Case Study Collection

Welcome to our Case Study Collection: inspiring examples of charities, schools, businesses, governments and more who are putting relationships at the heart of what they do, and reaping the rewards.

By providing an easy way to find practical examples of good relational practice, the collection serves as a useful jumping-off point for thinking about how you can improve your own relational practice. You can fond out more about many of these examples in our long form case studies and shorter form case study cards (perfect for group workshops)

Each example is mapped against ten opportunities to help create the conditions for good relationships flourish:

1. **Planning**: developing a strategy for improving relationships
2. **Training**: developing skills to build and maintain strong relationships
3. **Rules and accountabilities**: holding each other to account for prioritising good relational practice
4. **Incentives**: celebrating those who lead the way in building good relationships
5. **Honesty and openness**: creating a welcoming culture of transparency and generosity
6. **Impact measurement**: measuring and reflecting on what works and what doesn't, and acting on insights
7. **Storytelling**: forging new and positive narratives about the power of good relationships
8. **Activities**: organising activities and events that bring people together.
9. **Physical space**: designing environments that encourage interaction, not separation
10. **Digital technology**: using digital tools in ways that connect rather than atomise

We recommend using the Case Study Collection alongside the Relationships Heatmap: an interactive diagnostic tool which shows which areas of your practice are supportive of good relationships, and which are not. You can use this database to find inspiration for warming up the cooler spots in your relational practice. To do this:

1. Complete the Heatmap
2. Invite others in your place to complete the Heatmap too (optional)
3. Review your results
4. Identify the cool spots in your relational practice
5. Find the columns in this database which correspond to your cool spots
6. Search for inspiration by reading down these columns

If you'd like tailored support in using either of these resources, please get in touch with hello@relationshipsproject.org. We'd be more than happy to help.

And please feel free to make a copy of the spreadsheet by going to File > Make a copy. This way you will be able to filter, highlight and edit, creating your own customised resource.

Finally, please share any other examples that you think should be featured with us at hello@relationshipsproject.org. There is a

No.	Name	Type of place	Sector(s)	Location	Summary	Relationships spotlight	Opportunities for nurturing the conditions for good relationships									
							Planning [1]	Training [2]	Rules and accountabilities [3]	Incentives [4]	Honesty and openness [5]	Impact measurement [6]	Storytelling [7]	Activities [8]	Physical space [9]	Digital technology [10]
1	Timpson	Business	Retail, Criminal Justice	Various, UK	Timpson is a service retailer specialising in signage, locksmithery, photo processing and shoe, watch, phone and other repairs. It has over 2,000 UK stores, employs 5,600 staff and owns 119 Snappy Snaps franchises. 10% of Timpson staff are ex-offenders, and the company puts a lot of energy into its relationships with them to great business and social benefit. In helping transform the lives of these staff members, Timpson is reducing the social and economic costs of recidivism, boosting its own reputation, improving staff retention and helping change the conversation around employing ex-offenders.	An empowering, trusting relationship between Timpson and ex-offenders improves rehabilitation outcomes, staff performance and business reputation.	Employing ex-offenders is key to Timpson's 'upside down' management approach, which emphasises trusting, empowering relationships with staff.	Timpson trains colleagues from prison through to the shop floor, prioritising relationship and mindset over formal qualifications.		Timpson's approach gives ex-offenders fantastic (and, unfortunately, unusual) opportunities for professional growth and stability.		Timpson has been sure to capture and communicate the benefits of working with ex-offenders.	Timpson celebrates its story and the stories of its staff to help change the perception of ex-offenders.			
2	Community Shop	Social Enterprise	Community, Joined-up Support	Various, England	Community Shop is the UK's first social supermarket, founded in 2013 to "build stronger individuals and more confident communities." It achieves this by combining heavily discounted supermarket goods with a range of social services and activities - including a co-reated, personalised Success Plan - in order to help people escape food poverty and realise wider success in their lives. In practice Community Shop staff help members in myriad informal ways, too. Community Shop helps members feel more confident, better equipped to achieve their life goals and mentally and physically healthier.	Welcoming, collaborative relationships with staff provide a platform for members to design and follow a plan for turning their lives around.		Training programmes help structure the supportive relationship between staff and members.		The chance to learn new skills, save money on food and make a Success Plan all incentivise members to develop relationships with staff.				Activities are key to Community Shop relationships. E.g. Community Kitchen offers cookery classes, mentoring, growing space and a cafe to eat and socialise.	Community Shop reimagines the supermarket space as a physical hub of community support and learning.	
3	Leeds Anchor Network	Network	Multiple, Inclusive Growth	Leeds, England	The Leeds Anchor Network (LAN) connects major Leeds organisations – including councils, hospitals, universities and utility providers – as 'Anchors' to work together to maximise the local benefits of their spending, services and recruitment. Through relationships within Anchors, between Anchors and between Anchors and local communities, the LAN is helping improve outcomes across five key areas: employment, procurement, bricks and mortar, service delivery and civic behaviour. From a baseline of 10%, 50% of Anchor spending is now local. And through collaboration and internal evaluation, Anchors are finding new ways to benefit local communities.	Intentionally collaborative relationships between powerful 'Anchors', guided by a framework and incentivised by mutual benefits, helps those Anchors do more to support staff and local people.	Guided by other models of inclusive growth, the LAN has set out a clear methodology for improving local outcomes by working more cooperatively.		Anchors explicitly commit to the LAN, ensuring accountability to the framework, including the requirement for corporate, civic behaviour.	Anchors make powerful collaborators. Mutually beneficial collaborations offer a strong incentive to cooperate.		A detailed internal evaluation provides a robust, transparent, consistent way to measure progress and impact.	The LAN, and wider arguments around inclusive growth, propose a new narrative about how big organisations should work publicly.		Physical infrastructure is seen as a key pillar in Anchors' work to build relationships with and support local communities.	
4	Telescope	Social Enterprise	Multiple, Policymaking	London, England	Launched in 2019, Telescope is a social enterprise that "connects policy and social sector workers for collaborative, practical learning experiences" to help solve societal challenges. There is often a disconnect between policymakers and frontline experts, meaning frontline expertise is undervalued in the policymaking process, weakening outcomes. Telescope builds empathetic relationships between these groups as a vehicle for ensuring participants leave programmes with new insights, ideas, tools and networks.	Empathetic relationships between policymakers and frontline experts generate new insights, ideas and networks for improving policy outcomes.		Telescope programmes begin with a deliberate focus on tools and techniques for building empathy, like active listening and journey mapping.			From the off participants are encouraged to leave preconceptions at the door and embrace one another's perspectives.				Where possible, Telescope hosts programmes in frontline environments to help break down power dynamics and build empathy.	
5	Big Picture Learning	School, Network	Education	Various, USA	Big Picture Learning is a relationship-centred educational model and network of 65+ schools following that model. It was founded in 1995 "with the sole mission of putting students directly at the center of their own learning." This process is guided by ten 'distinguishers', including personalised curricula, student school leadership roles and regular consultation with families. The model isn't an educational panacea, but does have some striking outcomes. Longitudinal research suggests Big Picture students have a higher number of supportive relationships with adults, and Big Picture students from low incomes have higher graduation rates and lower college dropout rates versus low-income students from non Big Picture schools.	More collaborative student-school relationships which afford students greater agency can increase self-knowledge, educational ambition and long-term educational outcomes.	Big Picture Learning's ten distinguishers sit at the heart of an approach to improving educational outcomes by transforming student-school relationships.		The Big Picture distinguishers include new rules and accountabilities - like student leadership, an 'advisory' structure and participatory governance - enshrining a new student-school relationship.	The promise of more choice and control over their education incentivises students to embrace new relationships with teachers and others.	A more collaborative teacher-student relationship is more open-minded about student assets, recognising that teachers don't have all the answers.					
6	WEvolution	Charity, Support Group	Women, Financial Security	Various, Scotland	WEvolution enables women from disadvantaged communities in Scotland to form Self-Reliant Groups (SRGs). Through SRGs - loosely defined as a group of 5 to 10 women from a shared economic/social background who support each other - women empower themselves by developing strong friendships in order to learn skills, save money and create entrepreneurial opportunities. SRGs have helped many members save money and learn new skills, with lots also reporting feeling physically and mentally healthier and less isolated.	Mutually supportive relationships rooted in shared challenges and life experiences can help women from deprived backgrounds feel healthier and happier, save money, learn new skills and feel less isolated.	Although shared life experiences help relationships develop organically, training is also often important in helping women determine how their SRG will operate.		A crucial part of the training also involves setting expectations and fostering accountability in a way that works for the members.	The possibility of a safety net in the form of a social and economic support network is a strong incentive for women to participate.	SRG members' shared life experiences and concerns allow them to be honest and relate to one another, which in turn helps foster trusting relationships.					
7	OTR	Health Service	Mental Health, Youth	Bristol, England	Off the Record (OTR) works with young people aged 11-25 to improve their mental health and wellbeing. Self-described as "more like a social movement than a typical mental health service," it offers peer and one-to-one support and a wide range of activities, programmes and psychosocial groups for people across Bristol and South Gloucestershire. OTR believes young people's relationships with one another and OTR should be participatory and collaborative, not dependent or transactional. All activities are co-produced, asset-based and non-prescriptive. A significant percentage of participants report improved confidence, skills, self-understanding, happiness and relationships.	Flexible, peer-led, asset-based support relationships with and between young people help improve a range of mental-health outcomes.	Consistent principles - including co-production, asset-based work and peer leadership - guide OTR's approach to otherwise wide-ranging forms of support.	Over 40 young people have trained as Peer Navigators: volunteers who welcome members and work with them on strength-based self-care plans.						From boxing through art and activism, activities sit at the heart of OTR's many support programmes.	OTR's 'Hubs' are designed as warm, welcoming spaces young people can drop into any time, with Peer Navigators on hand to chat.	

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8	Scottish Violence Reduction Unit	Government Programme	Violence, Community	Various, Scotland	The Scottish Violence Reduction Unit (SVRU) is a public-health approach, addressing violence as a preventable disease. It was launched in 2005, by Strathclyde Police, in response to alarming rates of homicide and gang violence. Since 2006 it has been a national innovation unit, covering the whole of Scotland. The SVRU runs a number of programmes aimed at addressing the root causes of violence through community networks, supportive relationships and rehabilitation opportunities instead of just punishment. Although it's impossible to prove direct causality, since 2005 homicides, non-sexual violent crime and hospitalisations through knife wounds have all decreased dramatically. Targeted programme evaluations have also found more specific, robust outcomes. Ultimately the SVRU has almost certainly saved considerable social pain and violence-driven costs.	An understanding, supportive, community-driven relationship between police services and perpetrators of violence can help dramatically reduce violence and its many costs.	The SVRU strategically connects stakeholders across society, realising that a joined-up approach better reaches and supports people at risk of (perpetrating) violence.	A lack of skills and economic prospects is a root cause of violence. SVRU therefore put training and education opportunities at the heart of supportive relationships.		Instead of a traditional message of pure enforcement, the SVRU also promises housing, education, employment, addiction and mental health support as incentives for people to engage with programmes.		Although broad causality is challenging, evaluating specific programmes has helped validate the SVRU's approach.	The SVRU proposes a new narrative about violence as something not simply a sin to be punished, but a disease with treatable causes that warrant support.			
9	Every One Every Day	Network, Government Programme	Community, Democracy	Barking and Dagenham, England	Every One Every Day is an ambitious partnership between Participatory City and Barking and Dagenham Council aimed at turning Barking and Dagenham into a "large scale, fully inclusive, practical participatory ecosystem" - a new type of community teeming with rich relationships, collaborative projects and civic participation. To help grow this ecosystem, Every One Every Day provides a support platform consisting of various co-production spaces, tools, support staff, training and insurance. The Year 2 impact report includes a raft of promising findings in terms of participation, wellbeing, learning, community cohesion and more.	An active ecosystem of participatory, collaborative civic relationships can improve a host of outcomes relating to wellbeing, learning, community cohesion and more for the people involved.	Every One Every Day follows a clear, long-term roadmap with sophisticated evaluation criteria build around civic relationships.	It may not be relationships training per se, but support for citizens looking to start projects and therefore catalyse civic relationships is critical to Every One Every Day.				Detailed evaluation criteria (and long impact reports!) track the project's outcomes, including community cohesion, meticulously.		Activity and participation are seen as the route to the vision of rich civic culture and strong community Every One Every Day aspires to.	Physical hubs, from small 'Shops' to a huge Warehouse, are social and practical engine rooms, connecting people and driving activity.	
10	Students and Refugees Together	Charity	Refugee	Plymouth, England	Students and Refugees Together (START) enlists a core staff team, community partners, volunteers and placement students from social work, occupational therapy, clinical psychology and other disciplines to help deliver a range of services and social activities to help refugees learn skills, meet friends and feel at home in Plymouth. All support services are strengths-based and needs-led. Refugees involved with START overwhelmingly feel able to access the support they need, say they have friends and a community, would recommend START and feel happy in Plymouth.	Friendly, supportive, empowering relationships with and between refugees help refugees navigate and flourish in a new and mostly likely intimidating environment.		Training helps build warm relationships with refugees, and models the strengths-based welcome START believes refugees should enjoy.						Social activities - including walks, and allotment and the Cultural Kitchen - play a key role in gathering people and building refugees' social networks.	The allotment and Cultural Kitchen, in particular, are physical spaces which encourage informal, welcoming socialising.	
11	Scottish Mens Sheds Association	Charity, Community Group	Community, Health	Various, Scotland	Men more likely than women to be obese, commit suicide and feel socially isolated; they are also on average less likely to feel equipped to speak about their health problems. Men's Sheds are places for men to socialise to improve health and social outcomes. They originated in Australia, but over 1,500 Men's Sheds now exist globally. The Scottish Men's Sheds Association (SMSA) supports the developmental needs of Scotland's grassroots Men's Sheds movement, which now numbers over 131 open Sheds. The SMSA doesn't prescribe what a Men's Shed must be, but does offer a loose definition: 'a permanent meeting place for men where lots of good community and healthy 'self and group determined' experiences take place. They take place by 'everyday' men with 'time on their hands' willing to act with the skills they already have within their local community." By providing a healthy space in which men can hang out, collaborate on projects and talk about life, Men's Sheds are having a striking impact. Among other things Men's Sheds help men feel more connected, healthier, happier, more confident. A 2015 Social Return on Investment (SroI) for Scotland's first Men's Shed found that every pound invested realised a social return of £9.80.	Informal, social relationships between men help men feel healthier, happier, more confident, better connected and more achieving.						Commissioning independent research has highlighted the remarkable personal, social and economic impact of Men's Sheds.		Key to Men's Sheds is the idea of men working "shoulder to shoulder" on projects, making it easier to talk and make connections.	Men's Sheds are literally physical gathering spaces, designed as warm, welcoming spaces akin to a social club.	
12	Amplify Northern Ireland	Innovation Project	Social Innovation, Multiple	Various, Northern Ireland	Amplify NI, an initiative by The Young Foundation in partnership with local communities, brings local people and organisations together to address community problems across Northern Ireland. Through a six-stage design process, Amplify NI aims to understand lived experience, amplify new narratives of a better future, develop promising solutions and support and connect groups of people working on problems. In its own words, "Amplify provides the tools and skills to engage with communities differently and more effectively, as genuine partners in change, to amplify the inspiring work and action that communities are already doing." Amplify NI has supported over 224 innovations through its People's Accelerator, with over £155,000 funding and investment raised by workshop and accelerator participants.	Collaborative relationships between designers and local people help cultivate local social-innovation capacity and nurture promising solutions to social problems.		Social innovation training and guidance provides a vehicle for design experts and local citizens to form fruitful collaborative relationships.					As the name suggests, Amplify works hard to amplify local stories. Listening to stories helps build trust, and telling stories helps citizens connect.	Following the design process, holding workshops and accelerating ideas are all activities that foster collaborative relationships.	A sense of place is important to Amplify's work, running through people's stories and underpinning new connections between people from the same area.	
13	GoodGym	Charity	Health, Social Isolation, Community	Various, UK	GoodGym is a charity born in 2008, in the belief that the considerable human energy expended in gyms could be expended more usefully. Now established in 50 locations in the UK, GoodGym finds ways for people to help reduce social isolation, help elderly people and serve community projects through exercise. Participants can sign up to one of three types of run, tied either to one-off volunteering tasks or maintaining a relationship with an isolated older person (a 'Coach'). Coaches feel less isolated and lonely and happier, runners exercise more than they would otherwise and Good Gym's return on investment ranges from £2.78 to £4.56 per £1 invested.	Regular check ins between runners and isolated elderly people (or Coaches) mean Coaches feel happier, less isolated and less lonely, while runners get more exercise than they otherwise would.				Connecting social relationships to a hobby provides an extra incentive to maintain those relationships.		Evaluating its impact for runners and older people has helped inform GoodGym's approach to relationships moving forwards.		GoodGym's model intrinsically links social relationships to an activity: running.		

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14	Frome Model of Enhanced Primary Care	Health Service	Health	Frome, England	The Frome Model of Enhanced Primary Care (FMEPC) – aka Compassionate Frome – leverages existing social networks to improve health outcomes. It is rooted in the overwhelming evidence that health is heavily influenced by social factors (even more so than smoking, reducing excessive drinking, reducing obesity and any other preventative interventions). The model involves mapping community social assets, helping the community fill the gaps and signposting people to those activities through a range of channels, including NHS social prescribing. Between 2013 and 2017, the model led to a 14% reduction in hospital admissions, even as admissions increased by 28% across Somerset generally. This equated to a 21% reduction in health costs, versus a 21% increase in Somerset.	Regular participation in social relationships and activities dramatically improves health outcomes.		Over 1000 Community Connectors have been trained to connect people they know to services.					Frome has contributed to an emerging story about the social determinants of health and the importance of relationships to healthy communities.	Social activities sit at the heart of the model, and contain the social connection so crucial to improving health outcomes.		
15	The Big Lunch and The Great Get Together	Campaign	Community, Neighbourliness	Various, UK	The Big Lunch and The Great Get Together are both campaigns leading to annual, nationwide flowerings of crowdsourced community events. Though The Big Lunch and The Great Get Together support communities to host events, there is no prescriptive format for either. They can be any shape, size or time of year. The requirement is simply to bring neighbours and communities together to celebrate commonalities, increase connection and, consequently, to improve a host of social outcomes. The Big Lunch involves over 6 million people each year, with over 500,000 individual lunches having now been held. Over 300,000 people attended a Get Together in 2018, across over 4,500 events. Research found that The Big Lunch created 4.5m new friendships in 2018 alone, with 82% of attendees meeting somebody new. It also estimated that neighbourliness saves the UK Government an estimated £15b per year by improving health outcomes, driving down crime and generally reducing pressure on public services.	Gathering with neighbours, even irregularly, makes people feel a stronger connection to their communities and reduces pressure on public services.		Both campaigns offer simple training for neighbours unsure of how to bring people together through community events.				CEBR's independent analysis of the impact of neighbourliness powerfully emphasises the potential power of simply gathering with neighbours.	Both campaigns tell a story about neighbourly connection and common ground - especially The Great Get Together, founded in memory of murdered MP Jo Cox.	Gatherings are non-prescriptive, but activities - especially those that bring people together, like eating - are encouraged.	Gatherings through both campaigns appreciate the importance of local spaces as social spaces, whether a street, a block or a neighbourhood.	
16	Migrateful	Social Enterprise	Refugees	London and Bristol, England	Migrateful facilitates cookery classes led by refugees and vulnerable migrants, training trains chefs through weekly workshops, helping them evolve from passionate home cooks into confident cookery-class leaders. Migrateful has worked with 19 chefs across 50 training sessions and 200 cookery classes, reaching 2,000 participants. This helps address a range of interlinked barriers refugees face in building a life in the UK: learning English, securing employment, facing public perceptions of fear or distrust, (re)developing confidence and positive self-esteem and building supportive social networks	Supportive social relationships with and between refugees, tied to an opportunity to work and earn, helps refugees adapt psychologically, linguistically, socially and economically to a new life.		Training refugees to host cookery classes structures a broader process of building social relationships.						Cookery classes are also intended as spaces for cultural exchange, with the aim of helping to change the negative narratives around refugees.	Migrateful chose cooking because it is a universal, unifying activity conducive to building social connection.	
17	COOK	Social Enterprise	Food, Homelessness	Various, UK	Since 1997, COOK has sold frozen meals "using the same ingredients and techniques a good cook would use at home, so everything looks and tastes homemade." Through its RAW programme, COOK also employs ex-offenders and previously homeless people. Each RAW Talent is allocated a buddy and given additional support to help adjust to working life. Other staff initiatives - including one-to-one coaching, interest-free loans and self-reflective practice - point to a wider relational working environment. Over 50 RAW recruits have joined COOK as the company has thrived commercially and achieved 14th in the 2019 Times 100 Best Companies to work for.	Supportive, strengths-based relationships with ex-offenders and people without housing not only change people's lives, but help foster a celebrated workplace culture.		Training opportunities are central to the relationship between COOK and its RAW Talents.	When rules are matched with responsibilities in a paid work environment, staff are given trust, not just parameters. This is an important step for ex-offenders.					In working proudly with ex-offenders, COOK is helping change the narrative around employing people with criminal records.		
18	Grow Cardiff	Health Service	Health, Gardening	Cardiff, Wales	Grow Well is a partnership between non-profit Grow Cardiff and the NHS. Grow Cardiff supports people across Cardiff to create and sustain community gardens. The Grow Well project allows GPs at 11 surgeries to socially prescribe activities at two community gardens to patients they think may benefit. Activities include things like weeding, watering, harvesting, creative arts and crafts, making raised beds and digging ponds. Post-participation surveys suggested improved wellbeing, increased physical activity, reduced isolation and more optimism. An evaluation also estimated a saving of £212 per person based on reduce need for statutory services.	Increased social relationships and activity helps improve physical and mental health outcomes.								Gardening as a social activity forms the heart of Grow Cardiff.	The community-garden setting is important, given natural environments are shown to bring psychological benefits.	
19	AO	Business	Retail	Various, England	Appliances Online (AO) is an online electronics store valued at over £1bn, thanks in part to a number of bold strategic decisions centred around AO's relationship with customers: offering next-day delivery on all white goods, promising free returns for any reason within 100 days and giving the Customer Service team freedom to do what they feel is right when sorting out customer problems. These decisions, though seemingly risky, all involve trusting customers and/or staff. They have contributed to AO's superb customer reputation, afforded staff more agency and reduced customer-service costs.	Giving customers and staff lots of agency, trusting they will do the right thing, can strengthen a business' relationship with both, boosting commercial performance in the process.		In responding to cases, customer service staff were instructed to "treat the customer as if she was your gran but then after the call you need to explain what you did to your mum."								

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20	Buurtzorg	Health Service	Health	Various, The Netherlands	Buurtzorg is a nurse-led model of holistic care in the Netherlands. It prioritises client autonomy, works through existing social relationships to and affords nurses a high degree of autonomy. After improving quality of care, reducing required hours of care by 50% and reducing costs by around 40% versus the Dutch healthcare system, the Buurtzorg model has since expanded to new countries and sectors.	An autonomous relationship between nurses and service users that recognises existing social networks and goals improves care, reduces the need for care and saves money.		Nurses require training in the Buurtzorg approach.	Buurtzorg relaxes certain rules and shifts nurse accountability from service scripts to specific situations.							
21	FABRIC	Charity	Foster Care, Housing	Swansea, Wales	FABRIC provides semi-independent accommodation for care leavers and looked-after children in Swansea, after realising independent living often comes too suddenly for young people in these groups. As well as providing housing, education, employment and personal support, FABRIC ensures its young people live in pairs, to allow them to develop and benefit from mutually supportive relationships. It also anticipates offering savings to the Local Authority of up to £2,497 a week, where emergency accommodation is not required.	A co-living relationship in suitable housing with wrap-around support makes it easier for care leavers to transition into independent living.	Alongside housing, FABRIC offers young people a range of learning and support services.								FABRIC recognises how the nature of a person's physical home can impact their relationships and capabilities.	
22	Tempo	Charity	Community	Various, UK	Tempo works with local authorities to design time-credit networks. People can earn Tempo Time Credits when they volunteer with a charity or community group that is part of the Tempo network and then use their Tempo Time Credits on a wide range of activities, products and services. It has been used alongside social prescribing, with positive early indications for cost savings. And, in 2018, 83% of participants reported improved quality of life, 35% improved mental health and 52% feeling less isolated and lonely.	Volunteering and being rewarded with social activities makes people happier and less isolated.				The Time Credit system offers free activities in exchange for building community relationships.				Activities provide the central incentive and medium through which to build community.		Digital events, activities and opportunities to earn Credits have become increasingly important.
23	Talk for Health	Support Group	Social Isolation, Community	London, England	Talk for Health was a project that formed peer-support groups combining isolated people, well-connected 'super connectors' and frontline community staff in New Cross Gate, London. Super connectors were recruited from local partners, and all participants were invited to 32 hours of 'Talk for Health' training in the techniques and principles of mental health counselling, including empathetic listening and therapeutic talk. 100% of participants felt strongly connected to a community (up from 60%), 90% reported improved wellbeing and all participants felt more optimistic and relaxed.	Intentional and strategic peer-support relationships give people a stronger sense of community and improve happiness and optimism.		All participants underwent training in mental-health counselling techniques.	Participants were required to meet at a certain regularity and for a certain period of time.						Participants met regularly, face-to-face, in one of their homes to reflect the peer-to-peer nature of the group.	
24	Schwartz Rounds	Support Group	Health	Various, International	Schwartz Rounds provide a structured forum for healthcare staff to gather and discuss the emotional and social aspects of their jobs. Not only do regular attendees feel less stressed and isolated at work and more connected and collaborative with colleagues, but 85% also feel better able to care for patients. Taking time out of their often hectic and stressful schedules to build supportive relationships with one another brings benefits to them and the patients they serve.	Confiding relationships with colleagues helps health workers reduce stress, feel more connected with colleagues and deliver better care.			Schwartz Rounds are carefully facilitated, typically with an organised structure.		The emphasis in Schwartz Rounds is on reflection and the emotional toll of the work - not problem solving.		Stories are told at each Round to encourage reflection and openness.			
25	NHS Community Pain Service and Pain Clinic Plus	Health Service	Health	Various, UK	The NHS Community Pain Service and Pain Clinic Plus supports people living with pain. However, instead of assuming an 'expert' position, it adopts a community approach: it works with expert patients' to help others design and meet tailored goals. The thriving, peer-led service helps pain sufferers gain confidence and skills, and even serves as a lifeline for some. It also helps reduce reliance on GP appointments and a passive approach to managing health conditions.	Mutually supportive relationships with those with similar lived experience helps patients better manage life with chronic pain.		Perhaps training is the wrong word, but each participants' lived experience is crucial to their supportive role.					Participants each bring relatable stories to the group, and participants are framed as the 'experts', not just as patients in need.			
26	The Life Programme by Participle	Support Programme	Families	Various, England	Building healthy relationships was at the heart of The Life Programme, designed by Participle. The programme worked with families experiencing complex inter-generational issues of neglect and deprivation and falling through gaps in service provision. Participle developed the programme in collaboration with families, included families in the hiring process, increased face-to-face support time, ensured team members lived near participants and used a range of activities to foster trust. It improved a range of housing, education, health, crime and other social indicators, and saved an estimated £727,890 across four locations and 3.5 years.	Honest, joined-up, collaborative relationships between frontline staff and families in crisis can give families an empowering sense of ownership over positive changes in their lives.	Participle worked collaboratively with families to develop a life plan: essentially a strategy for improving their relationships.		The programme was co-created by families at every step. This accountability and role in setting the 'rules' helped build trust.		Families preferred to hire honest and relatable team members, not those who maintained professional distance and jargon.	Participle measured a range of benefits to help ensure expansion of the Life Programme.		Participle experimented with many family and community activities to build trust.	Team members lived on the same estates as the families they supported to help grow trusting relationships.	

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27	Murton Mams	Support Programme	Families, Social Isolation	Murton, England	Murton Mams is a weekly support group, co-created by its members, that provides fun, supportive activities for isolated single mothers living in a deprived area. Some activities are professionally facilitated, with others facilitated by members. Mothers report feeling happier, more useful, less isolated and more connected to the local community after participating. They also volunteer more and find new training and work opportunities.	Supportive relationships rooted in fun activities and shared life experiences help single mums feel happier and more connected and find training and work opportunities.		Alongside local organisations, the RSA and University of Central Lancashire trained local people as community researchers to interview residents to identify social needs.	Giving members responsibility for developing the group helped win members' trust and led to better decisions.			Measuring the impact of a pilot programme was key to expanding Murton Mams beyond Murton.		Murton Mams centres around fun, relevant activities in response to a lack of activities for single mums.	Members decided meetings should happen in a modest council-owned community hall on the village outskirts - not the initial site proposed, which was seen as unwelcoming.	
28	Blue Marble	Support Programme	Youth, Food	London, England	Blue Marble is a training programme in London for NEET 16 to 25 year olds experiencing challenging circumstances, often with complex and multiple needs. Support is tailored through reciprocal relationships, combining culinary training with a range of other support - e.g. mental health support, mentoring, health coaching, as required. Support continues for as long as needed after the programme, and participants who drop out are welcome to return. The programme has an 89% engagement rate and a 64% completion rate. The programme also results in a range of other positive outcomes. The overwhelming majority of participants surveyed said they are better able to support and cooperate with others and feel more confident, motivated, ambitious, and hopeful about the future. Limited data suggests nearly all go on to find work or training.	A holistic, flexible, participatory training relationship with disadvantaged young men helps improve wellbeing, social skills and career outcomes.		A participatory training journey - tailored to participants rather than prescribed - forms the foundation of the supportive relationship.	Rules are flexible to support people living in challenging circumstances. For instance, staff warmly welcome back participant who have missed days or taken time away.	Social skills are part of participants' programme assessments, incentivising healthy relationships.				Time in the kitchen spent learning side by side is viewed as a critical trellis on which mutual relationships can grow and concerns can be identified organically.	The importance of teamwork is symbolised in the working kitchen space, where participants physically gather regularly.	
29	Grandmentors	Mentoring Service	Foster Care, Mentoring, Youth	Various, UK	Grandmentors is an intergenerational mentoring programme coordinated by Volunteering Matters that matches care leavers, aged 16-24, with older mentors, aged 50+. Care leavers typically face greatly reduced life chances. In the UK, for example, 6% attend university versus 50% of the general population. Grandmentors therefore uses the wisdom and experience of older people to support their mentee through challenges. Whilst 71% of mentees are NEET (not in education, employment or training), only 19% are when they leave the programme. Supported by the Second Half Fund, Grandmentors was on track to support over 500 young people in the UK by October 2019.	A regular, open-ended relationship with an older mentor helps young care leavers speak about their life, set goals and finding employment, education and training opportunities.			Mentors and mentees both commit to a minimum of six months.		Having a relationship without a formalised support agenda helps mentees build trust and open up.					
30	Chance UK	Mentoring Service	Youth, Education	Various, UK	Chance UK provides a mentoring programme for 5-12 year olds with behavioural difficulties. Mentoring is one-to-one and occurs weekly over 9-12 months, engaging students in fun activities outside school and home. Pro Bono Economics found that, given the public and individual costs of behavioural problems, Chance UK would pay its way if 1/42 of its pupils avoided such problems. In fact, Goldsmiths found that 98% improved their strengths and difficulties questionnaire (SDQ) scores - 51% to the extent that they would no longer be eligible for the programme. Chance UK is currently awaiting the results of a randomised control trial being undertaken by Dartington Social Research Unit.	Fun, tailored mentoring relationships with children with behavioural difficulties improve student performance - usually so that they no longer require the same level of support.		Rigorous training is required to become a mentor with the appropriate relationship-building skills.						Fun activities both within and beyond school help build an effective relationship with students.		
31	Place2Be	Support Programme	Youth, Education, Mental Health	Various, UK	Place2Be provides "emotional and therapeutic services in primary and secondary schools, building children's resilience through talking, creative work and play." Its services are based on the strong evidence supporting early mental-health intervention. During the 2017/18 academic year, Place2Be supported 5,503 students one-to-one, 1,147 in group sessions and 39,641 through open drop-in chats. Classroom performance improved in 77% of all students, according to teachers. Parents also reported that home life improved after counselling for 76% of students. And 82% of students themselves said their lives improved as a result.	Emotionally supportive relationships with mental-health challenges lead to improvements in home and school life in the vast majority of cases.		Training is required, and is offered to both teachers and parents.				Measuring impact helps determine the ongoing level of support students require.		Creative and playful activities are important in establishing a supportive, trusting relationship.		
32	Casserole Club	Sharing Platform	Social Isolation, Food, Elderly	Various, UK	Casserole Club is a meal-sharing platform developed by FutureGov. It allows people to sign up as volunteer Cooks and share a portion of their home-cooked food with an older, socially isolated person. In the context of an ageing population and cuts to adult social care, Casserole Club is designed to get more people cooking fresh food, increase community connection and reduce social isolation. It is modelled as a cheaper, local, community-led version of Meals of Wheels. 70% of older people receiving meals consider their Cooks friends, and 80% say they wouldn't have as much social contact without such services.	A light-touch, informal relationship with a local person, based around sharing food, can increase social connection among people at risk of social isolation.								Food is used as a catalyst for building light-touch relationships of support with neighbours.	Cooks don't have to go into homes, but physically delivering the food is an important part of the relationship-building process.	
33	Near Neighbours	Charity	Community, Crossing Divides	Various, England	Near Neighbours connects people in religiously and ethnically diverse UK communities to build trusting relationships and collaborate on social initiatives. Working in neighbourhoods divided by prejudice, Near Neighbours builds diverse networks, trains interfaith community connectors, facilitates discussion spaces and provides grants for interfaith collaborative projects. People involved report increased confidence, capacity and collaboration, as well as changed attitudes. Grant holders report increased capacity, greater community cohesion and sustained collaboration with different faith and ethnic groups. Near Neighbours shows that relationship-centred design involves working across social divisions as well as improving relationships within like-minded groups.	Honest, collaborative and respectful relationships across divides help people from different faith and ethnic backgrounds change their attitudes, collaborate and feel more connected.		Near Neighbours trains people to build relational bridges across community divides.			Near Neighbours hosts explicitly 'candid' conversations on tricky topics to establish an honest, open foundation for a relationship.			Collaborating on solutions to common problems helps build relationships by doing, not just by talking.	Facilitated decision-making - e.g. grant allocations - is coordinated based on physical neighbourhoods and streets, and Places of Welcome are physical gathering spaces in which anybody is welcome for a chat.	

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34	Camerados	Charity	Social Isolation, Community	Various, UK	Camerados is a movement founded on the belief that friends and purpose are critical in helping people through tough times. Camerados designs 'inventions' - usually playful and owned by local people - that encourage conversation and mutual aid between people. Examples include Human Hospitals and Public Living Rooms. Camerados is an excellent example of how fun and play can and should be a part of the serious business of growing responses to social isolation, homelessness and other issues that involve relationship deficits. Research shows that 60% of people who use Public Living Rooms experience a change in their life, with 77% of those feeling less alone, 83% better able to help others, 90% happier and 92% better connected to others.	Playful, understanding, informal interactions and relationships with people - including strangers - can make people feel connected and happier.			Public Living Rooms are locally owned and led: accountabilities that empower local people and shape Camerados' offerings.		Camerados actively encourages openness about where and how people are, writing that it's ok to fail or "be a bit shit sometimes."		Through Public Living Room exhibitions, the Camerados Chronicle and other outlets, Camerados is actively engaged in telling a new story about how strangers should relate.		Public Living Rooms show the value of 'bumping spaces' in action: physical spaces designed for potentially powerful unstructured, impromptu interactions.	During lockdown Camerados has pivoted to Spoon Rooms: digital Public Living Rooms in which everybody can talk to random strangers if they wish (providing they bring a spoon!).
35	Groundswell	Charity	Homelessness	Various, UK	Groundswell is a charity that supports homeless people to be involved in developing solutions to homelessness, with a particular focus on health and advocacy. Drawing on peer support, client involvement and participatory research methodologies, Groundswell is helping tackle homelessness while attending to the health and agency of homeless people in the process. It is a fantastic example of an organisation building empathetic, trusting and collaborative relationships with a disempowered community. 34% of Groundswell staff were originally volunteers with experience of homelessness. Working with people who have experienced homelessness as health peers has dramatically reduced missed appointments, improved health outcomes and generated £2.43 in savings per £1 invested. And Groundswell's case studies are full of testimony around the personal benefits of its relational approach.	Collaborative relationships with people who have experienced homelessness help improve homelessness policy, empower people who have experienced it and tell a new story about their capabilities.			People with experience of homelessness are given responsibilities at every stage of Groundswell's work, to signal a relationship of trust and value, not just support.	Helping to design better homelessness responses is a clear incentive for those with experience of the problem.			Groundswell's advocacy work, which revolves around participant stories, is vital in crafting a new asset-based narrative about people who have experienced homelessness.			
36	Marmalade Lane	Urban Development	Housing	Cambridge, UK	Marmalade Lane is a 42-house co-housing development in Cambridge. Rejecting highly privatised living spaces, the development is instead designed to encourage shared resources and social interaction. Cars are relegated to a corner of the site, for example, allowing for a child-friendly main thoroughfare. There is also a communal kitchen, social space, laundry, gym, workshop and set of guest bedrooms. Co-housing may not be desirable to all, but residents - including those new to more communal arrangements - are experiencing the benefits of the support network it offers, including shared child care and having friends on tap (benefits experienced by other co-housing communities). Especially seeing as Marmalade Lane was something of an accident, after the original developers pulled out after the 2008 crash, it poses the pertinent question of why more developments aren't more relationship-centred.	More cooperative relationships with neighbours, facilitated by co-housing design features, help build resilience by fostering stronger neighbourly networks.			Living more cooperatively requires some rules - like cars being relegated to a corner - which involve sacrifices but ultimately help build neighbourly connection.						Co-housing like Marmalade Lane demonstrates the relational potential in rethinking residential space to foster connection.	
37	Superblocks	Urban Development	Housing	Barcelona, Spain	Superblocks are the centrepiece of urbanist Salvador Rueda's radical "urban ecology" vision for Barcelona - a vision currently enjoying local political support. Superblocks are groups of city blocks "reclaimed" from cars and repurposed as mixed-use social spaces emphasising diversity, active citizenship and more communal living arrangements. Superblocks represent an ambitious blueprint for a dramatically new mode of urban living. The unfolding fight for them, coming with a raft of challenges, doubles as a debate, exploration and experiment around what more relationship-centred cities might look like. Superblocks are projected to save lives and money by creating safer, healthier spaces. We highly recommend reading David Roberts' excellent Vox series to learn more.	A new relationship to our local neighbourhoods thanks to person-centred superblocks - one emphasising green space, pedestrian access and civic gathering space - makes people healthier and saves money.									Superblocks show how rethinking urban developments to prioritise social spaces can make people healthier.	
38	Couchsurfing	Business	Travel	Various, International	Couchsurfing is a platform that allows people to host travellers in their homes for free. It is essentially a free Airbnb, without a profit motive. Whilst the unexpected success of Airbnb's model suggests an appetite for more relationship-centred travel and accommodation experiences, Couchsurfing is much more explicitly founded on values of personal connection, cultural exchange and mutual assistance. Couchsurfing certainly has its problems - from free loaders to negative hosting experiences and strong resistance to its own commercialisation - but its thriving, diverse community of hosts and travellers testifies to a widespread desire to experience new places through personal interactions with local people. Couchsurfing ultimately offers a valuable perspective on what relationship-centred travel and tourism might look like.	Digitally mediated interactions between hosts and travellers can lead to widespread cultural exchange.			To ensure safety and trust, Couchsurfing interactions operate within a detailed set of rules, including requirements to authorise identification, create a profile and write reviews.					Activities are at the heart of Couchsurfing profiles and interactions, with users encouraged to share intercultural experiences.	Couchsurfing uses the physical space and social significance of a person's home as the foundation for an intimate, enriching interaction.	Couchsurfing is a fantastic example of how digital technology can facilitate trusting interactions that, for better or worse, are less likely to happen without.
39	Platform Cooperativism	Movement	Various	Various, International	Platform cooperativism is a growing international movement, centred around the Platform Cooperativism Consortium (PCC) at New York's New School, aimed at developing and promoting an empowering platform economy: economic models "anchored in collective ownership, democratic governance, a decisive commitment to the global commons, inventive unions, social justice, as well as ecological and social sustainability". Platform cooperativism argues that the 'sharing' tag attached to astronomic platforms like Uber and Airbnb disguises the extractive reality of these models, and is committed to creating platforms across different contexts that empower instead of extract. The growing movement offers an exciting vision for a more relationship-centred digital and sharing economy. The PCC website outlines benefits for a range of stakeholders, from freelancers to member owners. Its Library contains huge amounts of wider reading, and its Directory contains tons of practical resources, including hundreds of international case studies.	Democratically organised platforms can generate more equitable, just economic outcomes that benefit communities instead of corporations.	The PCC starts and supports platform coops and strategically develops the platform-coop movement through research, resources and training.	Training and supporting platform coops is key to the PCC's work, and training essentially revolves around how to organise and operate around a new set of working relationships.	Cooperative businesses (like all businesses) require certain rules that ensure the business works in an equitable, cooperative manner. The PCC website has tons of resources on this.	Improvements to working life incentivise cooperative members, from more equitable economic structures through better wages, fairer working conditions and more democratic control.		As an umbrella organisation, the PCC has curated a large resource library showing the power of platform cooperatives in action.	In an age of capitalist hegemony, platform cooperativism is essentially a brand name for a new story about how companies can work through and for community.			Platform cooperativism explicitly recognises the suitability of digital technology to cooperative ownership, governance and operation.

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40	Buffer	Business	Tech	Various, International	Buffer helps people grow their audiences and brands. From our perspective Buffer's staff practices makes it a counter-intuitive relationship-centred company. Two particular policies stand out: a fully remote workforce and 'radical transparency' around salaries, revenues, user numbers, emails and more. Although working remotely would seem to undermine relationships, in its transparency and other ways Buffer proactively works to foster the trust required for strong working relationships. This approach was pioneering when launched in trusting employees with an unusual amount of information and flexibility, and showing this trust could be good for business. Buffer offers one perspective on the question of how we design for trusting relationships without physical proximity - something particularly pertinent for an increasing number of companies.	Remote working relationships in an environment of radical honesty can mean happier employees, higher productivity and reduced costs.	Buffer has done a lot work when it comes to planning for, reflecting on and iterating their remote working culture.		The challenges of 'asynchronous communication' with remote working mean Buffer has iterated a range of conventions and accountabilities in how staff use digital tools to collaborate.	Working remotely offers staff real flexibility. It won't work for everybody, but for many this freedom provides a strong incentive to work effectively.	Buffer has exhibited an unusual and radical degree of openness and honesty around salaries and decision-making - helping build trust with staff and customers.	Buffer has constantly evaluated its performance as more workers have moved remote, using data to reflect on decisions and make improvements.	Buffer has very consciously engaged in telling a new, experimental story about the possibilities of remote, digital working culture in the 21st century.			Digital technology, and the thoughtful use of different pieces of software, is what makes enriching remote working relationships possible.
41	Patagonia	Business	Retail	Various, International	The reasons for Patagonia's meteoric rise as an outdoor brand go beyond relationship-centred design. But the fierce staff and customer loyalty driving its success are partly a result of its conscious steps to build trusting, transparent and understanding relationships with both. For customers, Patagonia insists customers do not buy what they don't need, offers free repairs to existing products and openly tracks the footprint of its products. For staff, it offers excellent child care and a good gender balance among senior management. Running throughout Patagonia's work is also a clear, authentic and humble (as well as aspirational) commitment to the environment that resonates with staff and customers alike.	Loyal relationships with staff and customers, cultivated through an authentic commitment to being an environmentally aware business, drive commercial success.				A commitment to free repairs - a generous and environmentally conscious policy - helps Patagonia cultivate trust and loyalty among customers.	Patagonia tracks the environmental footprint of all its products, in line with its commitment to environmental stewardship.		Patagonia uses its platform to produce and sponsor a range of stories about how we relate to one another and the outdoors.			
42	Purple Shoots	Charity	Poverty, Business Support	Various, Wales	Purple Shoots is an anti-poverty charity providing small business loans to entrepreneurs without access to financial support. Purple Shoots shows a willingness to loan to people who may not get support elsewhere, without putting them in financial trouble. 96% of its borrowers were on benefits before moving into self-employment. It also offers mutual business support groups, mentoring and a consciously friendly atmosphere. Despite being told its clients would be too risky, since founding in 2013 Purple Shoots has loaned over £1 million to over 375 new businesses in South Wales, generating an economic impact of over £1 million.	Trusting, supportive relationships with people deemed too risky to support can empower those people and access untapped economic potential.		Business support and mentoring is one of the ways Purple Shoots demonstrates belief in the people it supports.		Purple Shoots invests in those it supports, ensuring financial incentives underpinning the relationship are aligned.						
43	John Lewis	Business	Retail	Various, UK	John Lewis is a household name. Perhaps less known is that John Lewis & Partners - its proper name - is the biggest employee-owned business in the UK, with a workforce of 83,900 Partners. As outlined in the Partnership's constitution, partners hold senior leadership to account, have democratic input into how the company works through a Partnership Council and receive a number of perks. In return, the partnership benefits from loyal staff, excellent customer service, high value added per employee and a strong brand image. As The Guardian asks: does this all make John Lewis the best company to work for in the UK? Certainly John Lewis and Partners offers a compelling vision of what successfully relational workplaces might look like.	More equal relationships between senior management and employees, characterised by co-ownership and meaningful democratic input, generates loyal and valuable staff.	John Lewis' strategy enshrines cooperative relationships, but the strategy process, being subject to scrutiny from Partners, also build those relationships.		The John Lewis constitution comprises governance rules that legally guarantee cooperative relationships and informally help foster cooperative behaviours.	Co-ownership, with a share in the company's financial success, incentives effective cooperative behaviours.	John Lewis' decisions are open to employee scrutiny thanks to the democratic participation outlined in the constitution.					
44	Club Soda	Social Enterprise	Health	Various, UK	Club Soda is a mindful drinking movement. As well as helping people meet goals around reducing or abstaining from alcohol consumption, Club Soda aims to encourage mindful drinking and an environment conducive to it. Crucially, it acknowledges this is a social challenge, especially in countries that privilege alcohol consumption. The principles in its manifesto, including friendliness and staying connected, recognise that positive social relationships are vital in helping people drink more consciously and healthily. In terms of impact, membership is rising. Online participants half the number of drinking days by day four of the programme, and sustain this change over twelve months. Ultimately, 82% of programme participants are at least partly meeting their goals after twelve months.	Supportive relationships with Club Soda and other members help over 80% of programme participants at least partly meet their goals around reducing drinking (measured a year after the programme finishes).				People are incentivised to build supportive relationships because those relationships help them meet their own drinking goals.	Relationships developed through Club Soda programmes are formed at least partially on an acknowledgement of problem drinking.			The premise of Club Soda is that going out and drinking is fun, but looks different for everyone. Drinking and socialising, responsibly, thus structures Club Soda relationships.		
45	The Wigan Deal	Council	Government	Wigan, England	The Wigan Deal (or The Deal) is a relationship-centred approach to local government in Wigan. In return for a series of notable commitments around improving life in the borough, the council has asked citizens to make corresponding commitments to supporting their communities (and by extension the council). The Deal has demonstrated the potential of a more collaborative, asset-based relationship between council staff and citizens.	A new social contract between the council and its citizens - rooted in honesty, participation and a new vision of public service - helps improve a range of social outcomes while saving money.	The Wigan Deal, and its constituent initiatives, is a strategic pursuit of certain governance goals built around forging a new council-citizen relationship.	All Wigan Council staff undergo The Deal training, which emphasises the asset-based approach to working with citizens.	The council has committed to a range of accountabilities in exchange for citizens supporting one another in their communities.		The Deal is founded on the council's acknowledgement it can't do everything it once did. Alongside keeping pledges like freezing council tax long-term, this openness fosters trust.		Wigan Council has widely told its story, and with it an asset-based story about how councils can choose to relate to citizens in new ways.			

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46	**Enrol Yourself**	Social Enterprise	Education	Various, International	Enrol Yourself designs, facilitates and trains people to host peer-group learning experiences in which participants become "active agents of each other's learning." Enrol Yourself envisions "a world where peer groups are as ubiquitous as universities - but far less centralised and far more representative of their local populations." The aim is a culture of learning that is accessible, rooted in questions relevant to people's lives, driven by collaborative relationships and good for participants' wellbeing. Enrol Yourself currently offers Learning Marathons for participants, Host Fellowships for budding Learning Marathon hosts, and Huddlecraft 101 for other interesting in learning how to facilitate peer learning.	Structured, mutually supportive relationships between peers interested in similar things provides a vehicle for personalised, accessible, creative learning experiences.	Learning journeys are carefully planned. Learning Marathons, for example, are structured by a Path: "a scaffold of meetups, intensive sessions, a showcase event and more."	Training people to facilitate safe, fruitful peer-learning experiences - a task requiring care, planning and skill - is integral to Enrol Yourself's vision of a a culture of decentralised learning peer groups.	As the primary "agents" in one another's learning, participants are accountable to the Learning Marathon structure, including turning up for group sessions and one-to-one buddy sessions.	Because peers are so critical in answering Learning Questions - both during and beyond the programme - participants are strongly incentivised to build strong relationships.			Put together, Enrol Yourself's work tells a wider story about how and why we should foster a new, community-driven learning culture.	From general co-working through buddy sessions, reflective exercises and showcases, shared activities are critical in building trusting, collaborative peer relationships.		A designated digital community steward sparks and sustains digital relationships, e.g. by hosting the Slack channel and connecting people and conversations.

[1] Developing a strategy for improving relationships and reaping the benefits

[2] Equipping people with the skills required to build and maintain strong relationships.

[3] Holding people to account for prioritising good relational practice.

[4] Nudging people to improve their relational practice using appropriate rewards.

[5] Leading from the front in being honest (including about mistakes), making information open and providing a welcoming atmosphere.

[6] Measuring and reflecting on what works and what doesn't, and acting on any insights.

[7] Forging new and positive narratives about the power of good relationships.

[8] Designing environments that encourage interaction, not separation.

[9] Use the built environment to encourage connection, from small facilities to large developments.

[10] Using digital tools in ways that connect rather than atomise.