

Portsmouth Mediation Service Annual Report 2016/17



Trustees' Report year ending March 2017

The trustees present their report and accounts for the years ending 31st March 2016 and 31st March 2017.

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:

Derek Williams (stepped down February 2017)

Rose Marie Potter (stepped down July 2016)

Alex Boyland (appointed June 2015)

Edward Rees (appointed June 2015)

Fiona Armstrong (appointed July 2016)

Brian Porter (appointed September 2016)

Trustees are recruited from interested individuals, volunteer mediators and representative of the various fund 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 £10.00 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 business consultant 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 large 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 activities

The charity carried out neighbour mediation in Portsmouth and the surrounding Borough 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.

Achievements 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 a number of programmes delivering Restorative Justice solutions for the people of the City.

I am pleased to announce that the consultant initially appointed to lead this restructuring has now accepted a permanent staff role with the service. We continue to drive improvements in production, efficiency, and client satisfaction while maintaining the high levels of staff moral and enthusiasm. We remain focussed on delivering our vision for Portsmouth becoming established as a leading Restorative City.

A special mention to the staff, Steve - the Service Manager (formerly Business Consultant), Abi, Laura, Loveday, Sue and Tina - the Assessment Officers. These are the people who are committed to delivering, enhancing and promoting the services we provide and our thanks go to them for all their hard work year after year.

Throughout the year, staff and volunteers have continued to provide the dedication and professionalism to deliver 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.

A service delivery review was conducted in September 2015, resulting in a streamlining of the Assessment service provided for PCC. This enabled the organisation to deliver a higher turnover of cases increasing from 153 cases in 2014/15 to over 375 cases in 15/16. The number of cases are counted every 12 months from September and we are on track to match the 15/16 figure again this year.

The assessment officers each have an area to cover and meet each week at the area housing offices allocated to them and also meeting 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 entire City is focussed on making relations stronger than they were before they had broken down. This is whether the relationship is between Neighbours, Landlords & Tenants, Friends or Families, Employer & Employee, Offender & Victim or wherever there is a breakdown in a relationship.

Teach Peace

A new initiative called 'Teach Peace' was introduced in 2016, working within a local primary school cultivating a restorative ethos, 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 surrounding areas, and receives great feedback from pupils, parents and teachers.

Restorative Service Quality Mark

The charity was awarded the RSQM by the Restorative Justice Council in January 2017. This award provides external recognition of our quality restorative practices which will help us gain public confidence in the restorative service we offer. This award was gained through a lot of hard work by the whole team, with Tina Downie's efforts to coordinate and lead this initiative deserving special recognition.

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

Financial review

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six months' expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised, or expenditure reduced.

Summary

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 for discussions and to provide further insight.

During the next twelve months of my tenure as Chair of the Board of Trustees I have given myself the task of reviewing and strengthening the Governance and Strategic planning policies of the board. I have engaged with another charity, The Cranfield Trust, who offer free business skills, advice and guidance to organisations like ours.

Dr Alex Boyland

On behalf of the board of trustees



Growing Movement towards a Restorative Portsmouth

Welcome to the 2016 / 2017 Portsmouth Mediation Service Annual Review & Report, which highlights some of the great partnerships that have been forged with people and organisations with whom we have a shared vision.

In June 2015 Portsmouth Mediation Service (PMS) adopted a 'Restorative' strategy towards every aspect of its work and life; we became intentional in the use of restorative practices and approaches and not just with our clients, but with our partnerships and with ourselves. This strategy has revolutionised our service and indeed everyone who works within its mission. We have a huge vision to help bring about a Restorative Portsmouth and yet in simple terms we are learning restorative always begins with you and me. It's not a theory or a programme; it's a philosophy that underpins strong and positive relationships. So it is with our team; under pressure we still have our moments, yet we are successfully developing a culture of respect and compassion that has brought about a new level of unity. Building this teamwork is increasingly making the dream work!

I want to pay tribute to our professional team for their outstanding performance, indeed each day they lift our values off the page. Their belief, dedication and passion for what they do makes an amazing difference to the residents of Portsmouth and the surrounding area. This work is so brilliantly bolstered by our ever-growing team of volunteers. I have never been a fan of recruiting helpers, what excites me is uncovering people who get the vision, who see the future and who are passionate about helping others and making a difference. These people don't just want to join the journey, they want to write some of the story, they are highly motivated and when things get tough or difficult they just keep going! I am so thankful for these great men and women who have joined the PMS journey and brought their unique gifts and talents to serve and help others.

I would like also to say a huge thank you to those unpaid workers who are our Trustees and Directors; their dedication and expertise enable the stable environment that we need to successfully operate. Thank you for your loyalty, support, counsel and wisdom without which we could not work.

I have made many presentations this year to a wide variety of groups and organisations, and on every occasion I have said that the reason I see PMS as being central to the big idea of a Restorative Portsmouth is because of our unique relationship with Portsmouth City Council Housing. Their local officers continue to refer to us many neighbourhood disputes and conflicts that left unchecked will usually escalate. Helping neighbours to repair their damaged relations is a very powerful thing for the community and is foundational to what we do.

Increasingly I have seen that people become more prone to the awfulness of drugs / alcohol misuse, homelessness, mental health problems and offending when they become isolated from friends and family. When people live outside of community it is much easier to cast off restraint. Over this last year, I have seen first-hand how our team have facilitated meetings

where broken relationships have been restored and often strengthened through the reconciliation. I have seen in several of these not just a huge saving for the local taxpayer but a different course for vulnerable people at a crucial crossroads in their life.

Thank you for reading this and being interested in our vision and work, you will find in the following pages some more information about our restorative mission and the growing movement in Portsmouth to establish a restorative city.

Steve Rolls
Manager



Teach Peace for Portsmouth Primary Schools

Programme for Playground Mediators.

Portsmouth Mediation Service (PMS) launched its first Teach Peace Training Programme in November 2015 for Portsmouth Schools. This exciting project aims to reduce conflict, bullying and low scale anti-social behaviour in local Primary Schools.

Teach Peace has been developed by PMS under the guidance and inspiration of Laura Rook and is facilitated by herself and other volunteers from Portsmouth Mediation Service. The programme takes a whole school approach and therefore seeks to teach and equip the children, staff and the parents.

Teach Peace includes two introductory workshops which are run across the whole school. The first workshop looks at 'Positive Relationships' and the second looks at 'Conflict Resolution'. Following these sessions, a number of children are identified as potential mediators. Along with their parents and some members of the school staff, they embark on a 10-week training programme that equips them with the restorative skills to become playground peacemakers.

The programme has been running at Ark Ayrton School in Somerstown for two years and then last November Teach Peace was launched at Woodcroft School on the Wecock Farm estate. It was extremely encouraging that the introduction to the school came through our close relationship with Waterlooville Police – it's great to see our core work with Wecock Farm housing office extend to other connections and partnerships in the locality.



Playground mediators
at Woodcroft Primary School in Waterlooville



There is a growing demand from primary schools in Portsmouth and the surrounding area for The Teach Peace programme. We are extremely excited to be working with local schools who have signed up to the big idea of a Restorative city. From this September, we will be providing specialist training for schools to help them to embed a restorative culture among staff and parents. We are helping school communities to identify restorative champions and they will be able to get an 'off the shelf' A to Z of the Teach Peace programme. This will enable envisioned staff and parents to deliver the course to their own pupils. Portsmouth Mediation Service will provide these resources FREE of charge and offer back up support from our central help hub.

We are also working closely with our local police cadets, training some of our finest teenagers to become TP helpers and ambassadors in their local primary school.



"Our Ofsted grading was GOOD - yay!! You and your team played a crucial part - sincere thanks. Please add this to your portfolio as you have really helped our school progress in dealing with some tricky issues."

John Webster
Headmaster at Woodcroft School

Treasurer's Note

You will find inside this annual report two sets of printed accounts – one for the year ending March 2016; and the most recent set for year ending March 2017.

The story is clear that our drive for cost cutting and efficiency since the restructuring in 2015 is paying dividends with a significant reduction in expenditure when comparing 2015 to 2016 and 2017 figures. Our total income remains at the same level year on year. However, it is worth pointing out that we were supported greatly in 2016 by a significant level of donations – the majority coming from one kind benefactor - in 2017 this has been replaced with a higher level of income from our activities and grant providers.

I am very proud of our excellent team who have worked extremely hard in developing new sources of funding and delivering such so many successful project outcomes that have really made an impact in the community. This bodes very well for the future.

Other points of note are that we appointed Morris Crocker Chartered Accountants in March 2017. Initially to carry out the annual Independent Examination of our accounts and in May 2017 we also appointed them to provide us with a bookkeeping service.

Dr Alex Boyland
Treasurer



Working with our Community Police

“Already, it is evident this increased visibility is making it easier and more appealing for Police to refer to PMS.”



At the heart of PMS’ work is Community, of which the Police are an integral part. They deal with some of the most difficult cases of conflict. Portsmouth, Waterlooville and Havant have excellent Neighbourhood Patrol Teams who believe in the importance of restoration, where retribution is not the most appropriate or most effective resolution. Abi Merwood, with the help of the PMS team, has been working hard since 2015

to establish a strong working relationship with our local Police.

In February 2016, PMS bid for £5000 from the Office of the Police Crime Commissioner (OPCC) through their Restorative Approaches Capacity Development Fund, which was approved in March. It was a triumph to have our important work acknowledged and invested in by the OPCC; allowing us to accelerate our Police partnership and accept private Police referrals for Havant & Waterlooville as well as Portsmouth.



This year, PMS has focussed on streamlining the Police referral process, making it easier for police to use our service, and clarifying the types of cases PMS can accept. This was achieved through regular station visits to talk to Police about the service PMS can provide them with. This alleviates some of the situations they become involved in, which are simply not within their already-demanding remit and decreasing resources. Already, it is evident this increased visibility is making it easier and more appealing for Police to refer to PMS.

Now Police are under increasing pressure to produce better outcomes; holistic outcomes that address the needs of the individual, rather

than merely deciding whether or not to prosecute. This often means referring to other agencies, and with PMS recognised by Police as an effective person-centred way of resolving conflict, PMS had the privilege of being invited by Partnerships Inspector Chris White to present at three Police Professional Development Days throughout June.

Furthermore, as a result of establishing this solid working relationship with the Police, PMS was invited to participate in Joint Agency Meetings for difficult cases in Waterlooville, and to attend various training sessions alongside Police. Most recently, PMS was invited to feature in the OPCC's Police Partnership Extravaganza day in West Quay, Southampton. Abi and Laura attended together, building yet more great relationships and getting some fantastic photos.



Portsmouth Mediation Service Working with The Hampshire Crime Commissioner towards a Restorative Portsmouth



Strengthening Faith Communities through RJ

As part of The Portsmouth Mediation Service (PMS) initiative to help build the city's Faith Communities through Restorative Justice, a Conference for the Muslim community in Portsmouth was held at the Jami Mosque on Sunday the 29th January.

Portsmouth Mediation Service understands that one of the key spheres in the city life of Portsmouth is the Faith Community. Within this group there is of course much diversity, but there is also lots of common territory where various groups can engage with each other and come together for the sake of the wider community. PMS have for a while been contemplating a conference to help strengthen and equip faith communities through restorative pathways and practice. Our vision for this project is to initially host a conference for each of the main Faith Groups in Portsmouth. Last year we hosted a conference for Christians in Portsmouth, and in January of this year we delivered an RJ presentation to the Muslim community at the Jami Mosque in Portsmouth

We believe this project will help promote greater awareness of resolving conflict through Restorative Pathways. It will help identify opportunities to train and equip people of faith to become RJ facilitators, and highlight the opportunities for people of faith to volunteer their skills outside of their religious setting. Also, importantly it will provide the chance for people of different faith and none to work together for a Restorative Portsmouth.

Muhammad Muhi Uddin, the Imam of the Jami Mosque said "I have recently trained as a Restorative Justice Facilitator. The new skills I have gained will help me in my role. I am very excited to see our wider community have this opportunity to explore the benefits of a Restorative approach."

Following on from two RJ conferences that we delivered to the Christian community in 2016, we were very pleased to arrange a follow up event to a local Portsmouth Church who have become envisioned to learn these new restorative skills so they can use them to serve their local community when neighbourhood problems arise.



Supported by the Office of the Police & Crime Commissioner for Hampshire

20 Year Anniversary Celebration

During November, Staff, Trustees, Volunteers, Partners, Supporters and Friends celebrated 20 years of Portsmouth Mediation Service. A Champagne event was hosted by The Lord Mayor of Portsmouth in his private parlour.



Some of the team with The Lord Mayor

Portsmouth Mediation Service recently celebrated its 20th year anniversary at a special event hosted by The Lord Mayor of Portsmouth. The organisation has been serving the people of Portsmouth by helping to facilitate resolution and reconciliation to local neighbourhood conflict and disputes. Its vision to work for the peace and prosperity of a Restorative Portsmouth recently received a boost with the award of the Restorative Service Quality Mark (RSQM).

Jon Collins, the chief executive of The Restorative Justice Council, said:

“I would like to congratulate Portsmouth Mediation Service for successfully completing the RSQM. This is evidence of their ongoing commitment to delivering the highest standards in restorative practice.”

The RSQM is a badge of quality that guarantees that a service provides safe, high quality restorative practice which meets the six Restorative Service Standards. Portsmouth Mediation Service join other RSQM awardees – in sectors ranging from criminal justice through education and care – delivering high quality restorative processes.



Chief Police Inspector of Portsmouth, Mr Jim Pegler talking with Muhammad Muhi Uddin the Iman of the Jami Mosque and Mr Salik Rhaman the Secretary at the PMS 20th Anniversary Celebration.

Joanne far right heads up the new mediation service at Portsmouth University, Deesha on the left is a volunteer with the Uni and Abi in the middle one of our assessment team.



PMS help establish Portsmouth University Mediation

PMS has worked closely with the Student Union Advice Centre to help launch a brand new restorative service for the University – with over 25 thousand students at Portsmouth Uni, this has been long overdue. One of our volunteers Joanne Gale-Chambers heads up this exciting initiative, working closely with Sue from PMS. You can read below her latest report on the progress of the project.

Aims of project

The aim of the project was to offer students a support service specifically for conflict between peers. This was identified by UPSU Advice Service as an area of the University that lacked any specialist support service for students, despite it being something that many student experience.

In a survey conducted, over 77% of student respondents had experienced a conflict with another student during their time at University. Disputes mainly occurred within friendship groups, shared houses or during group work assignments. 86% of student respondents felt a service to support with this would be beneficial.

Project update

The project launched in November 2016 in partnership with Portsmouth Mediation Service who carried out the training of the students. Since its induction there have been 20 cases opened so far. Student numbers per case can vary from a minimum of 2 students to a maximum of 7. The average case has 4 students (parties).

We have only recently begun to promote the service as we were conscious that the student mediators were newly trained and had little previous experience, requiring a great deal of support.

University staff generally have responded positively to the service with one Associate Dean stating when advised of the service in February 2017 - "This is an excellent support service from UPSU."

The student mediators attended the Wellbeing Festival (photo below) to promote the service and gained a lot of interest from staff and students. The service now has printed materials for promotion to staff and students.

Achievements

The service has had many significant achievements including:

1. The development of a new support option for students, where previously there had been none.
2. Over 40 students supported (20 cases with at minimum two student parties).
3. Successful joint meetings resulting in agreement between parties.
4. Positive feedback from staff and students at the launch of the service.
5. Initial demand for support services, without any promotion, has proven there is a need for a service of this nature and has given an indication of the kind of disputes the service is likely to encounter.
6. 12 Students offered full mediation training, 6 students trained in restorative approaches to act as co-mediators.
7. Initial data gathered to develop further research on peer conflict within a University context.



Student Mediators promoting the new University service

Planned development for 17/18

1. Promotion - research involving peer mediation services in schools has acknowledged the need for continued promotion of services to ensure success. This is in keeping with much of the services offered by UOP and UPSU as the demographic is transient and always changing. As a service, we know this is an area which needs to develop and we have a number of ideas to promote the service and ensure it is relevant. Future promotion action includes:
 - a. Freshers - will feature as part of the Advice Service stall offering template housemate agreements which can be used by students to get them thinking about how they will manage shared responsibilities, communicate and resolve any disputes themselves.
 - b. Resources - Website development, flyers, posters and social media to distribute to students and staff
 - c. Staff Awareness - Student Mediators will be involved in active promotion of service aiming to meet with new contacts across the University to promote the service and pass on relevant information.
 - d. Private Landlords/Letting agents - through our links with Portsmouth Housing distributing information to letting agents.
 - e. Service included in Dignity and Respect Policy.
2. Statistics - Development of data collection to provide more detailed information. Statistic action includes:
 - a. The number of parties per case to provide accurate total number of students supported.
 - b. Detailed service feedback from students/staff for review of service.
3. Training - Training opportunities for students has become a key part of this project and this is an area we would like to develop. We will be offering two levels of training to students; full mediation training for those who would like to become mediators on the project, and restorative training for others to give key skills to resolve conflicts acting as a co-mediator. Both of these training opportunities will provide skills beneficial for progression outside of University. Training actions include:
 - a. Training Residential Assistants in restorative approaches.
 - b. Training Society Committees in restorative approaches.
4. Structure - Increased structure and training will benefit the development of the service to provide fast effective support to students via a number of methods. By training Residential Assistants and Society Committees it is hoped will enable early intervention of support. It will also enable the service to increase the number of students. Structure action includes:
 - a. More frequent student mediator supervision
 - b. Fortnightly service meetings
 - c. Processes for mediators to book rooms in the Advice centre directly.

Voluntary Works with Portsmouth Mediation Service

Wendy May Jacobs joined PMS as a volunteer through a Community Placement, here are some of her thoughts on her experience to date.

Community Placement with Portsmouth Mediation Service

I am currently training for ordination in the Church of England, training on the Portsmouth Pathway in conjunction with Ripon College Cuddesdon – 3 years part-time. During the course of this year (my second year) I needed to do a 35-hour Community Placement, and I chose to do this with Portsmouth Mediation Service. John Swindell a PMS consultant kindly agreed to be my tutor.

I wanted to gain experience with PMS because I did the Restorative Justice Facilitator training the previous October. Since PMS works restoratively, I felt it was the ideal opportunity to put some of my training into practice. Restorative Justice and Restorative practice are for me a natural fit with the out-working of my faith. I also felt that any experience I could get in this area would be extremely useful in the future within parish ministry.

I was welcomed warmly at PMS, and I initially attended several team meetings to try to get a sense of the organisation.

From an outsider's point of view, I would say that PMS is an extraordinarily close, respectful, high-trust working environment. There is a palpable sense of excitement and pride amongst the mediators, and within that an expectation of a high level of accountability. I have also found that there is a small army of volunteers who have done their RJ facilitator training who are willing to be used, resulting in quite a competitive volunteering environment! (i.e. sometimes there are more volunteers available than there are opportunities for them to serve).

My hope during my placement was to be involved in a mediation with each of the mediators: Laura, Abi, Loveday, Sue and Tina. I also wanted the experience of seeing a case through from start to finish, i.e.: initial visit with Party 1, Party 2, and then the mediation meeting with both parties' present. Over the course of several months I managed to achieve this.

Every time I have been part of an assessment or a mediation, I have felt nervous beforehand, and thankful to be beside an experienced practitioner who has overall responsibility. Each one I have done has given me a little more confidence, and I have learnt a little more. Each assessment and mediations is an exercise in active listening – so tiring!

Each time, too, I have felt amazed that these fraught relationships have even the outside chance of being restored through mediation/restorative practice. Each mediation I have attended has left the relationship in a better place than it was before, with an increased mutual awareness between the parties of each other's common humanity. There have not been any 'miraculous' transformations (in the mediations I have attended) but each has resulted in a

positive step forward, even if that step is small. I have learnt to be realistic, and to appreciate this small step.

In addition to co-facilitating a number of mediations, I spent part of a day shadowing John Swindell (along with Tina) as he gave introductory training to support staff in a secure children's home. I also accompanied Laura into school to attend one of her *Teach Peace* sessions, which involve teaching children mediation skills with a view to them being champions for restorative practice in the playground. Inspirational.

I was also fascinated to attend a training day at our local Jami mosque, in which John Swindell and Steve Rolls gave an introduction to all things Restorative, and how restorative practice can be effectively outworked in many areas of our lives.

It has been a privilege watching the mediators at PMS at work – each one so professional and respectful and gifted and compassionate and kind - outstandingly so. Each mediator seems deeply called to the work that they are doing.

There are many respects in which some of the insights and skills I have started to develop can be used in my future work in parish ministry, indeed, in many areas of my life. I am grateful for this short opportunity to be exposed to restorative practice in some of its many applications. I remain a volunteer and hopefully can be used again in the future.

Thank you to all the staff of PMS for your warm welcome and for your patience, and for giving me some wonderful opportunities to learn. (Thanks too Tina for lending me your books!)

Wendy May Jacobs
8 July 2017



PMS & Rane Training Partnership

In November, last year Portsmouth Mediation Service and Rane Training agreed to pool their resources, experience and expertise in preparing a bid to provide Portsmouth City Council with Restorative training as part of their Stronger Futures Project - a transformation programme to improve safeguarding, resilience, health, wellbeing and success of families. Here John Swindell an RJ consultant with PMS reflects on the work so far.

In March 2017, after several meetings, emails, phone calls and a lot of challenging work, Rane Training (RT) and Portsmouth Mediation Service (PMS) were ready to deliver the first of many Restorative Practitioners training courses for Portsmouth Children's Trust (PCT).

PCT is a partnership of key public service agencies working with children and families who are tasked with improving outcomes for children and to respond appropriately to public sector saving. Following a thorough assessment of different models and practices, they selected Restorative Practice (RP) as the model that they would roll out across the children and family services in the city.

For RT & PMS there were some unique challenges that had to be faced in delivering this training,

The first challenge was the volume of people to be trained and the time scale in which they needed to be trained. We still don't know what the final head count will be but it is going to be several hundred members of staff.

Secondly was the variety of occupational backgrounds and practices. To get the most out of the training we had to make it relevant and applicable to those being trained so they could directly relate it to their practices.

The third challenge and possibly the biggest was not just to produce well trained restorative practitioners but to enable them to create a restorative culture in their various departments, agencies and teams.

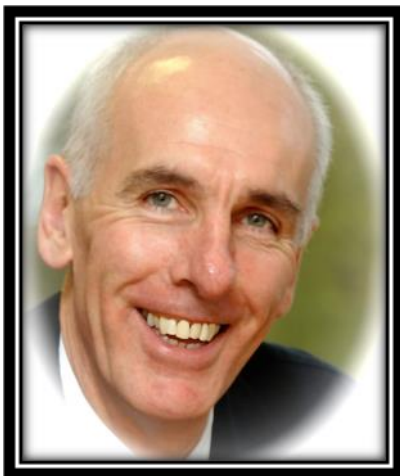
The final challenge was and is to provide ongoing, post-training support so as to embed the culture and practices within the vision of Portsmouth becoming a restorative city.

So, on the 23rd of March 2017 Claudine Rane from RT and myself from PMS started to deliver our first six-day course. Although I had never met Claudine prior to our bidding for this contract I could not think of a more suitable person to work with. Claudine is highly qualified and has many years of experience working in the field of Restorative Justice, she has also developed an excellent restorative practitioners training course that she delivers nationally. Perhaps my main contribution would be the experience of developing a restorative culture in a variety of different organisations plus the ongoing, on the ground support we at PMS provide.

This first course was certainly the most exciting and challenging as we grappled with some of the tough questions, posed by very experienced social service providers because they needed to know how the restorative practices would fit in with their legal statutory requirements (Claudine and I spent many a coffee or lunch break huddled together having whispered conversations). However despite my initial concerns, every day there would be feedback from individuals who had taken some of the initial training and applied it in their home or professional lives. Towards the end of that first course confidence and excitement increased in all the participants and I have since had the privilege of seeing how some of them are developing a restorative culture in their own organisations. We have also received requests from social services for help in resolving some difficult cases which our team have brought to a successful conclusion.

There are now two other members of PMS, Sue (staff member), and Jenni (volunteer) who are trained and approved to help deliver this ongoing training and to date ten courses have been completed plus one additional managers course.

I leave you with one of many memorable quotes from course participants, this was from the person who heads up team responsible for this culture change. On the last day of his training when each participant had the opportunity to give some feedback he said, "I am so glad that we chose RT & PMS to deliver these courses" a great compliment!



John Swindell
PMS Restorative Practice Consultant

Claudine Rane’s work history is in a range of settings, including youth justice, criminal justice, with a specialism in restorative justice and working with victims of crime. She has also worked extensively in the area of child protection and safeguarding, and more generally in the youth work field.

Portsmouth Mediation service and Rane Training have teamed up to provide a compelling restorative training proposition

Claudine Rane, CEO Rane Training



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

Portsmouth Mediation Service

Seeking the Peace and Prosperity of a Restorative Portsmouth

No one profits from conflict

Least of all the company

Disputes in the workplace can cause misery for workers and drain the momentum and profitability out of the business

When it comes to Workplace Mediation we mean business!



Portsmouth Mediation Service


have a team of highly trained and skilled mediators who can facilitate restorative meetings and help repair broken relationships

Building Trust in the workplace

Portsmouth Mediation Service

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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

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