



Portsmouth Mediation Service Annual Report 2017/18



Trustees' Report year ending March 2018

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The trustees present their report and accounts for the years ending 31st March 2017 and 31st March 2018.

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:

Alex Boyland (appointed June 2015)
Edward Rees (appointed June 2015)
Fiona Armstrong (appointed July 2016)
Stephen Anderson (appointed July 2017)
William Freemantle (appointed September 2017)
Jennifer Wessels (appointed April 2018)
Brian Porter (resigned August 2017)

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 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 service manager who reports to the Trustees. All policy and strategy are 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 activities

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.

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 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 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.

Governance Review

During the past twelve months the trustees have conducted a review of the Governance and Strategic planning policies of the board with the support of The Cranfield Trust, a charity who offer free business skills advice and guidance to organisations like ours.

The review resulted in a restructuring and strengthening of the Board of Trustees with key skills gaps identified and roles created. Business and strategic plans have been created and key documents reviewed or generated as necessary.

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. You can read more in the report about this exciting initiative.

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

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.

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. We are looking for specialists in Fundraising and Volunteer Engagement.

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



Ordinary People doing Extraordinary Work

"Great communities are never built top down from the centre, they always grow bottom up and locally"

When people live life together in unity they can build and develop amazing communities. Over recent decades it seems we have lost the art of living well together, often people think the answer to a problem is to inject more cash, but great communities are never built top down from the centre, they always grow bottom up and locally.

Together nothing is impossible, if unity is the power for community then division is its opponent. That's why Portsmouth Mediation Service has invested it's all in seeing Portsmouth established as a Restorative City, our service is the enemy of the conflict and division that rips the heart out of local communities.

Thank you for reading this, our 2017/18 Annual Report & Review. In the following pages you can see some of the remarkable things our amazing team of paid and unpaid workers have achieved over the past year or so. This big Restorative idea for Portsmouth has captured the imagination of many wonderful people who have joined us on the journey. I want to say a huge thank you to everyone who has contributed their time and skill in helping to make Portsmouth a safer and more peaceful place for its people to thrive.

Portsmouth Mediation Service continues to support Portsmouth Housing and Police officers. We take hundreds of referrals for neighbourhood conflict and facilitate opportunities for people caught up in disputes and disagreement to communicate with each other. One of our strategic aims is to help relieve the pressure on overstretched services and agencies by equipping local communities with the restorative tool kit and skills to prevent outbreaks and escalation of neighbourhood conflict. You can read more in the following pages about our Restorative USP.

PMS has helped uncover many Restorative Champions and Ambassadors in every walk of life, a ground movement of RJ converts who are helping to build and develop a restorative culture in their own place of influence. Increasingly we see our role in serving these great people and helping to equip them to become history makers in their communities.

Building a restorative city is a long game and although every day we see 'little wins' I am convinced that Portsmouth and the surrounding area is going to profit enormously from a 10-year dividend. Some of the work we are currently investing with Primary Schools and their children will alone produce a brighter future for our young people.

If you catch anything from this unfolding story, please do get in contact with us – we would love to encourage and help you to write some of the chapters.

Steve Rolls
Manager



Training & Equipping Restorative Champions



"Our training strategy and offering is built around the vision to reduce the demand for neighbourhood conflict referrals. We see that future success is not 'buying in' restorative practice when things go wrong but investing in building a restorative culture that envisions and equips local people with the tool kit to prevent conflict and volatile situations from breaking out or escalating"

Over the past year the Portsmouth Mediation Service has continued to deliver regular training for the local community.

We have in association with **Rane Training** delivered 4 Restorative Justice training sessions which has seen 50 people develop their skills and become Restorative facilitators. We are proud of the high quality of this training and enjoy walking the journey with these practitioners from day 1 right through to day 4 when they complete the course. These courses have supported practitioners to return to their own communities and workplaces empowered to bring about change. We have also welcomed many of these individuals to join us at the Portsmouth Mediation Service as part of our team of volunteers.

This has been an exciting year for us as we saw our mediation training accredited by the OCN. This enabled us to continue offering our 6-day Community Mediation course to students who are studying law at the Portsmouth University. Delivered over two 3 day blocks we are privileged to walk alongside these young people as they progress towards the end of their studies and begin to explore their future within the field of Law.

Training continues to be fundamental to the work of the Portsmouth Mediation Service, we believe in equipping people with the skills they need to be a part of the vision of a peaceful and prosperous Portsmouth. The people we have trained this year have gone back to their day to day lives in HR departments, schools, charities, residential areas and faith groups. When they return they are inspired with ideas around how to utilise these skills to overcome conflict. This is what our work is all about, seeing people catch the vision, equipping them to deliver this and supporting them in the areas they live and work to be a part of the restorative difference.

Treasurer's Report

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

2017/18 has seen a boost on income from training provided by the team and private mediation cases. This is made possible with the hard work of all the staff and volunteers at Portsmouth Mediation Service. We have been able to continue what we set out to achieve with the police referrals to continue the PCC grant which provides regular income.

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We have also seen new avenues of income through the Portsmouth Lottery with future income from Sort It Out and potential grants.

I am happy to say that our expenditure has been consistent throughout the year and maintaining the achievements of efficiency and cost cutting from the years previous.

This year has also seen a change in how expenses and invoices have been managed due to the introduction of XERO accounting software. I am pleased to say this has made my life a lot easier and I feel has made it easier for the team to submit their expenses. Thank you for running with this and learning so quickly!

I am extremely proud to be a part of such an honourable service and to work with an incredible team and volunteers.

I look forward to an exciting year ahead full of opportunities for PMS.

William Freemantle
Treasurer



Teach Peace in Portsmouth Schools

Our Restorative Education Consultant John Swindell sets out here how we see Restorative schools and communities being built from the foundations up.



It was whilst working on a restorative justice (RJ) program in Kingston Prison that I realised the potential that RJ had to influence the whole of society. For that to happen we have to accept that, at its heart, our society is constructed around the principles of democracy, and one of the founding values of democracy is “Voluntary Compliance”, as opposed to dictatorships and authoritarian states where “Enforced Compliance” is the prevailing culture.

In reality like all “Democratic” Western societies, we are not fully democratic but have two types of control systems which influence all spheres of communal and organisational life. One is a “Formal Control System” which relies upon rules and authoritarian enforcement, the other is a “Social Control System” which relies upon a sense of communal responsibility, care, agreed norms, values and personal responsibility, all of which contributes to the wellbeing of others and the “Common Good”.

It is the latter system that is the most effective in inspiring people to conform and strengthen society and it is to this “Social Control System” that the values and skills intrinsically found in RJ can contribute through training, equipping and inspiring.

But for RJ to really influence the wider society it has to breakout from the boundaries imposed by our narrow view of working within the criminal justice system. Restorative origins were founded in community systems of “Social Control” and it needs be given back to communities and not restricted to a few elite practitioners working in a rarefied environment. This is intrinsic to the restorative journey of PMS. Our aim is to take the philosophy and skills found in RJ and to make them accessible and relevant to every sphere of life. In doing so the majority are equipped to develop a restorative culture which is healthier, more compliant and self-regulating, which ultimately leads to Portsmouth becoming a Restorative City.

Part of this restorative journey that Steve asked me to write about is our ongoing work within the schools of Portsmouth and beyond. Initially, before Steve Rolls invited me to join PMS, I had developed a training program for senior school pupils outside of the City and a couple of years later Laura Rook developed a training program for primary school pupils within the City, both programs were successful in equipping pupils, but neither would have the impact that we were looking for, namely developing a fully restorative culture within a school. For the schools to become truly restorative all the adult population of the school, Teachers, Teaching Assistants, Admin, Volunteers and Lunchtime staff had to be trained and equipped in using restorative skills, not just consenting observers.

It shortly followed that Portsmouth City Council invited us to work alongside Raine Training in providing both 4 and 6-day restorative training courses for key staff working with families and children including schools. However, even though the training was of the highest quality we knew that in itself it created a limit on how much it could impact the school system. We could see that, because of the time implications and the financial costs, we would have the same problem where a few elite people were trained at a very high standard to work with a few problem situations. This restriction was also obvious to the schools who started to look for a more suitable alternative to the existing 4/6-day training. Which is where we were able to offer a tried and tested alternative.

Because we had several years of working with school outside of the City I had developed a modular system comprising of 3 x 1.5-hour modules. These modules are delivered to every member of the school team at a time that fits in with the school program. They could also be run on the school premises and most importantly, from a school's perspective, we do not charge for the training. All we ask of the school is that they considered using one of their fundraising days with PMS as their nominated charity. Once staff have been trained and started to imbed the restorative principles we provide them with one of our training programs for their pupils. On completion of the initial training we would also supply them with all the training materials, so they could become self-sufficient in capacity building.

I am pleased to say that after a period of reflection and investigation our partners at PCC and Portsmouth Schools invited us to deliver these programs under the banner of "Teach Peace" and at the moment of writing we are working with 14 Schools in the Portsmouth catchment area and several more beyond their borders.



Finally, I would like to mention Hayden Ginns (Portsmouth City Council) Sarah Christopher (Portsmouth Education Partnership) and all the Head Teachers (too numerous to mention) who have been willing to think outside of the box and take risk by letting us into their schools with our Teach Peace program.

Reinvigorating the Membership of PMS

As a charity promoting mediation and restorative practices, Portsmouth Mediation Service celebrates diversity and encourages the sharing of different perspectives to foster understanding. As well as being central to our ethos for resolving conflict, we also know that embracing diversity will help us succeed in finding new and innovative approaches to conflict resolution. The more we can expose ourselves to different ideas and perspectives, the greater will be our creativity. One of the best ways in which we can surround ourselves with a range of fresh opinions is to create a broad and inclusive Membership base.

What is Membership of PMS?

Portsmouth Mediation Service is a charitable company that has different groups of people empowered to perform its various functions. We have a staff team and volunteers who provide training, advise on restorative practice and deliver our assessment and mediation service. They are supported by a Service Manager who oversees day-to-day operations. The vision and direction of PMS is set by a volunteer team of trustee-directors.

And then we have the Members. The Members of PMS are akin to the shareholders in a commercial business. They rely on the board of directors to set the strategy and make executive decisions, but then hold those directors to account. For example, the directors need to present the accounts and annual report to the Members for review and approval. Members also have the chance to raise matters of concern or propose new ideas for consideration.

A Fresh Start!

Unfortunately, many of the people who had been Members of PMS in the past have lost touch with us. I also suspect there may be people who believe they are members (and who raise a hand to vote at the AGM!) but have never actually joined up and would be saddened to know their vote didn't count. Towards the end of last year, following my appointment as a trustee and in the light of the ongoing governance review, I asked the board of PMS to consider how we might reinvigorate our Membership base.

It was decided that we should start afresh, and approach all those who are part of the current community of PMS supporters (including employees, volunteers and our stakeholders) during 2018 to offer them the opportunity to become a Member. To achieve this, new Rules of Membership were introduced with effect from 5th December 2017. If you would like to know the new rules in more detail, please let me know.

What are the benefits of being a Member?

Membership is for those people who share the vision that PMS has for restorative practice, conflict resolution and a Restorative Portsmouth, and wish to be recognised as part of that community and our wider team of supporters. It allows you to signal your support without necessarily having to take on a formal role. As a Member you will have a voice and a vote at the Annual General Meeting and we will know that you wish to be involved in the ongoing development of PMS.

What is involved in being a Member?

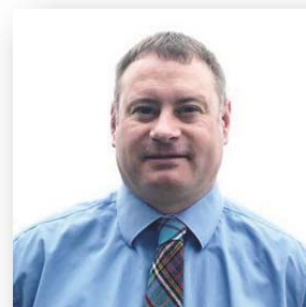
As an official Member and supporter of PMS, we would hope that Members would try to raise awareness of the charity's work and promote the value of our restorative approaches. We also expect that Members try where possible to attend key meetings (such as the AGM) and make themselves reasonably available to support PMS in such other ways as may be appropriate. Many Members will be volunteer mediators or trustees, others undertake fundraising activity, and some may just make themselves available on the phone to provide advice and guidance from time to time. As we are looking for people who support the work of PMS, it seems natural that they will also want to get involved.

The liability of the Members is limited. In the event that PMS is wound up, each person who is a Member or has been within the previous year agrees to contribute a sum up to but not exceeding £10 to pay off the debts of the charity. If there is a surplus of assets after debts have been settled, those will not go to the Members but instead be given to another charity with a similar purpose to PMS.

Please can I invite you to consider Membership!

Each of the Trustees has become a Member. In addition, we want to approach employees, volunteers and other supporters of PMS during 2018 to invite them to apply to be Members of PMS. Please can I ask you to consider if you would like to support the work of PMS through becoming a Member. If you would like to apply, please drop me a line – I would love to hear from you!

Stephen M Anderson
Deputy Chair of Board of Trustees



Having Faith in a Restorative Portsmouth

Portsmouth Mediation Service believes in equipping the people of the city of Portsmouth with the skills to enable them to live their lives in peace and harmony with their neighbours, friends, colleagues and acquaintances. This includes people of faith and the past year has been a significant time of building relationships and beginning to impart skills to our neighbours who belong to the various faith communities around the city.



Unsurprisingly there was an overwhelming request for opportunities to build friendship and to really get to know one another and break down barriers. This is what restorative practice is all about, we love it when conflict is resolved through the facilitation of our practitioners, but we also love it when restorative practices enable people to build friendships and understanding and avoid conflict in the first place. What a privilege it is to be a part of this journey in our beautiful city.

Moving forwards Portsmouth Mediation Service will be offering training and support to faith communities throughout our city, helping them to resolve disputes in a healthy way and see peace and harmony grow across communities in this city.

We will also be looking to run informal catch ups focused on bringing faith groups together to build positive friendships and working relationships. We are excited for the

coming year and the growing number of partnerships that we are seeing develop. As we continue this journey we hope to continue to equip people around us and empower them to make positive changes in their lives and communities.

Muhammed Muhi Udin, The Iman at the Portsmouth Jami Mosque addresses the Inter Faith Restorative Conference at Fratton Park in February of this year.



Some Highlights of Last Year

Here are some special moments that helped make our work so rewarding.



Some of the team at our out of bounds bonding day

A big thank you again to our friends at **Releasing Potential** who treated us to a wonderful day in the woods, you can see in this picture above how proud each of us are with our spoons chiselled out of the forest wood. Ready for dinner now..... just have to catch something!



On the left here, our volunteer coordinator, Sue Austin practises her management technique.



At our AGM last year, we were presented with the Restorative Service Quality Mark (RSQM) award from The Restorative Justice Council. We were honoured to have The Lord Mayor of Portsmouth present the award. 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.

We love to get out and about and meet the people in our community, we are very thankful to Natalie the community champion from Asda who helped us to set up our smart promotion stand in the superstore. We worked alongside local Police and Housing officers to promote our assessment service for the residents of Portsmouth.



More Highlights



Whatever way you dress it up, a restorative Portsea is worth making a song & dance



Portsmouth's new Member of Parliament Stephen Morgan is a real champion of local community it was good to spend some time with him recently and Amie & Brenda who are so passionate about Portsea and its people. PMS is keen to serve and encourage local residents who have a heart and vision for a restorative Neighbourhood.

New People

Things never stand still and while we were sad to see two of our team leave last year we were pleased both had great opportunities to progress their careers. Thank you Abi (left) and Loveday for your magnificent work and dedication to the PMS vision and for helping to write some of the story!



We have been so fortunate to fill the two Assessment Officer vacancies with Joanne (left) and Kate – they have slipped seamlessly into the team and the work and have brought some fresh thinking and perspective to our service. Welcome to you both and thank you for joining the journey!



PMS is also very fortunate to have two great new people join The Board of Trustees. Jenni has joined the management board as our Restorative Justice Specialist and Will is doing a superb job as the new PMS Treasurer. We are delighted to recruit young dynamic people to help steer the service towards its vision of a Restorative Portsmouth

Sort it Out – helping to build a Restorative University

Sort It Out – Student Resolution Service has successfully completed its 2nd year. Joanne Freemantle helps head up this exciting initiative, you can read below her latest report on the progress of the project.

During this year the service has continued to grow and develop. Moving forward we are planning ways to take the progress we have made to the next level to become a key support service within the University of Portsmouth.

I would like to take the opportunity to thank our student volunteers from 2017-2018 Helena, Micah, Dominic, Leo and Ryan.

These dedicated students have made significant contributions to the development and growth of 'Sort It Out' service this year. They have continued and built upon the success of the first year.

I would also like to welcome our new student volunteers for 2018-2019 – Liam, Lilly, Sarah and Rawan.

Over the past year 'Sort It Out' has developed a social media presence on Facebook and Twitter, attended various events in and around the University promoting the service to students. This has included attendance at - Fresher's, Support Services, Student Volunteering Fayre, x 2 Housing Fayres along with the Wellbeing Festival.

Sort It Out partnered with the University Wellbeing Service and featured as a key part of the 'Speak Up Step Up' project which aimed to tackle bullying, harassment and hate crime at the University of Portsmouth.

Sort it Out was also featured as part of the Welfare Knock campaign in which all first-year students were engaged and informed of the service and support available.



Both independently and through the 'Speak Up Step Up' project 'Sort It Out' has delivered an introduction to restorative principles to over 100 students at the University. Sort It Out has also delivered more in-depth training to a number of students in support roles such as Resident Assistants and Student Champions. Sort It Out has seen a dramatic rise in cases from the previous year with a total of 38 new cases opened from September to May and over 91 students supported. This is an increase of 31% on our previous year

| Time Period | Total Cases Opened | Total Cases Closed | Number of students supported |
|-----------------------------|--------------------|--------------------|------------------------------|
| 16/17 – Yr 1 (Nov – Aug) | 29 | 28 | Not recorded |

| Time Period | Case Opened | Case Closed | Number of students supported |
|------------------------|-------------|-------------|------------------------------|
| 17/18 | | | |
| Sept | 7 | 0 | not recorded |
| Oct | 6 | 6 | not recorded |
| Nov | 4 | 7 | 27 |
| Dec | 4 | 3 | 9 |
| Jan | 5 | 2 | 17 |
| Feb | 4 | 5 | 13 |
| March | 5 | 4 | 16 |
| April | 2 | 3 | 6 |
| May | 1 | 1 | 3 |
| Total (Sep–May) | 38 | 31 | 91 |

We developed a housemate agreement which we have begun to distribute in student residences. This will be a key feature of our plan moving forward. We hope to build on and strengthen our links with student accommodation providers. We have been successful in gaining engagement from University owned halls, Student Housing Company and B2B Properties who have all shown commitment to increasing the use of restorative approaches in their accommodation.

Sort It Out was also featured this year at the 2018 AMOSSHE conference to present the work we have been doing to other Universities nationwide in recognition of the unique work we are doing.

Looking to the future

Sort It Out has lots of plan to continue to grow and develop.

We hope to increase our new cases numbers to over 50 - we aim to do this by building on our relationships with student residence providers and continuing to have a presence at University events.

We hope to continue to offer training courses for students – We hope to achieve this through a continued work on and support of the Speak Up Step Up project. Which is a valuable project building on the restorative message we seek to promote.



“The LLM Corporate Governance & Law qualification allowed me to work alongside Portsmouth Mediation Service and helped me to contribute towards improving community wellbeing. It was a priceless experience.”



**UNIVERSITY OF
PORTSMOUTH**



Why I love volunteering with Portsmouth Mediation

Sandra Morgan is a people person which is always a prerequisite in volunteering with PMS. Here she talks about her experience on the mediation front line.

Hi, my name is Sandra Morgan. I have always enjoyed volunteering. I have helped with a soup kitchen, been a street pastor and school pastor. I am also a volunteer with Acorn Christian Foundation teaching listening skills. But being involved with mediation is special.

In a previous life I was in education and I realised how time to listen to students and bring them together to resolve issues had been squeezed out of the daily routine in pursuit of higher grades and that many people resort to social media to air their views rather than engaging in face to face meetings.

In 2016 I attended an introductory session on Restorative Justice and I caught the vision of Portsmouth becoming a Restorative City. This meeting was rapidly followed by me signing up to Restorative training which I found excellent for two reasons. Firstly, the trainers showed me how the restorative process can bring about peace between people whose relationships have broken down and how it is a real game changer for offenders, who are much less likely to return to prison after meeting with their victims.

Secondly, I had the privilege of training alongside a group of people who came from various backgrounds with a variety reasons for being on the course who were all in agreement that the restorative process was life changing both for offender and the victim, the harmer or the harmed.

After this training I was invited to work alongside Sue Austin and the PMS team from whom I have learnt so much. I attended a number of assessment meetings and observed the mediation /restorative process in action. Seeing the change brought about by bringing people together to talk about their issues and enabling them to jointly decide a way forward was as cathartic for me as I believe it was for them. I have seen people leaving the mediation meeting with very different attitudes to the ones they came in with. Probably for the first time they have sat in a room with a person and not a disembodied problem.

It is a privilege to sit down with people and listen to their stories and a pleasure to provide the space for them to resolve their issues or at the very least allow them to move on.

I have met people who need to talk and be valued for what they had to say. The stories told by each side about an event have had similarities, but the feelings are every different for each side and I have seen that the problem presented may just be the tip of an ice berg.

I have listened to issues that seem to be about dogs or children or divorce and so on, but the underlying issues have included self- harm, jealousy or historic abuse.

I have met with parties who have started by wanting a solution given to them but with no desire to engage with each other, but with patience both parties have agreed to meet in a neutral place with the PMS facilitators and a positive outcome has been reached.

Since I joined PMS a year ago I have learnt that Rome wasn't built in a day and that it's OK. if a joint meeting still hasn't been arranged after 2 months. Sometimes people don't want to talk and that's also got to be OK but providing a safe space to share their story when they are ready creates amazing possibilities for lives to change.

I am so thankful to be part of PMS and provide opportunities which enable such changes to be possible

Sandra Morgan
12 June 2018



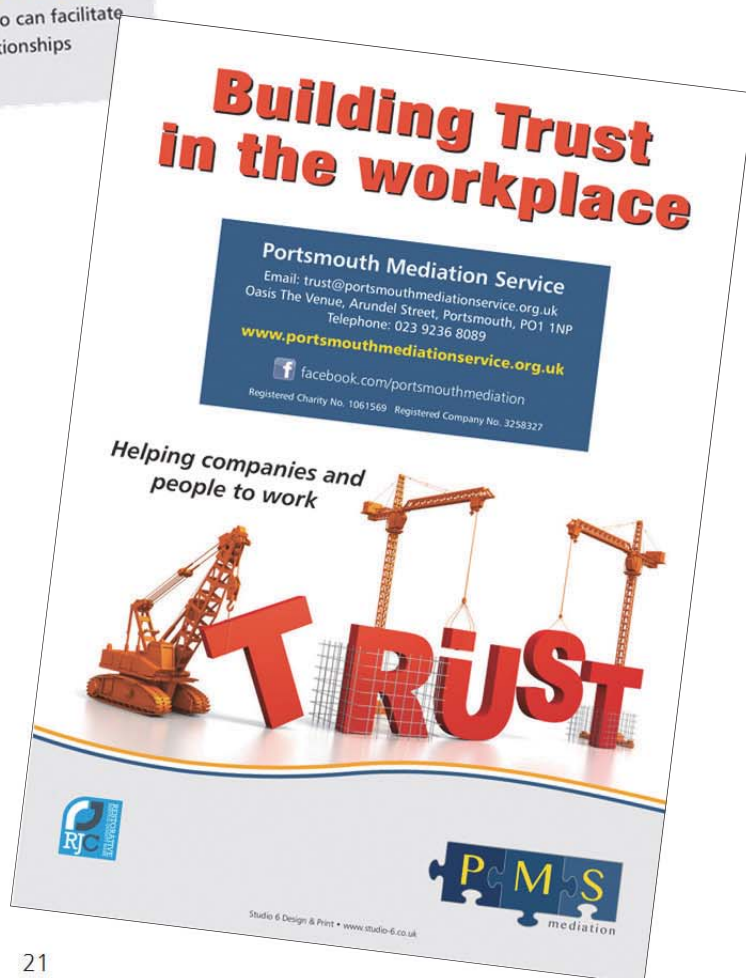
Building Trust in the Workplace



PMS is working closely with employers and organisations such as Portsmouth City Council to help overcome problems in the workplace – we can also facilitate mediation when things have gone too far. Contact our manager Steve Rolls for more information.

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

Portsmouth Mediation Service

Seeking the Peace and Prosperity of a Restorative Portsmouth

PMS joining up with The Solent Restorative Partnership

Earlier this year we joined up with The New Forest Mediation Service to form a new group that would help its members by sharing skills, resources and best practice. Working together we are determined to help shape a Restorative Region. Here are some of the nuts and bolts of the new partnership.

The Solent Restorative Partnership (SRP) is a collaborative venture established by The New Forest & Southampton Mediation Service (NFSM) and The Portsmouth Mediation Service (PMS).



The aim of the Association is for its members to cooperate and collaborate to promote restorative justice and restorative practices & approaches to various communities within Hampshire and the adjoining areas.

Goals & Objectives

For all members of the SRP to meet regularly and share experiences, best practice and resources across member groups and organisations.

Encourage local community involvement in training restorative justice/practices to help create and embed a restorative culture within the various people groups across the SRP region.

Promote and raise awareness of all things restorative within our communities through local networks and joint SRP initiatives such as conferences, workshops and presentations.

Develop a strong partnership of restorative practice services across the SRP area to help represent the restorative need in the local community and to reflect that demand to wider audiences.

Membership

Membership to The Solent Restorative Partnership will only be open to "not for profit" organisations or individuals working within the restorative field.

Members must be over the age of 18 and living or located in the Hampshire area, they must be committed in helping the SRP achieve its aims and objectives so that a joint restorative vision is formed, developed and sustained.

Subject to the above, membership shall be available to anyone without regard to gender, race, nationality, disability, sexual preference, religion or belief.

Meetings

The Solent Restorative Partnership will meet bi-monthly. There will be a rotating chair at each meeting. The hosting chair will usually take responsibility for providing venue and refreshments as well as the production and distribution of agenda and subsequent minutes. The SRP agenda and minutes can be shared with other agencies to foster partnership and awareness.

It is expected that every member commits a representative to attend at least two SRP meetings/events per annum and takes its turn in hosting and chairing the SRP bi monthly meetings.



Governance

As an informal association there is currently no formal Governance structure. The SRP does not have a management committee, it does not raise money or have a bank account. There is currently no requirement to hold an Annual General Meeting. The SRP Association can only be wound up with the joint agreement of NFSM & PMS. Any amendments to this founding constitution can only be made with the

agreement of NFSM & PMS and a majority of the SRP membership.



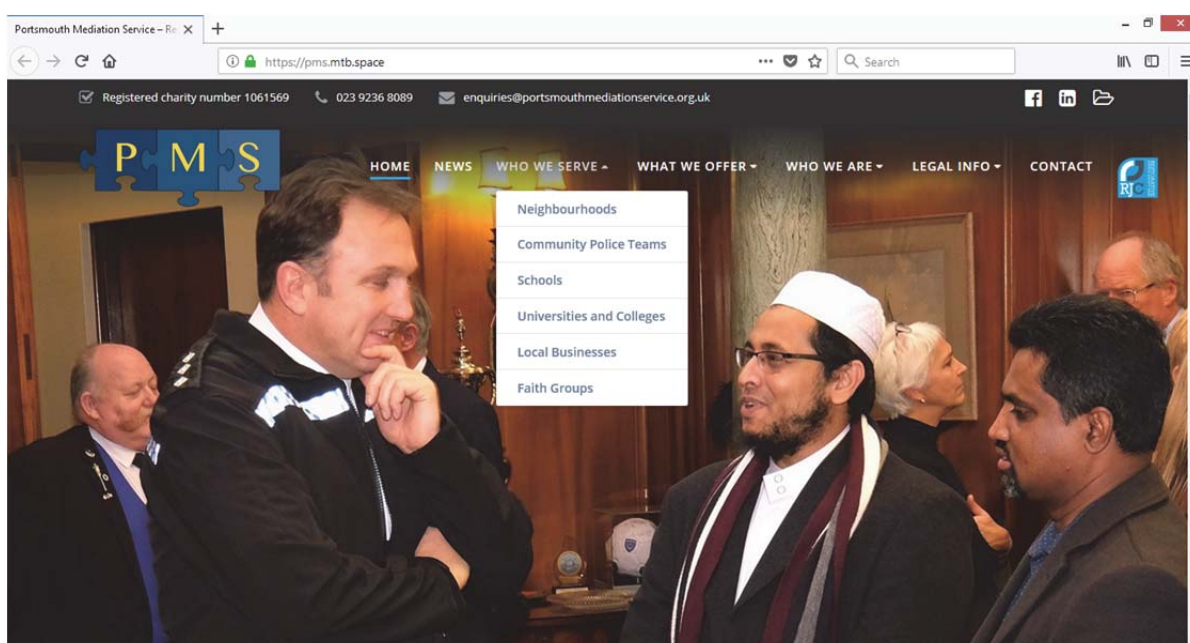
The first meeting of the newly formed Solent Restorative Partnership was held on a sunny day in April at The East Horton Golf Club. Delegates had ample opportunity to network over bacon rolls and coffee on a sun-drenched patio.



Polishing up our communication

Maintaining our corporate presence and reputation is vitally important to Portsmouth Mediation Service. People will use our service if they have confidence in the 'PMS Brand', and potential supporters (e.g. those awarding grant funding) will want to know that we are a robust and reliable organisation that is capable of delivering. In today's age, many people's first port-of-call when conducting research will be the internet.

We were delighted to receive support from **James Coyne**, a professional web developer, who offered his support to us on a voluntary basis. Working closely with Vice Chairman, Stephen Anderson, James has completely redesigned the look and feel of the site and provided some web tools to help us get the most out of it. Please do have a look for yourself at www.portsmouthmediationservice.org.uk



We are also delighted to be 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 will in association with **M & C Saatchi** produce a short film on the potential of a Restorative Portsmouth. We hope that our big vision for our city will be well told through this new movie. We hope to have the premier at our Christmas Conference later this year!

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.

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Portsmouth Mediation Service

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