



# Portsmouth Restorative Practice Conference 2019

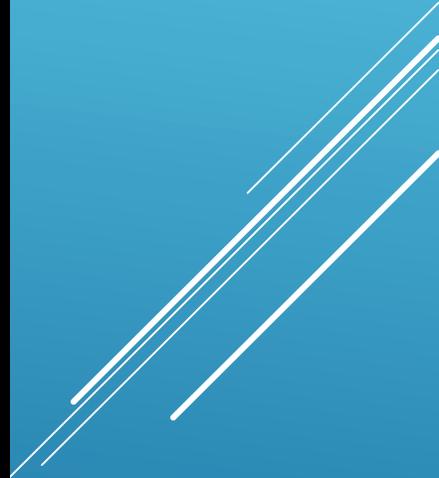
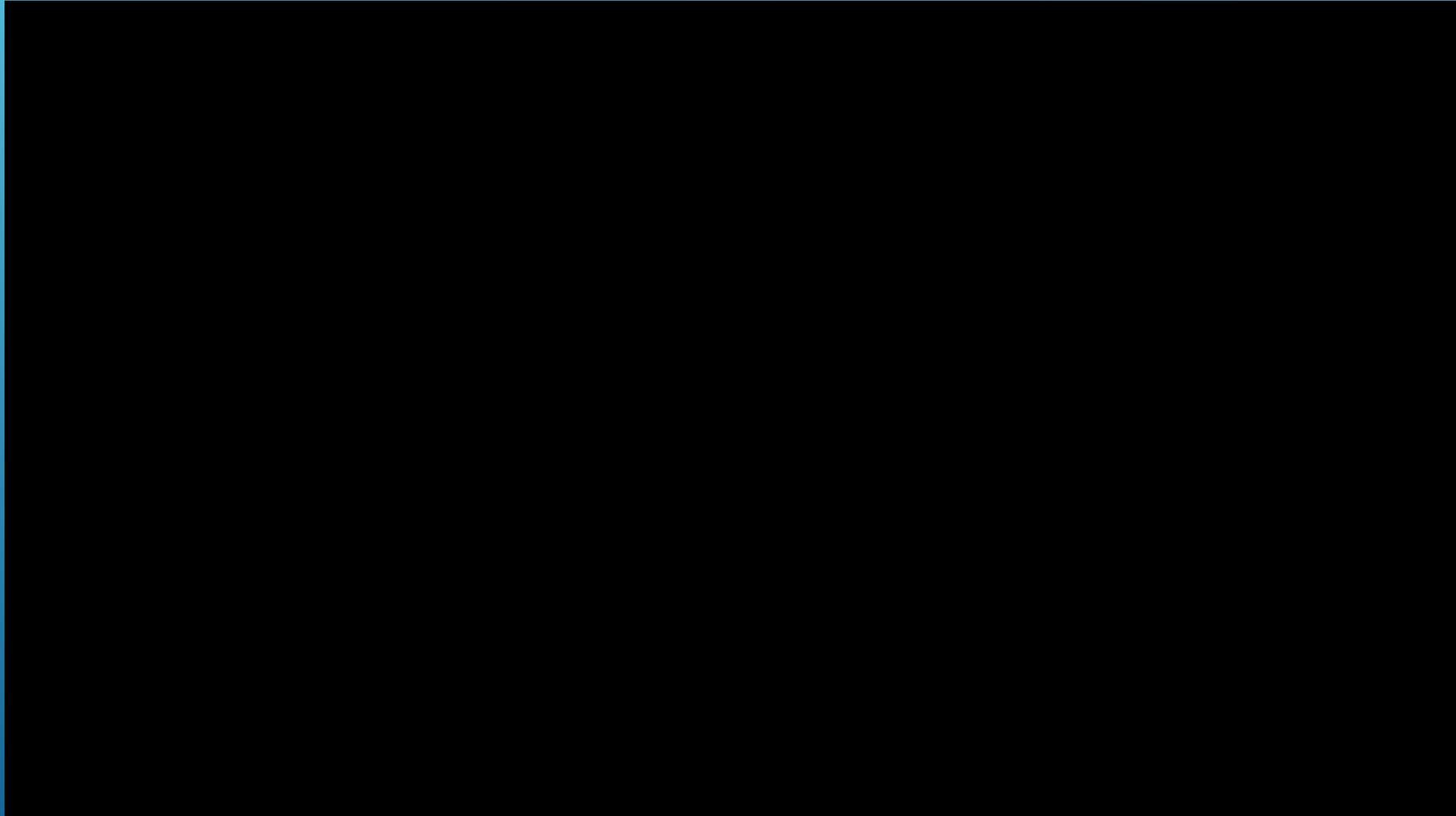


# WELCOME

- Conference programme
- Workshop information and booking
- Evaluation
- Breaks and lunch
- Social Media
- Looking after yourself and others



Portsmouth  
CITY COUNCIL





# CITY CONTEXT

Steve Rolls – Portsmouth Mediation  
Service

Hayden Ginns – Portsmouth City  
Council



# Restorative Practice Conference Portsmouth

March 2019

Hayden Ginns  
Chair of Restorative Practice Steering Group



## OVERVIEW

1. Background and Context
2. Principles and Practice
3. What going on?
4. What have we learnt?
5. Where next?



# RESTORATIVE PRACTICE IN PORTSMOUTH

## 1. BACKGROUND AND CONTEXT

2015 onwards.... big transformation in children and families services

- 1. Structural change** – Developing 'Multi-agency Teams (MATs); splitting the city into three localities, co-location of staff from the NHS, council and voluntary sector. Same boundaries as neighbourhood police
- 2. Workflow change** – how children and families move through the system to get the right support at the right time. Tackling the 'refer-on' culture
- 3. Practice Change** – choosing a model to be shared by all agencies, driving inter-disciplinary working and shifting the culture. Making it easier for families to work<sup>7</sup> with us.



# RESTORATIVE PRACTICE IN PORTSMOUTH

## 1. BACKGROUND AND CONTEXT

### Practice Change...

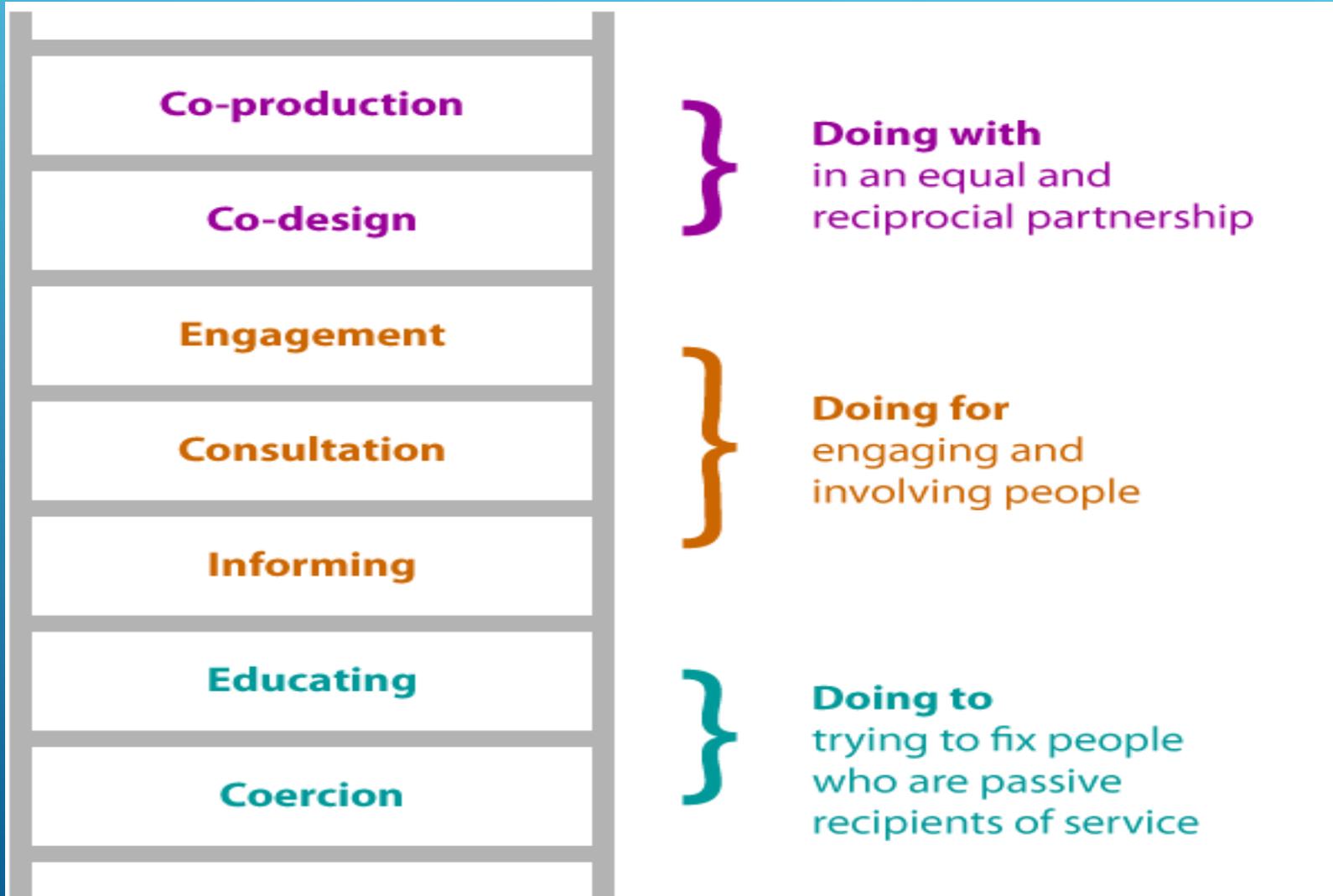
November 2015 to January 2016 – 20 colleagues from 10 agencies over 6 weeks explored six models of practice.

### A 'Dragon's Den' process led to a clear winner... Restorative Practice

- Evidence of impact elsewhere, Leeds, Hull, West Berks etc
- Applicability in a range of contexts – e.g. schools, safeguarding, health services
- Centred on family relationships – the bedrock of good outcomes
- Putting power and responsibility back with children and families
- Relatively cheap to implement
- The full spectrum – prevention to intervention
- Resonance with our principles



# AN EXAMPLE OF RESONANCE...





## 2. PRINCIPLES AND PRACTICE

### a) Do to? Do for? .....or Do With?

“The essence of restorative practices is disarmingly simple: that human beings are happier, more productive and more likely to make positive changes in their behaviour when those in positions of authority do things *with* them, rather than *to* them or *for* them.” Ted Watchel

### b) The five question framework

- ▶ What happened/is happening?
- ▶ What were you/are you thinking/ feeling
- ▶ Who has been/is being affected?
- ▶ How have they/are they being affected?
- ▶ What needs to happen to make it better?



### 3. WHAT GOING ON IN CHILDREN'S SERVICES?

- Over 500 professionals received 2 or 4 day training and over a 1000 more as part of 'whole organisation' training
- Using the five questions during child protection enquiries
- Using the principles to reshape child protection conferences
- Restorative circles as part of direct social work
- Over 30 schools and colleges somewhere 'on the journey'
- Early work with nurseries
- Whole-school training and a dedicated schools network
- Circles to prevent school exclusion and reintegrate after exclusion
- Circles being used to construct Early Help Family Plans that are more 'owned' by the family in council and health services
- Council's HR department using formal restorative processes as part of resolving team conflict

## 4. WHAT HAVE WE LEARNT?

- a) **Impact.** There is a lot of evidence emerging now of impact – individual stories and service-level improvements
- b) **Applicability.** The principles and practices of restorative practice can be applied in so many contexts
- c) **Restorative versus Punitive?** The tension between the principles of restorative practice in sometimes necessarily punitive systems. The concept of ‘fair process’ is critical here.
- d) **A way of being...not just a thing you do.** It’s in your everyday language, behaviour and how you treat people
- e) **Justice versus Practice.** The ‘harmed and the harmer’ – or about bringing together people where there has been harm
- f) **‘Disarmingly simple’ yet difficult.** The language, principles, practice are simple. Yet changing your own behaviours and the culture of your organisation is a long road
- g) **We have some simply amazing people working in Portsmouth**



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## 5. WHERE NEXT?

- More confidently using the language of 'restorative city'
- Stronger engagement with police, housing and adult services – moving beyond just a children's agenda
- Delivering team level support through 'Action Learning Sets' to support teams to embed the practice
- Leadership – bespoke session for senior leaders in July
- More 'formal' restorative circles and conferences for key client groups, e.g. children in residential care, children in care that can be reunified with their birth parents, neighbourhoods in conflict
- More work on evaluation
- Responding to the request from people to 'feel they are part of something bigger'



# Ray and Vi Donovan

*Chris Donovan Trust*  
Changing lives, making a difference



# RESTORATIVE PRACTICE IN EDUCATION



# Sort It Out



student resolution service

# 3<sup>rd</sup> Generation

The current Sort it Out Team



**SARAH**

Chief Executive Officer

Volunteer Engagement  
Specialist Trustee

“I enjoy giving back to the  
University community.”



**LIAM**

Chief Operations Officer

“The Sort it Out service  
represents to me the  
extension of restorative  
resolutions to the  
university”



**LILY**

Director of  
Communications

“I am taking part in Sort  
It Out because I wish I  
had used the service  
when I had issues over  
the last few years!”



**RAWAN**

Director of Finance

“As a student mediator  
my main goal is to help  
students have the best  
University experience”

# Story so far...

## 3<sup>rd</sup> Generation



The Sort it Out service was founded in 2016 as a collaborative effort between the Portsmouth Mediation Service and the Union Advice Service.

The service is a student run organization comprised of final year Law Students from the university who are trained and qualified mediators.



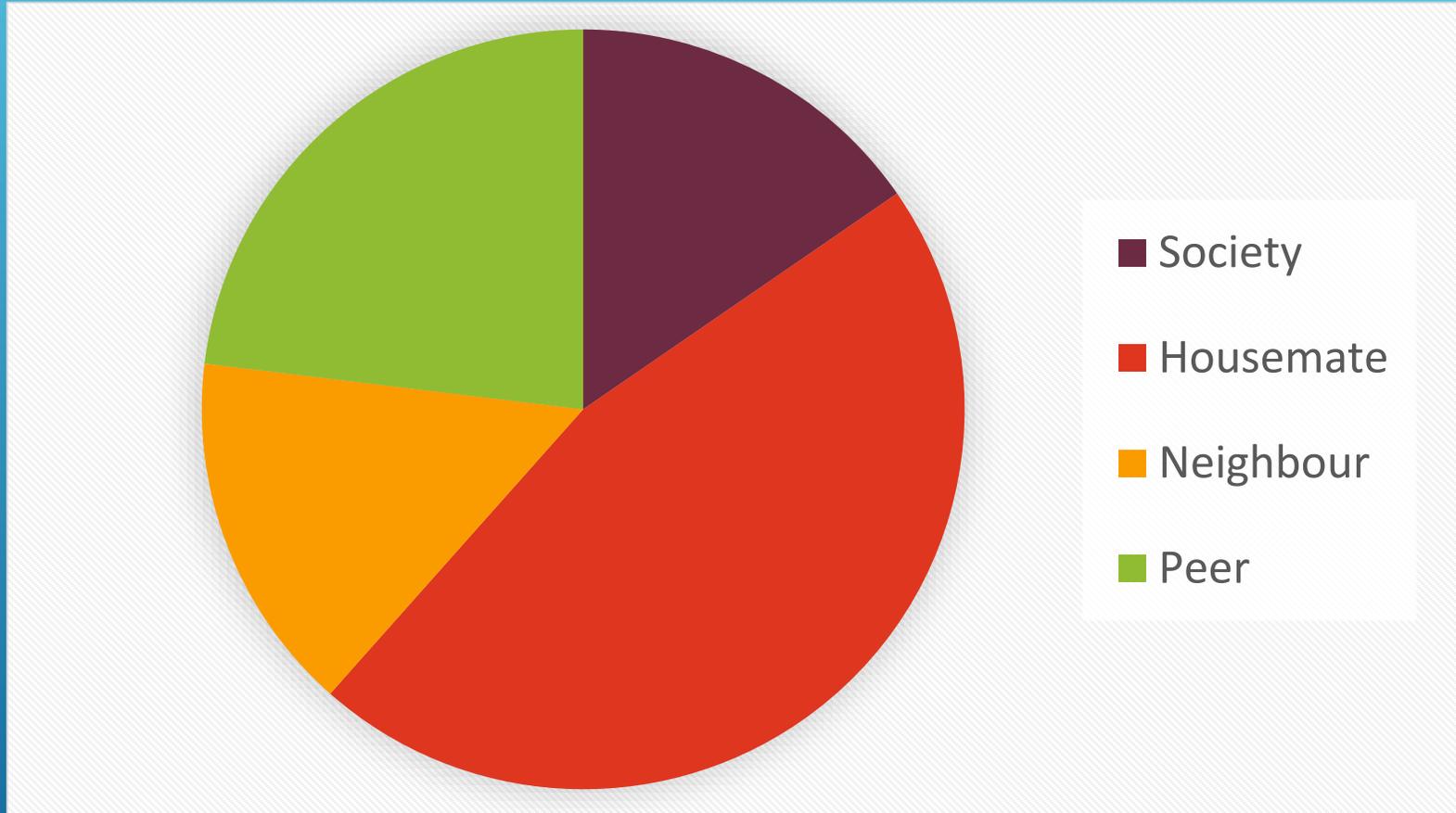


# QUICK ACTIVITY

Hand up if you have ever experienced ...



# Types of Disputes



# Building Sort It Out

## Posters and leaflets

Student mediators have been distributing leaflets and posters to Housing Fairs and Wellbeing Fairs.

## Social Media

We have a Twitter profile which is updated weekly. Twitter helps promote the service.

## Heads of School

We have emailed various Heads of Schools in the University to encourage personal tutors to refer to us.

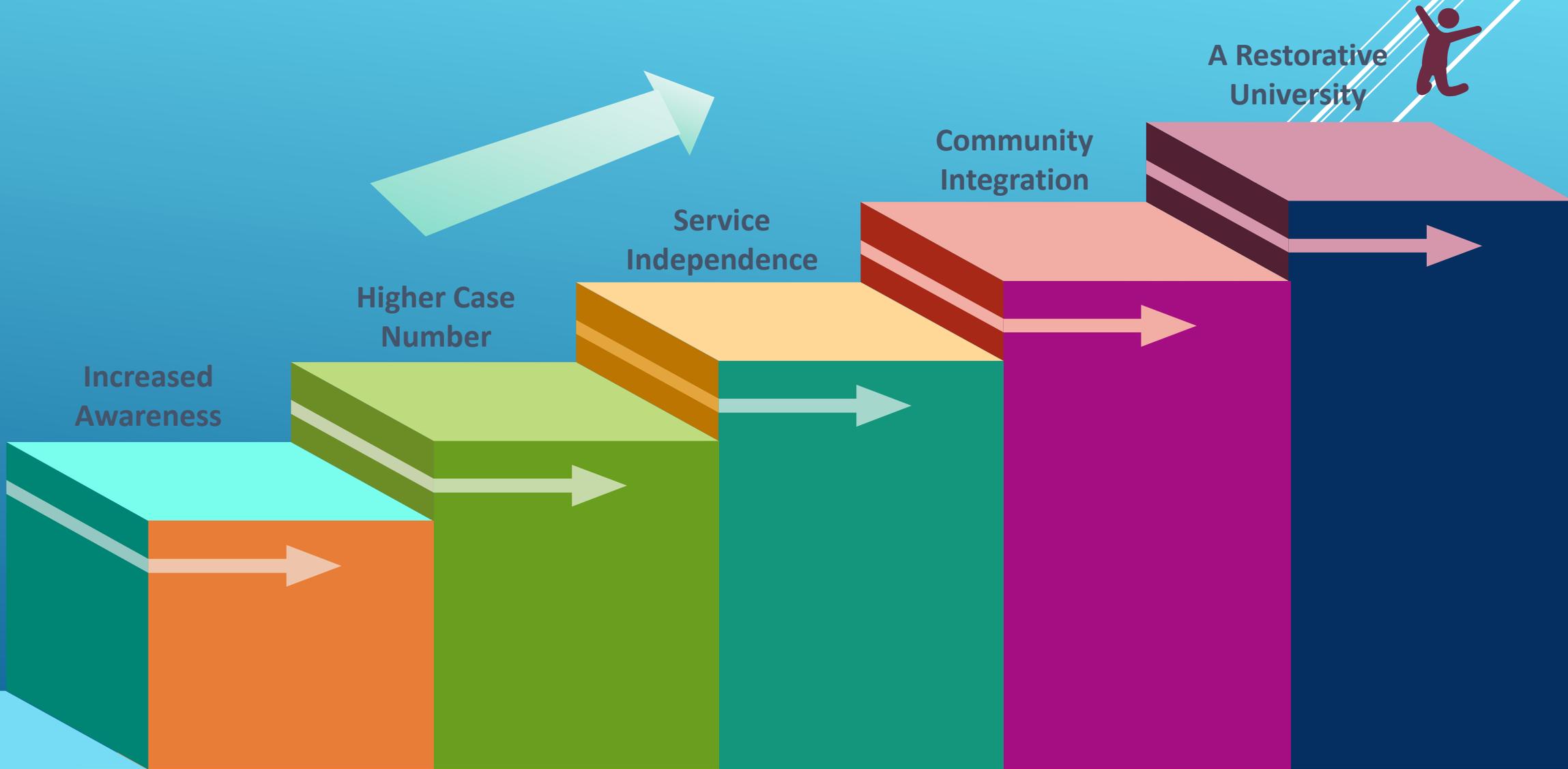
## Networking

We have attended several events at the Union and with PMS to build relationships with other organizations.

## The Future

We aim to provide a peaceful environment and restorative community for students of Portsmouth.

# Vision moving forward



# Follow our journey



@SortItOut\_Ports



<https://www.facebook.com/UPSUSortItOut/>



<https://www.upsu.net/advice/sort-it-out>



sortitout@upsu.net





Sort It Out  
student resolution service

# Restorative Practice: The Highbury Experience

**Debi Copeland-**

Head of Learning Support

**Angela Kountouroudas-**

Student Engagement  
Coordinator



# Restorative Practice: The Highbury Experience

Repairing relationships between:

Students and other students

Students and parent(s)/guardian(s) or  
carer(s)

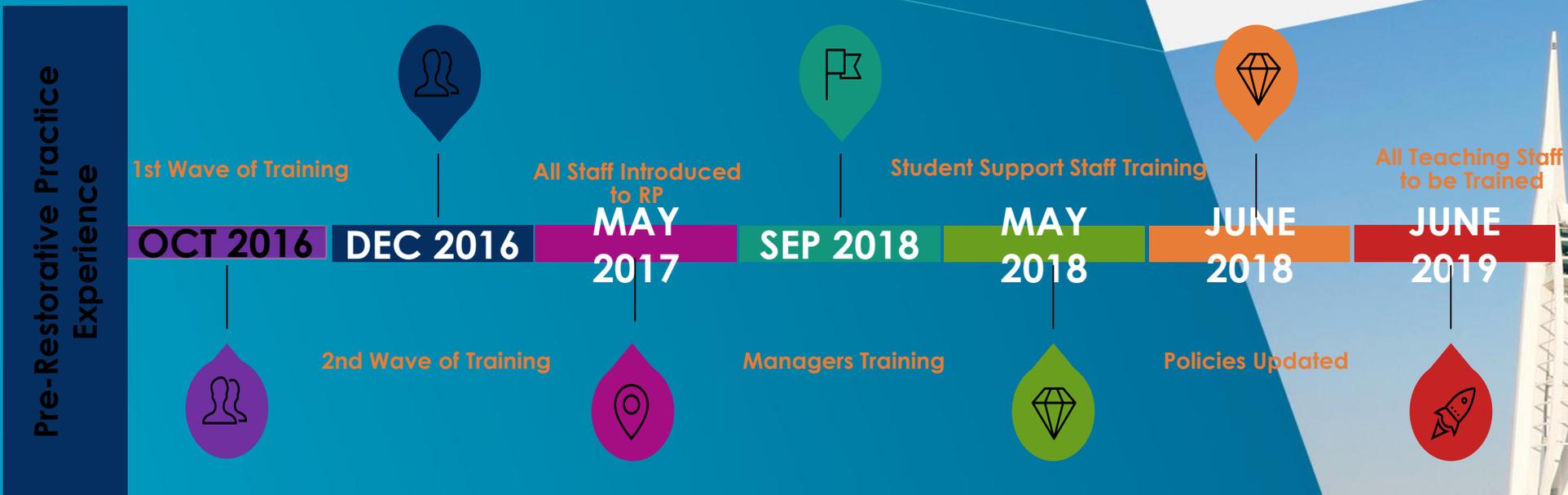
Staff and students

Staff with other staff

Community members and the College



# Restorative Practice: The Highbury Experience



# Restorative Practice: Highbury – Next Steps

Managing low level poor behaviour  
in the classroom

Embedding in disciplinary policy

Extending the culture of respect

Reporting impact to the College's  
Equality & Diversity Committee



# MAYFIELD SCHOOL

The journey towards becoming a more restorative school.



# THE VISION



# BECOMING MORE RESTORATIVE



# IMPACTS OF BECOMING MORE RESTORATIVE



# LOOKING TOWARDS THE FUTURE







Started Journey to become a restorative school

Staff completed Restorative Practice Training

Teach Peace Peer Mediators Launched

Senior Leadership using Restorative Action Learning Sets

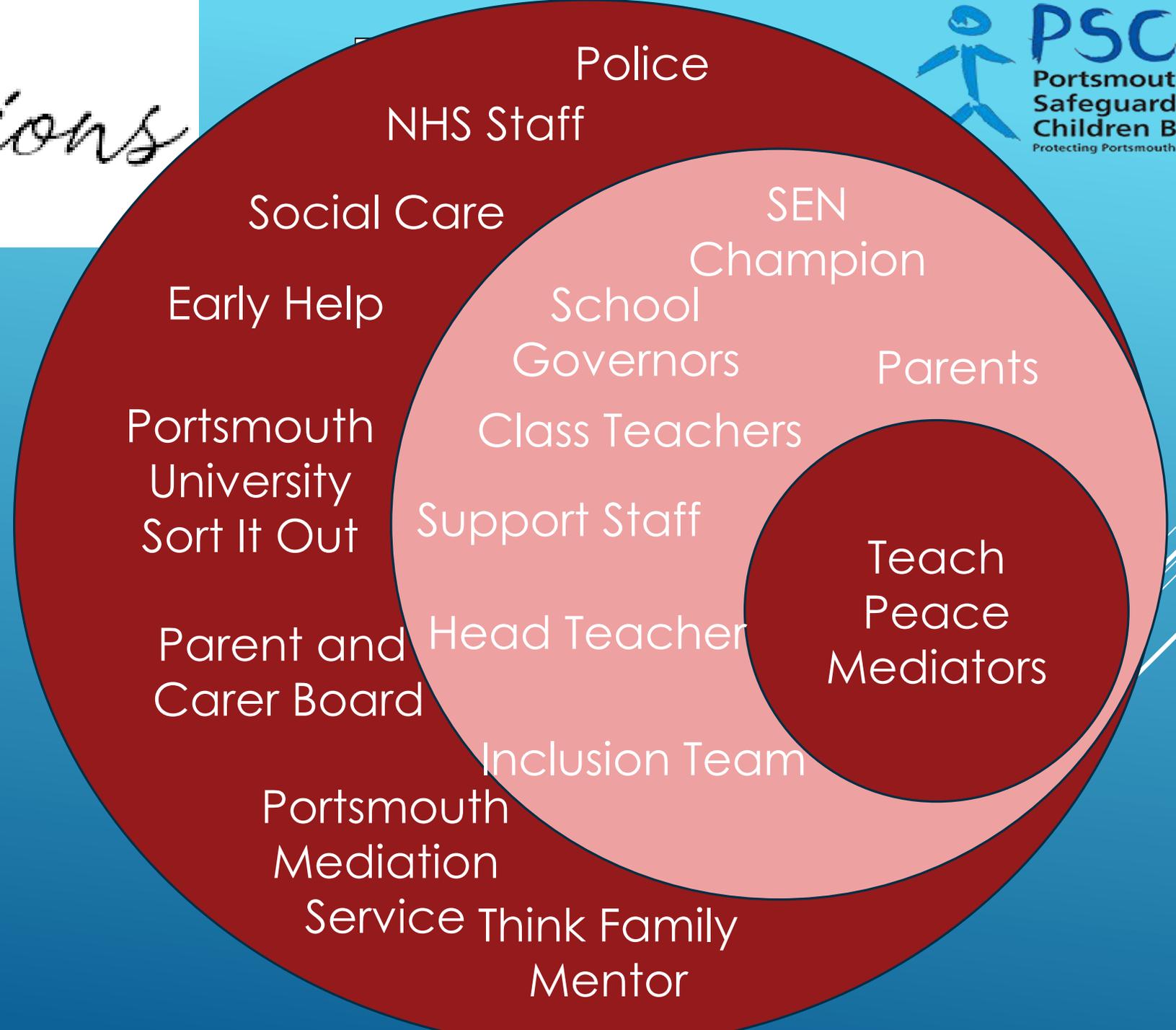
Ongoing reflection to embed into the whole school culture

Portsmouth Mediation Service Trained Senior

Restorative Questioning began

# Our Journey

# *our Champions*





# our supporters



DFEB  
Reading Board  
for Children



FERNHURST  
JUNIOR SCHOOL  
Together Towards Success



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## RESTORATIVE PRACTICE WORKSHOPS

Victory Lounge – Developing restorative communities

Warrior Lounge – Breaking the cycle of shame

Alliance Lounge – Transforming difficult conversations into positive outcomes



# QUESTION PANEL

Hayden Ginns – Portsmouth City Council

Steve Rolls – Portsmouth Mediation Service

Jenni Wessels – Portsmouth City Council

Kathryn Hammond – CAMHS

John Swindle – Portsmouth Mediation Service



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## FOLLOW THE JOURNEY



**@portsmouthscb**  
**@SortItOut\_Ports**  
**@mayfieldschool**  
**@highburycollege**



[www.portsmouthscb.org.uk](http://www.portsmouthscb.org.uk)

[www.portsmoutheducationpartnership.co.uk](http://www.portsmoutheducationpartnership.co.uk)

[www.portsmouthmediationservice.org.uk](http://www.portsmouthmediationservice.org.uk)

[www.upsu.net/advice/sort-it-out](http://www.upsu.net/advice/sort-it-out)