



# Portsmouth Mediation Service Annual Report 2018/19



# Trustees' Report year ending March 2019

## Trustees' Report year ending March 2019

The trustees present their report and accounts for the year ending 31st March 2019.

### Structure Governance and Management

The charity is a company limited by guarantee.

The Trustees, who are also the directors for the purpose of company law, and who served during the year were:

#### Trustees

A Boyland	(appointed June 2015)
F Armstrong	(appointed July 2016)
W Freemantle	(appointed September 2017)
J Wessels	(appointed April 2018)
P Winchester	(appointed 11 December 2018)
S Whitehorn	(appointed 12 February 2019)
S Anderson	(resigned 31 December 2018)

Trustees are recruited from interested individuals, volunteer mediators and representatives of the various funding organisations.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute a sum not exceeding £10 for payment of the company's debts and liabilities in the event of a winding up.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

The charity is managed by the Trustees who may exercise all the powers of the charity. For the past year, the day to day operation of the charity has been carried out by the service manager who reports to the Trustees. All policy and strategy is decided by the Trustees sitting as the Management Committee which meets monthly.

The Portsmouth Mediation Service operates for the benefit of residents in Portsmouth and for the benefit of social housing residents in the wider Portsmouth area. A substantial proportion of its work is with the Portsmouth City Council.

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

### Objectives and aims

The charity carried out neighbour mediation in Portsmouth and the surrounding area through its trained and employed assessment officers and volunteer mediators. It operated a mediation assessment service on behalf of Portsmouth City Council's Anti-Social Behaviour Unit.

### Public benefit

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. The trustees refer to public benefit throughout this report.

## **Achievement and performance**

Since the major internal restructure which began in June 2015 we have continued to build a revitalised service. While maintaining our core focus on the Assessment Service for Portsmouth City Council we also have several programmes delivering Restorative Justice solutions for the people of the City. We remain focussed on delivering our vision for Portsmouth becoming established as a leading Restorative City.

Throughout the year, staff and volunteers have continued to provide the dedication and professionalism to deliver a quality mediation and assessment service. The sincere thanks and appreciation of the trustees goes out to all concerned, including the volunteer mediators who give up their own time to make people's lives better, and the trustees for their service who make sure that resources are available.

The assessment officers each have an area to cover and meet regularly at the area housing offices allocated to them and hold frequent meetings at local police stations, encouraging closer working relations between the statutory bodies and the charity.

The Trustees and the whole of the Service have a vision of a Restorative Portsmouth where the City is focussed on strengthening relationships and preventing conflict.

## **New website launched**

A new website has been created to improve our visibility and explain the work undertaken by Portsmouth Mediation Service. This has resulted in an up to date, slick, professional and easily navigated interface for visitors to our site. With regular updates our internet presence, and public engagement and understanding of the work we do, has increased dramatically.

## **Short films promoting a Restorative Portsmouth**

Through a successful bid to the Building a Stronger Britain Together (BSBT) programme we received in-kind support from M&C Saatchi to produce a number of short films showing our vision for a Restorative Portsmouth and share the insights from members of the community engaged with this. Following the release of these films in December 2018 these videos have received hundreds of views.

## **City-wide Restorative Conference**

In early April 2019 we held the first city-wide Restorative Conference in collaboration with Portsmouth City Council at Fratton Park. This was a very well attended conference with keynote speaker, local stories and workshops providing engaging and thought provoking insight into the benefits of restorative approaches. This was another major step forward in on the pathway to our vision for a Restorative Portsmouth.

## **Teach Peace**

A new initiative 'Teach Peace' was introduced in 2016 working within a local primary school encouraging a restorative approach, with the children being trained as volunteers to work within their own peer group. This initiative is continuing to be rolled out to a growing number of schools in the City of Portsmouth and receives great feedback from pupils, parents and teachers. This year, as part of the programme, we have introduced 3 one-and-a-half-hour training modules for teachers and staff. We are currently working with over 25 Primary and Secondary Schools introducing restorative approaches.

## **Sort It Out, University of Portsmouth**

This year we have seen the branded launch of Sort it Out - the name for the restorative service that is operated by students and for students. This resolution service continues to grow and help increasing numbers of students when they get into difficulties with disputes or conflict. As a further initiative each year one of the members of the Board of Sort It Out will sit on the main Board of Trustees and Directors of Portsmouth Mediation Service.

### **Summary**

Special thanks go to our main users including Portsmouth City Council, without their continued support and input we would not be able to flourish.

The Trustees are excited with the directions the Charity is taking to deliver restorative practices across the city of Portsmouth and are especially lucky to have a team of such dedicated and enthusiastic staff and volunteers who all truly believe in the services they deliver seeing first-hand the real difference they are facilitating in the community. We are in for a very exciting and positive future.

There remains the opportunity for more people to join the trustees on the management committee. Trustees would be delighted to meet anyone who may be interested in discussions and to provide further insight.

**Dr Alex Boyland**  
**Chair of the Board of Trustees**  
**On behalf of the Board of Trustees**



## Restorative is a Way of Life

***“This is surely at the heart of what we all want, that is to know and feel that we belong. This is the safe place that we all seek – the opposite of course is exclusion and fear”***

It's been another amazing year in our vision and journey towards a Restorative Portsmouth, hundreds of new citizens have caught hold of this idea that our city can become a more peaceful and prosperous place as we embrace a restorative lifestyle that injects positive ripples into our families and neighbourhoods and counteracts the negative behaviour that can so easily spoil things.

I said at a recent conference that I once heard someone say that all that children want is for Mummy and Daddy to love each other. This is surely at the heart of what we all want, that is to know and feel that we belong. This is the safe place that we all seek – the opposite of course is exclusion and fear.

Over these past years I have come to see that there are only really two roads on planet earth. There is a Restorative route that heads towards life and quality relationships and there is a retributive road that leads directly to division and destruction. Journey down the Restorative road and the world gets brighter and brighter or, and it's always a choice, follow the punitive pathway and see how dark and divisive things become. Our team see every day how conflict and division can rip the heart and soul out of our communities.

We are all beginning to see quite clearly that although yes, it's a choice what road we take, our default in difficult situations is to take the legalistic lane and end up in an entrenched place. When PMS take referrals from Housing Officers and Police Officers, we say to them don't mention the M word – the Mediation word. That's because it sometimes has negative connotations, people think it's a legal process with a winner and a loser – we are learning that Restorative is positive, it's always a Win/Win!

As a society we seem to often focus on the negative, we form hate teams to combat hate crime, we are always tackling stuff by being Anti this and Anti that. We are counter this, counter that, it's endless. As a nation as a city we spend huge amounts of cash trying to help those whose lives have slowly and gradually become a misery. At PMS we believe that the way to prevent things like offending, homelessness, drugs, alcohol & other addictions, poor mental health, radicalisation, ASB and so on, is to always seek to help people stay and belong inside family and community. When people fall outside of family and community, they become isolated and very vulnerable to these destructive things.

How strange then at every stage and sphere of life the price for getting it wrong is often exclusion and expulsion. Consider this, when a child or young person can't read or write we teach them how to read and write, or if they are not very good at football or swimming we coach and train them and if they have difficulty in socially engaging with others we punish them?

Increasingly we liken the Portsmouth Mediation Service to the Fire Brigade – yes you can dial us in an emergency with a blazing situation that's out of control, but we want to spend more of

our time in handing out the restorative equivalent of a fire blanket or restorative smoke detector.

So we are indeed increasingly focussed in helping organisations and communities to build a restorative culture – equipping ordinary people with the restorative tool kit that can help prevent conflict from breaking out and escalating.

That doesn't mean to say that our professional team have stopped taking 999 calls, all too often low level ASB can turn into a nasty entrenched conflict or dispute that eats away at the heart of our neighbourhoods. I want to say again a huge thank you to our team and volunteers for the incredible job they do in helping to repair broken relationships and restore peace in impossible situations. It's hard work that can drain the soul. I am very privileged to work alongside such great people, they are tenacious, persistent, compassionate and always hopeful, they are people people who build trust and rapport in the most difficult and challenging circumstances. They help bring about reconciliation that saves many from the misery of conflict. I know that the housing and police officers they serve are like me, very thankful for their energy, time and skills.

When the symptoms are always the headlines its difficult to bring the change required – I wonder if £100 million pounds recently made available for knife crime is going to turn things around? Many of our young children have been caught up in so called county drug lines, at some point in their lives they finally slipped outside of the family and the community they became isolated and vulnerable, some of these young victims have found a new way to belong and now they are trapped.

Restorative practice is not a programme it is a philosophy a way of life to build and strengthen great relationships. Its hard to attract funding for training and equipping because it's a long game and the world always wants an instant result...long game it may be, but PMS, PCC and our friends and partners have been playing it for a few years now – what we considered to be our baby is growing up quickly! There is a sense that the initial chapter in the story of a restorative city is complete and we are moving into an exciting new season when like proud parents we can celebrate other successful stories with those in the city who have adopted the restorative mission and vision that we helped to birth.

The head of PCC Children and Families department described this huge restorative momentum in Portsmouth as a movement, I believe she is spot, on there is a city-wide belief and will to begin to live and work in a way that is counterculture. I am completely persuaded that as more and more people in Portsmouth catch hold of this Restorative vision for their families and workplaces there is a grass roots transformation taking place in our city – no doubt about it, little by little, degree by degree incrementally Portsmouth is becoming a more peaceful and prosperous place to live.

If you are still reading this and want to know more or get involved, please make contact with us.

**Steve Rolls**  
**Manager**



## Ground breaking Event is “Inspirational!”

***On the 2nd April Portsmouth Mediation Service and Portsmouth City Council co hosted the first Restorative Conference in Portsmouth. The event sold out quickly with delegates from across every sphere of the city. Here is some of the amazing feedback from those who attended.***



*“Very interesting – I liked the enthusiasm of all involved which seemed to be devolved down from the committee. Nice to see presentations from social workers as well as schools & the holistic commitment to Portsmouth being a restorative city – good atmosphere. I felt very involved and motivated coming away (even though I don’t work for the council.) enjoyed the positive link with the Mediation service locally. I liked this as a local taxpayer as*

*well as a professional as I think Pompey is a great city! I would love to work with you...”*

*“Really well organised conference, interesting and knowledgeable speakers. It felt as if we are on the cusp of something brilliant and the fact that we are working across agencies and all the way through the schools and colleges gives me confidence that this will be embedded for the long term”*



*“Well organised, great venue, excellent speakers and relevant group sessions, very informative and inspirational”*

*"Organisation was superb. Even the unexpected was dealt with smoothly with the least disturbance as possible. I can honestly say that the organisation and running of the conference was one of the smoothest I have ever encountered"*



*"It was really good to hear how restorative practice is being used across the city in different areas. Really valued the mix of agencies present. It was also really positive to be fed and watered throughout – felt valued"*

*"Hearing Vi and Ray Donovan speak was very moving. I also found the way the process is being utilised in schools very informative and this really made me consider how to use the approach more in both my work and life. Having it explained so enthusiastically really brought it to life"*

**What will you do as a result of the conference?**

*"We are continuing to embed RP in the College and have arranged to train all teachers in June"*

*"I will incorporate restorative behaviour into my Pre-School setting."*

*"Embed the practices already taking place in my workplace"*

*"Have started the Teach Peace programme in my school"*

*"Keep working on bringing restorative practice into the University – particularly in dealing with student behaviour"*



*"Nice touch to have the trophy there"*

**.....other comments**

*"Would like to thank the organisers and speakers for putting on such a great event. The passion and commitment this must have taken is something to be very proud of. Well done on all the work and continuing impact it will have"*

*"I found the day very useful so much information and speakers in one day- all relevant to work practice"*





## Power of Partnership

***As part of the Restorative Vision for our city, Portsmouth Mediation Service seeks to establish great relationships with other organisations in Portsmouth. Here Trustee Jenni Wessels reflects on the growing Partnership with Portsmouth City Council.***

As we continue our work, which is focussed on supporting others to develop healthy and strong relationships with those around them, we have been reminded to take a moment to reflect on our relationships as an organisation and to recognise the power that comes from partnership.

This year has been an exciting year for partnership for the Portsmouth Mediation Service (PMS). A partnership that has stood out to us as we reflect on the past year has been our connection with Portsmouth City Council (PCC).

Our relationship with the housing service has been in place for many years and our work to support Portsmouth's residents to maintain their tenancies and live in harmony with one another remains central to everything that PMS does. We have continued to regularly visit housing offices and enjoy meeting residents from all parts of the city.

We have seen our work with the Council grow and diversify over the past 12 months. John Swindell has delivered training to many Portsmouth schools and continues to provide key support to staff as they continue their journey to becoming more restorative in everything they do. This work with schools' staff links with the Teach Peace program and we are excited to see more schools signed up to start this program next year. It has been a wonderful experience to see schools in Portsmouth catch the vision and see real change as a result of the changes they have made, this is having a lasting positive impact on our city's children.

We have also supported Portsmouth City Council's social care department by working with families to support them to repair relationships where they have become complicated and damaged. We hope to continue to partner with social workers, empowering them to embrace restorative practice as they carry out this essential work, supporting families in this city to be the best that they can be.



*Ray and Vi Donovan speaking at the Restorative Conference hosted jointly by PMS and PCC*

As part of this ongoing partnership between PMS and PCC we have continued to attend the Restorative steering group where we are able to hear the stories from others in the city who are carrying out inspirational restorative work. This reminds us that this is what this journey is all about, partnering with others, supporting one another and celebrating as more and more people catch the vision for a Restorative Portsmouth.

As the financial year drew to a close PMS and PCC delivered the Restorative Conference which was a fantastic display of partnership working and celebrating the great work that is happening in this city.

Looking forward to the coming year we are excited to continue to serve this city and build more connections with those around us, seeking to serve and support them in this exciting vision for a restorative Portsmouth.

**Jenni Wessels**  
**Trustee & PMS Director of Restorative Justice**



## Treasurer's Report

An independent examination has been carried out by Morris Crocker Chartered Accountants. Please find enclosed separate annual accounts and report.

In 2018/19 we have been extremely grateful for the two large donations we have received from people in the community who felt that Portsmouth Mediation Service were worthy of such funds and which would allow the team and volunteers to continue their hard work on the path towards creating a restorative city.

Expenditure has been a little higher over some months due to the great work members of the team have been doing with the community and with new projects. Other than that, our costs have been well controlled.

The Xero system introduced last year has made things very easy for the team and for me to make payments and keep an eye on the accounts.

Additional income has come from Portsmouth lottery, fund raising from Teach Peace, workplace mediation and sponsorship from local business.

**William Freemantle**  
Treasurer



## Thank You B2B Properties



We are extremely thankful for our partnership and relationship with Fi Taylor, Managing Director of B2B Properties. B2B Properties was created six years ago with a mission to create superior rental dwellings for millennials (born 1980 to 1995) and Generation Z (born 1995 to 2005) – the company operate in Portsmouth providing superb accommodation for University Students. Fi is a keen supporter of PMS and its programmes

for young people; her business has recently sponsored Teach Peace.

## Some Stand out Moments from Last Year

*Here are some key highlights from our Restorative journey...*



*John and Tina are special guests on Radio Solent, talking about the power of restorative justice and practice in the local community*



*We had huge fun producing our 2018 Christmas Card. An idea for a nativity scene was turned into this great picture. A big thank you to John Swindell who took the photograph and to the PMS team who collected an assortment of clothing and props including Jo's little dog that looks remarkably like a lamb from behind!*

A big thank you to all of our friends, partners and supporters who joined us for our Christmas Conference and helped make the festive event a great success.



*We appreciated also the support of The Lord Mayor of Portsmouth who presented restorative training certificates to some of the delegates.*



*We were delighted to have Sam Nesbit as our special guest speaker. Sam is safeguarding Children Training Manager at The Portsmouth Safeguarding Children Board and a key partner in our restorative journey in Portsmouth.*

It was a real honour and privilege for the PMS Manager to represent the Mediation Service at The Annual Islamic Cultural Competition. The Iman, Mohammed Muhi Udin (below) invited Steve to say a few words on the Restorative Vision for Portsmouth and then to assist in the presentation.



PMS values its growing relationship with the Jami Mosque community and is committed to helping people of different Faith to find friendship with each other.



Bill Moody recently retired from Portsmouth City Council after a long and distinguished career in Housing. Steve & Laura attended his retirement event at The Guildhall where many of his friends and colleagues paid tribute to his work and in particular his dedicated service to the city's residents and tenants. Bill was instrumental in helping to establish Portsmouth Mediation Service serving latterly has a trustee. Everyone at PMS wishes Bill a long and enjoyable retirement and many happy moments with the grandchildren.

## Equipping the Community with a Restorative Tool Kit



Increasingly we are likening PMS to the Fire Brigade, yes you can call us in an emergency when a situation is blazing and we can help dampen things down but increasingly we want to be handing out the restorative equivalent of a smoke blanket, so we are spending more time on equipping local people with the restorative tool kit to help prevent conflict from breaking out and escalating.



In partnership with the Crime Commissioner, we have been delivering restorative training to various groups in the city such as these ladies from The Portsea Events Group (*above*) and the amazing team from the E.C Roberts Centre (*left*).



This **spring** bring some  
**sunshine**  
to the community!



Supporting our cause may not change the whole world, but it could change the world for us.



- Put a spring in our step this season
- Help us to make a difference to our community – play for just £1 a week so we can improve the lives of local people
- Give us a little to make BIG impact and create lasting change
- Whilst it's better to give than receive – you also get the chance to win up to £25,000 every week!

To start supporting, visit:

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

and search for: **Teach Peace**



Supporters must be 16 years of age or older.

\*Terms and conditions apply – see website for full details.



## Generation 3 take Sort it Out to a new level

*Each year the personnel and management board of Sort it Out changes as the existing students graduate and move on. We have already trained the new Generation 4 team who will take over the reigns in September. Here the Gen 3 board update us on the progress this year.*



The Sort it Out service is in its third year of operation run by Liam, Lily, Rawan and Sarah. Over the last year, the service has increased its visibility within the University of Portsmouth's community by focusing heavily on promoting the service whilst maintaining an effective mediation service.

The Sort it Out team has used several online platforms and physical promotional material to engage students. Posters have appeared across the University campuses, leaflets have been distributed at events and variety of scheduled posts on social platforms throughout the week, to build an online presence. Also, the service engaged with personal tutors in the university to help us spread awareness about the restorative service we provide for the students to have the best experience.

The service has been fortunate enough to be involved with the fairs arranged by the University. The events include; Law fair, two Housing fairs, Feel Good Fest fair and Volunteering fair.

A highlight of the year was attending Portsmouth's Restorative City Conference in April. The Sort it Out service presented to a large audience of restorative champions; the presentation included the objectives the team worked on for an ambitious future. The team got the chance to network with other restorative organisations around the area. The conference reflected the hard work of Portsmouth's move towards a restorative city.

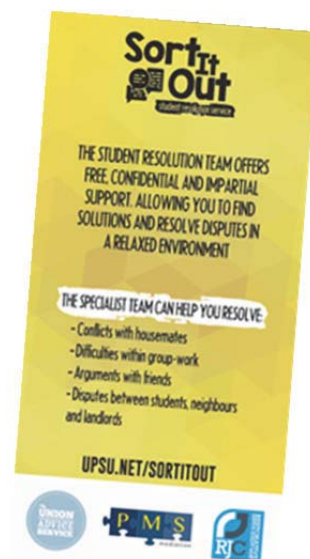
From September till the current date, there have been 25 cases with 64 students involved. The Sort it Out service hopes to increase the case number to over 30 per year in order to help Portsmouth Mediation Service reach its main goal that is a "Restorative City".

	Sept	Oct	Nov	Dec	Jan	Feb	March	April
Opened	1	0	4	3	1	3	8	5
Involved	2	0	12	9	4	6	19	12

*This is a table of data from the academic year.*



It is third-year law students from the University of Portsmouth who make up the Sort it Out team. Trained in Mediation they are at the sharp end of this restorative service for students. They are also the people who manage and steer the organisation through their role as directors of the board. Here these young people are encouraged to develop transferable business and life skills.



## Volunteering with PMS is a Great Decision!

***“Finding out about my own capabilities, strengths and weaknesses whilst working with a skilled and compassionate team of assessment officers is a humbling and truly worthwhile experience; there is always something to learn”***

Becoming a volunteer with PMS is the best decision I have made since retiring from teaching in 2014. My journey with the service began when I attended Portsmouth’s Inter-Faith Restorative Justice conference in February 2018. I was immediately attracted to this event, sensing it would be significant for me as a person of faith with a strong sense of justice.

Key aspects of my career in education were promoting equalities, specifically race equality, and supporting children and families for whom English is an additional language. I worked with and learned from people from a wide range of cultural, ethnic, faith and language backgrounds as I travelled all over the country to deliver training and support.

This experience confirmed my belief that there is more in humanity which unites us than divides us. The Interfaith Conference attracted people from the diverse communities across our city and that is what attracted me to the service; I have always sought harmony and am opposed to the negative ‘othering’ of individuals or groups of people who may appear different from ourselves.

We all have differences, we are all, each and every one of us, unique both within and outside any groups with which we might identify. Little wonder then that we sometimes fall out, little wonder there are misunderstandings in all communities, within families, between neighbours, in the workplace, in the playground, sports arenas, churches, mosques, temples - anywhere.

After the conference I attended a four-day Restorative Justice training which made so much sense. People hurt one another, sometimes deliberately, sometimes accidentally; and as the saying goes ‘Hurt people hurt people’. Our justice system, based on the desire for punishment, for retribution, may cause some brief satisfaction to the harmed/victim but is unlikely to bring them closure or healing and rarely includes opportunities for positive behavioural change in the harmer/offender.

Restorative practice works on many levels, restoring a broken relationship or a sense of community; restoring confidence or perhaps a feeling of wellbeing through having a voice, and being listened to, it is a powerful tool for positive change.

My next step was to attend a six-day course in Community Mediation led by Sue Austin, to learn about the skills and processes involved in supporting mediated meetings and restorative practice. I was then given the opportunity to learn alongside the team who are wonderfully supportive; a skilled, and caring group of people. What a privilege and a joy!

Imagine being able to bring together people who have perhaps fallen out, hurt one another, not spoken to one another for years or are causing problems in family, neighbourhood or workplace communities through perhaps noisy or inconsiderate behaviour and then, often, help them find a way forward which can prevent further damage and may lead to a resolution. A restorative meeting can be a powerful thing. For some people, being given uninterrupted time to tell their story in a safe environment and in a neutral space can be an empowering and a healing experience. Even though it doesn't always work out the way it might have been predicted or intended I have yet to see a situation made worse for coming together and I have been privileged to see situations very much improved and disputes resolved in the short time I have worked with the service.

Finding out about my own capabilities, strengths and weaknesses whilst working with a skilled and compassionate team of assessment officers is a humbling and truly worthwhile experience; there is always something to learn.

Empowering people, facilitating opportunities for them to find their own solutions requires patience, and humility, especially if you think you know what would work best yourself! That's part of the skill, and part of the satisfaction, knowing someone has been helped to find their own way, feel listened to or listen to someone else's point of view. It can be hard, it can be distressing if past hurts are exposed but there are wonderful possibilities for healing, restoration and peace.

It is such a privilege to have been welcomed into this amazing team. Thank you for the journey so far PMS it is great to be travelling with you towards a Restorative Portsmouth.

**Lynne Harvey**  
**May 16th, 2019**



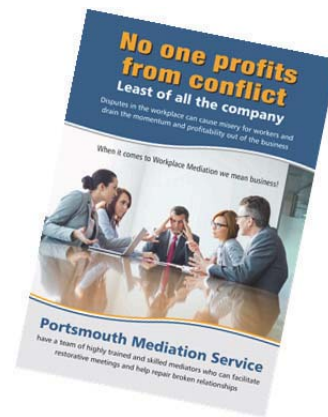
## Getting Restorative to Work



Above: Kate Aston promoting PMS Workplace Mediation at The Hampshire Chamber of Commerce Business Event at Fratton Park and below Pompey Favourite Linvoy Primus at his charity Golf Day sponsored by Portsmouth Workplace Mediation.

Portsmouth Mediation Service is driven by its vision to see Portsmouth established as a Restorative City, as a charity our heart is always to help our community free of charge. The vast majority of our Programmes and Training Courses are offered at little or no cost.

That's why we see our workplace proposition as **'Provision for the Vision.'** Our skilled mediators have a great track record in helping local business to overcome damaging conflict in the workplace – we also work with Human Resource Departments to help equip teams to build a restorative culture.



**Do you have the skills to become a Mediator / Restorative Facilitator?**



**Why not come have a chat with us?**

We run Restorative / Mediation training every three months

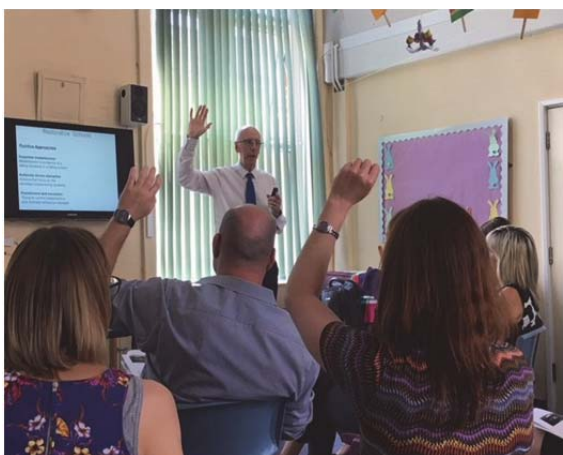
For further information e-mail Sue Austin at [training@portsmouthmediationservice.org.uk](mailto:training@portsmouthmediationservice.org.uk)

**Portsmouth Mediation Service**

Seeking the Peace and Prosperity of a Restorative Portsmouth

## Teach Peace – a 10-year dividend for Portsmouth

*Teach Peace is the PMS programme for Primary Schools in and around Portsmouth, we are helping schools to build a Restorative culture by equipping staff, students and parents with the skills to build and strengthen great relationships.*



This past year has seen the Teach Peace programme extended to many new schools across the city. John Swindell has delivered the 3 modules of restorative training to over 25 new schools and they are now extending the training to their children and in some cases the parents and guardians. We are so encouraged with the results of this initiative. We do see that as we help equip a new generation of young people with positive relationship skills that are often missing among many of today teenagers we can look forward to a 10 year dividend for Portsmouth.



Fernhurst School in Portsmouth have this year delivered the Playground Mediation element of The Teach Peace Programme to some of their students. Here Rawan a director of Sort it Out, is seen helping the children at one of the after-school sessions.

## Building a Stronger Portsmouth Together

Portsmouth Mediation Service is a partner with **BSBT** Building a Stronger Britain Together. As part of this exciting project which is working up and down the United Kingdom for safer communities, PMS has, in association with **M & C Saatchi**, produced four short films on the potential of a Restorative Portsmouth. You can see these on our new You Tube Channel through our website.





## **Vision**

*Portsmouth Mediation Service aims to operate as a centre of Excellence and Influence in seeing Portsmouth established as a Restorative City.*

## **Mission**

*Through a journey of assessment, mediation and restorative practice, work with other envisioned people and organisations to help seek the peace and prosperity of Portsmouth.*

## **Core Values**

### **Community**

*Community and family are at the heart of all that we do. Communities are formed wherever people live, work or play and we will tirelessly seek to help resolve conflict and disputes which enable healthy relationships that benefit all.*

### **Professional**

*We believe that our clients and partners deserve an excellent service, we will continually develop our skills and knowledge and foster a culture of feedback, evaluation and improvement.*

### **Respect**

*In all of our dealings we will seek to show everyone the utmost respect. We believe every person should have equal voice, value and rights. We aim to empower people, respecting their boundaries, opinions and choice.*

### **Compassion**

*Everyone needs compassion - we are motivated to be compassionate. We seek to be empathetic and kind with people, open minded and accepting in every situation.*

## Portsmouth Mediation Service

Email: [admin@portsmouthmediationservice.org.uk](mailto:admin@portsmouthmediationservice.org.uk)  
Oasis The Venue, Arundel Street, Portsmouth, PO1 1NP

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

 [facebook.com/portsmouthmediation](https://facebook.com/portsmouthmediation)

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