinking and four techniques to apply in everyday practice

2-DAY RELATIONAL LEADERSHIP COURSE

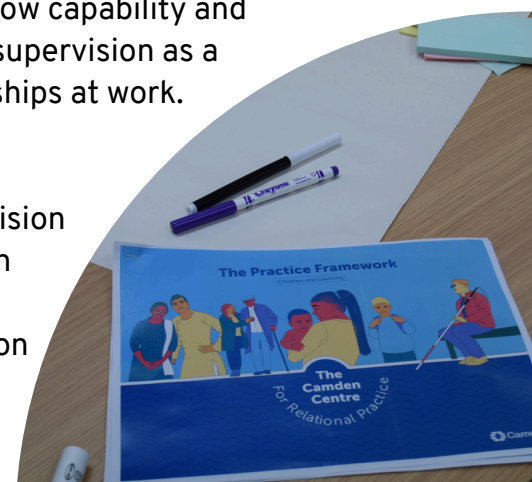
Relational ideas specifically tailored for the management and leadership context. Participatory and reflective, with solid takeaways to put into your leadership or management practice straight away.

- Day 1: Our approach - five systemic ideas
- Day 2: Practical application: systemic and relational tools, methods and techniques

1-DAY RELATIONAL GROUP SUPERVISION COURSE

A skills-building day to help grow capability and confidence to convene group supervision as a means to help strong relationships at work.

- why group supervision
- use of self in group supervision
- different group supervision models
- practising group supervision



FACILITATION AND CODESIGN

The Centre can support you with a range of facilitation and codesign, including our flagship relational codesign programme. Our approach to facilitation and codesign is rooted in our relational values. Whether you're looking for an inspiring keynote speaker, someone to design and deliver your away day, or have an innovative codesign idea in mind, we'd love to hear from you.

RELATIONAL CODESIGN PROGRAMME

Our flagship programme that brings together your staff and residents to codesign a relational service, policy or practice framework built for your unique context. 10 x 2-hour sessions delivered over 4-5 months, and onsite in your local area.

WORKSHOPS, AWAY DAYS, STAFF TRAINING DAYS

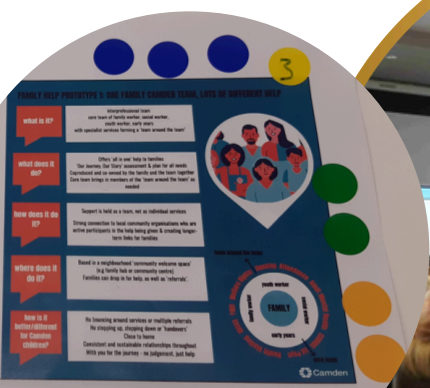
Bespoke, thoughtfully tailored workshops designed to your needs on any of our relational culture building themes – relational leadership, practice, infrastructure and service design or participation.

KEYNOTE SPEAKERS

For your conference or event, delivered by one of the Centre's highly experienced and inspirational leaders.

“Drawing on the Centre’s experience of work with communities has meant we are in a better position at the start to understand what is important in designing the process to take us to a practice model for Housing”

*Elly Shepherd,
Head of Housing Strategy
Camden Council*





PEER-TO-PEER LEARNING PROGRAMMES

A cornerstone of the Centre's work is our support to other local authorities and public services, particularly those on improvement journeys. The Centre takes a unique approach to peer support. We do not offer a 'cut and paste' model. Instead, every peer learning programme is focussed on strengths, reciprocity and a principle of 'something to teach, something to learn'.

Our sector-led improvement work is imbued with our values of compassion, collaboration and empowerment. Our programmes are all bespoke designed and flexible to help a public service get where it wants to be, building on what's strong and putting relationships first. Our peer learning programmes are generally minimum 6-12 months and between 20-40 delivery days.

Select from one or a combination of our Centre themes and work with us to build your peer-to-peer learning package:

- relational leadership
- relational practice
- relational infrastructure and service design
- participation
- childrens services improvement

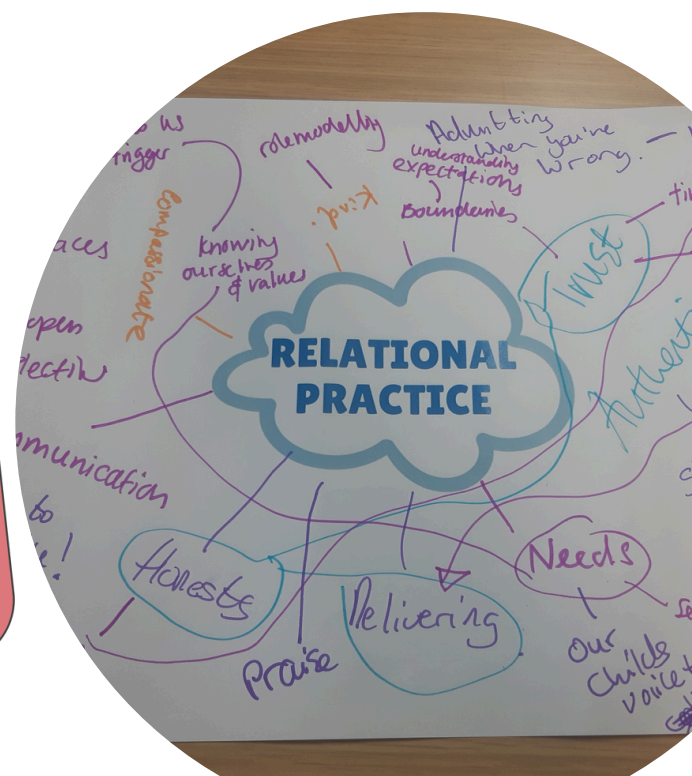
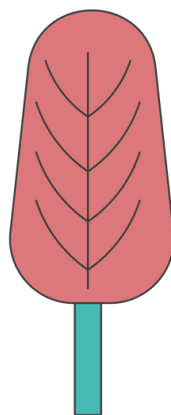
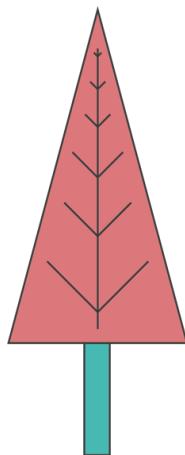
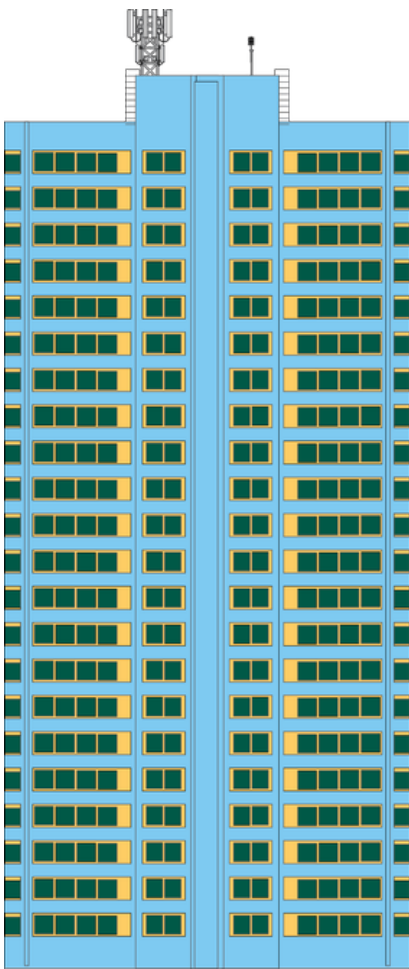
"What a partnership North East Lincolnshire and Camden have. Bound by shared values, love and care, and quite simply a desire to help and support children and families. Sector-led improvement with love and care at the centre. You have been so professionally generous and supportive of our improvement journey for children in North East Lincolnshire. The support you have offered has hugely contributed to the pace of change and outcomes we are now seeing".

*Ann-Marie Matson,
Director of Children's Services
North East Lincolnshire Council*

BUILD YOUR OWN

If you have something specific in mind, we can work with you to create tailored packages of relational practice training, codesign, or peer-to-peer learning. Please do get in touch to discuss how we can work together.

We're also open to new partnerships and collaborations. If you are looking for a research partner on relational public services, or someone to explore new relational ideas with, we'd love to hear from you.



contact us

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relationalpracticecentre@camden.gov.uk

**The
Camden
Centre**
For Relational Practice