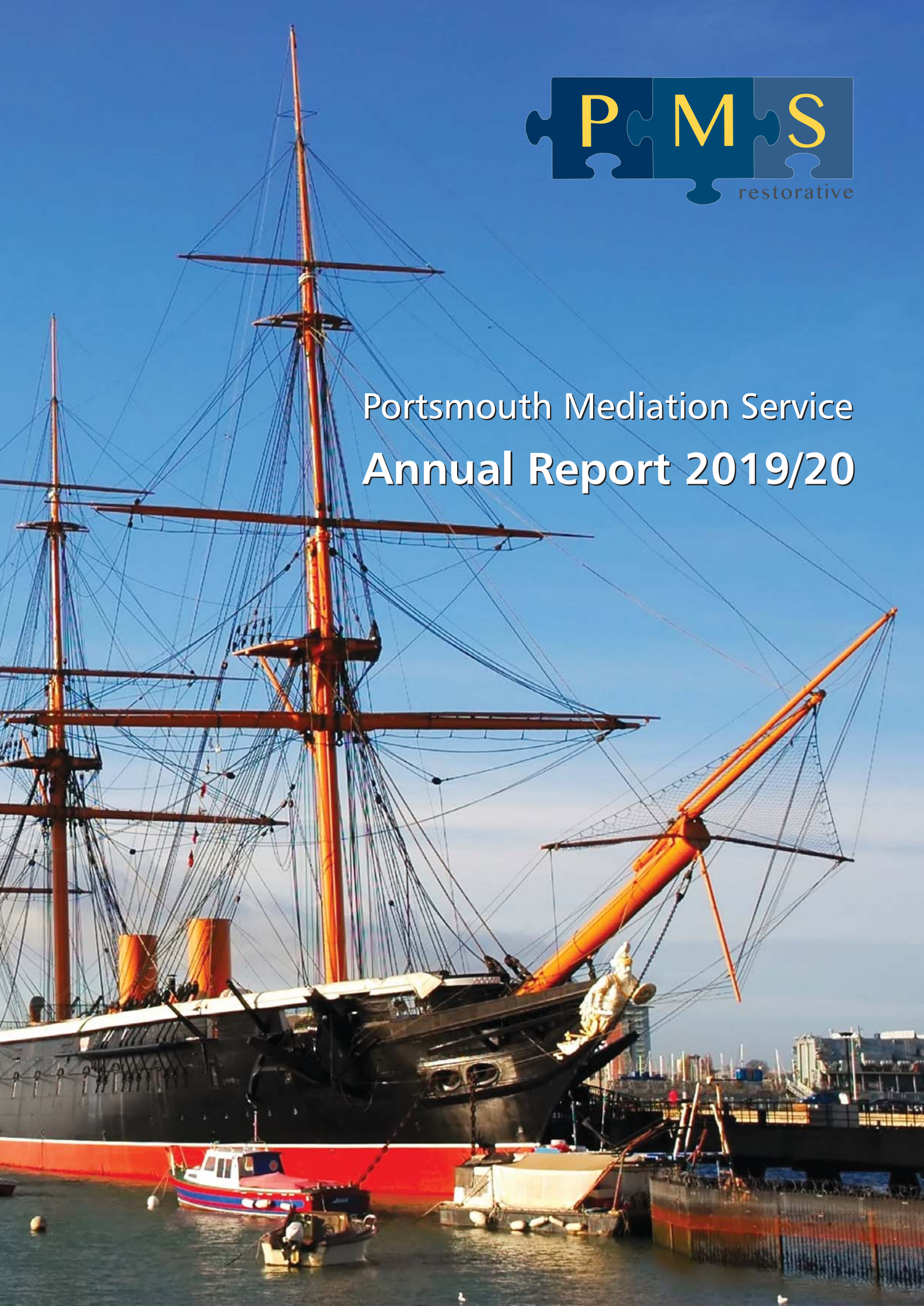




Portsmouth Mediation Service Annual Report 2019/20



Trustees' Report year ending March 2020

Trustees' Report year ending March 2020

The Trustees present their report and accounts for the year ending 31st March 2020.

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:

Fiona Armstrong	(appointed June 2015)
Jenni Wessels	(appointed April 2018)
Philip Winchester	(appointed December 2018)
Nicholas Wells	(appointed 9 July 2019)
Alan Davis	(appointed 12 November 2019)
William Freemantle	(resigned 3 June 2019)
Sarah Whitehorn	(resigned 28 December 2019)
Dr Alexander Boyland	(resigned 3 June 2019)

Trustees are recruited from interested individuals, volunteer mediators and representatives of the community.

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 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 a group on a regular basis.

The Portsmouth Mediation Service (PMS) 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 the work of PMS is with Portsmouth City Council.

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

As Chair of the Trustees, I would like to express the thanks and gratitude of all of us at PMS to Dr Alex Boyland and William Freemantle, departing trustees. Alex performed the role of chair over a significant period for the charity in which it rose to achieve the significant reputation it currently holds within and beyond the city of Portsmouth. Alex's guidance was the catalyst in reviving the stability of PMS and in providing the direction it continues to strive towards today. William 'Bill' Freemantle was the trustee on the financial tiller, continually steering and adjusting the direction in ensuring that the charity remained in a strong financial position as its work developed.

We all thank them and wish them every success as they open new chapters in their lives.

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 in planning future activities. The trustees refer to public benefit throughout this report.

Vision

PMS 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, we will partner with other envisioned people and organisations to help seek the peace and prosperity of a 'Restorative Portsmouth'.

Achievement and performance

Whilst the core focus of PMS remains in providing an assessment service for Portsmouth City Council, the charity has continued to develop and extend several programmes delivering Restorative Justice solutions for the people of Portsmouth.

The cornerstone of this achievement comes down to the professionalism and dedication of staff and volunteers who continue to provide an excellent service. The assessment officers have further enhanced positive working relationships with area housing officers.

This illustrative snapshot of feedback from our 2019 survey of how the PMS service is received by PCC shows the percentage of Housing Officers who either 'agreed' or 'agreed 'strongly' with the following statements:

96% - 'PMS officers are very visible and easy to contact'

93% - 'I always receive updates and feedback on the cases I refer'

94% - 'I am very satisfied with the overall service I receive'

The value of that service was further evidenced when PMS were the successful bidder for a new five year contract to commence in April 2020, with the option of a two year extension, with PCC to continue to provide assessment services for housing officers.

Restorative City Award for Portsmouth

On behalf of The Chris Donovan Trust, Ray and Vi Donovan MBE, pioneers of Restorative Justice in the UK, presented the City of Portsmouth with a Restorative City Award, the first time the trust has recognised the work of a city. This work has been driven by PMS with a host of partners, to forge and strengthen positive relationships. Each week, more and more people are being equipped with the skills of a 'restorative toolkit' to help prevent conflict and disputes from breaking out.

Teach Peace

The 'restorative toolkit' has been further developed and embedded in schools across and beyond the city, primarily due to the work of a dear friend of PMS, John Swindell. John has further developed this training in wider settings across the city, developing and delivering his first 'train the trainer' course. The continued progress of this programme has enabled many schools and other organisations to embed a culture of harmony, leading to reduced incidents of conflict and an ability to resolve and rebuild in-house when they do.

4th Generation Sort it Out

The 'Sort it Out' student resolution service within the University of Portsmouth, continues to grow from strength to strength. Operated by students for students, it has helped increasing numbers of students facing difficulties with disputes and conflict. The Board of Directors changes every year, it is so inspiring to see each new group bring something different to the service. We are grateful to Lorella Palmer and the 4th generation team for their commitment and hard work in taking the service forward and look forward to welcoming the 5th generation in September.

Restorative Opportunities in Hate Crime

PMS has signed up as a 'Third Party Reporting Centre' in partnership with Hampshire Constabulary. It is widely accepted that hate crimes are under reported. Not all victims are comfortable with reporting their experiences directly to the police, for any number of reasons. In addition to being a place where a hate crime may be reported the person may also be provided with additional support or signposted to other agencies to get further specialised support.

Solent Restorative Partnership (SRP)

Work has commenced between PMS and New Forest and Southampton Mediation Service to develop a strategy of collaboration. Whilst each group will retain its independence regarding policy and practice, there are clear opportunities to share resources, reducing duplicity and cost and to be able to work together in making applications for future funding. We hope to build towards a memorandum of understanding in the new financial year.

Summary

Special thanks go to Portsmouth City Council who continue to be a valued supporter of the work of PMS. Without their support, the delivery of services the public would be significantly more challenging

The Trustees wish to express thanks to our service manager Steve Rolls and his dedicated team of talented staff and volunteers who make such a positive contribution to the community. Should you be inspired to become part of our team as a volunteer or a trustee, we would be delighted to provide further information.

Phil Winchester
Chair of the Board of Trustees
On behalf of the Board of Trustees



Seeking the Peace & Prosperity of a Restorative City

“This is enormous encouragement to many people in the various spheres of city life who have caught hold of the vision and become part of a grass roots restorative revolution”

The last couple of weeks of this year in review are dominated by the Covid 19 virus crisis and the unprecedented Lock Down that is aimed at slowing the rate of infection. Already it has become clear that for many organisations there is going to be a different looking future as a new normal begins to emerge. I have no doubt that Portsmouth Mediation Service will in a very positive way look a lot different this time next year.

We will of course retain the same Restorative vision and our values and desire to make a difference to the well being of our city will not fade. I do think though there will be opportunities to develop further some new working practices that increase the effectiveness of our mission to serve the citizens of Portsmouth and the surrounding area.

PMS has over recent years increasingly introduced flexible working arrangements for its field team ensuring they are properly resourced to work remotely, as we become more competent with some of the new conference platforms we visualise further economies of scale and increased productivity while providing an enhanced service to our clients and customers. In our world, face to face assessment and mediation meetings cannot be replaced by Zoom but we have quickly seen how this technology can enhance our offering to the community. This however is for the future while this Annual report looks to gather up some of the Restorative highlights and key success stories from the past year.

I am as always extremely thankful to our core team and volunteers for their continued dedication to the work of helping Portsmouth become a more peaceful and prosperous place to live and to our friends, partners and supporter across the city and beyond who have joined in the journey to see Portsmouth become known as a Restorative City. This huge vision and mission took a significant step forward last November when Ray & Vi from The Donovan Trust presented The Lord Mayor of Portsmouth with a Restorative City Award – this was the first time their annual awards had recognised a whole city. This is enormous encouragement to many people in the various spheres of city life who have caught hold of the vision and become part of a grass roots restorative revolution. You can read more of this exciting achievement in this report.

Last November I represented PMS at the Annual Conference and Annual General Meeting of The Restorative Justice Council (RJC) – this is an organisation that has seen its income greatly reduced and is indeed unable now to administer their RSQM quality mark that we achieved a few years ago. Although this is somewhat disappointing, I was impressed with the quality and desire of the people steering a new look RJC. The conference was also particularly relevant to our own mission as it looked to celebrate restorative stories outside of the traditional criminal justice setting. I think PMS will look to stay connected with the RJC and help contribute with some of our own ground-breaking initiatives and success stories.

Our vision to see Portsmouth established as a Restorative city will see us develop further our training capability to equip more and more people with the everyday skills to reduce and defuse conflict and strengthen relationships. John Swindell who has pioneered some of our most cutting edge training has at the beginning of this year developed a 'train the trainer' course and equipped the first cohort of new restorative trainers who will be able train up the people in their own organisations and spheres of influence. John writes an interesting and timely article in these pages about how this work is like 'injecting people with a restorative vaccine'

The first readers of this Annual Report will be viewing the contents from a PDF file, we will aim to print the hard copies in the third quarter of this year. As we plan to distribute the initial copies by e-mail you will see we have included a Restorative Vision Document for Portsmouth. This I believe was a significant mind mapping exercise that begins to really examine the nuts and bolts of the work ahead. Please do find time to digest some of the bullet points in this easy to read brochure. It will I believe help reveal fresh potential and possibilities in your own heart and world for the peace and prosperity of a Restorative Portsmouth.

One of the most exciting developments of the year was our connection with the local NHS through Health Education England (HEE) Wessex Region. PMS has for a long time wanted to build a relationship with our local Queen Alexandra Hospital. We were privileged earlier this year to partner with our friends at New Forest & Southampton Mediation, to deliver via The Solent Restorative Partnership some training at the HEE Educators Forum. We see that the SRP will be able to help hospitals in the Solent Corridor to trail blaze a positive restorative culture that will be an advertisement for NHS trusts up and down the country. Our precious National Health Service has plenty of goodwill at this time of writing, we are very passionate to build upon this capital and to reduce the extortionate amount of money that is stolen each day through division, dispute and conflict.

Finally, I would like to thank all our Trustees for their support and contribution to the unfolding story of a Restorative Portsmouth. They are a very important and respected team within the PMS family, I really appreciate their focus and energy to serve and support our frontline team and volunteers.

As previously mentioned, if you have received this report via e-mail it will also come with an invitation to our 2020 Annual General Meeting. This will be held remotely over the Zoom Platform – although sadly no Prosecco or Buffett to help celebrate another amazing year it would be great to see you!

Thank you for your support and interest. Stay Safe.

Steve Rolls
Manager



Restorative Award for The City of Portsmouth

On the 25th November Portsmouth Mediation Service and Portsmouth City Council co hosted with The Lord Mayor a unique presentation event at his parlour in The Guildhall. Restorative Champions Ray & Vi from The Donovan Trust presented Portsmouth with a Restorative City Award.



This is the first time the trust has recognised a city. The Lord Mayor received the award on behalf of Portsmouth and thousands of its citizens who have caught hold of the vision to see Portsmouth become established as a Restorative City.

Ray and Vi pursued Restorative justice

after a shocking attack by a gang of youths who attacked and killed their son Christopher. Their heart-breaking story for the truth has inspired a countless number of people to seek restorative justice and practice, breaking the cycle of hate and revenge.





Speaking at the Guildhall they talked about being 'blown away' at the breadth and depth of the restorative culture that was developing within the various spheres of the city. Neither of them are strangers to Portsmouth; they worked closely with John Swindell of PMS helping to develop restorative justice in Kingston prison before it was closed.

Portsmouth Mediation Service has for several years been at the forefront of the city-wide restorative vision and is collaborating with a host of partners to help forge and strengthen positive relationships. Partners include Portsmouth City Council and Housing, Faith Groups, Schools and Colleges and the University. Every week hundreds of new people across the city are being trained and equipped with a restorative tool kit that can help prevent conflict and disputes from breaking out and escalating.



Some of the restorative champions from PCC pictured at the award celebration

Restorative Vaccine – Immunity for the Community

John Swindell has for many years been a Restorative Champion and visionary in Portsmouth. After pioneering personal restorative 'tool kits' for everyone he is busy training up new restorative trainers (pictured below). Here he explains why it's so important to extend this training.

In 1921 Frederick R. Barnard while commenting that graphics can tell a story as effectively as a large amount of descriptive text said this now, well known, comment; 'A picture paints a thousand words'. I believe the reverse is also true that a few words can paint a picture that contains a significant message or ideology, hence the effectiveness of parables or fables.

It was in the later part of 2019 that I started to use the illustrative language that compared conflict with a pandemic that infects and affects every sphere of life. Sadly we are now all living with the reality of the horrendous Covid 19 pandemic and I hope that my use of the illustration does not cause offence.



When we have no, or very little, inbuilt immunity conflict, like disease, can spread and infect people without check. This not only causes personal pain (some of which can be very serious) but it also causes social and relational breakdowns. We don't need statisticians or researchers to show us that conflict does in fact affect every man, woman and child

irrespective of their age, social, ethnic or financial status and just like a virus it can touch our lives at any time, in any place

Sadly every one of us has the potential to be both harmed and to harm others with this 'Social Disease'. This can happen in the workplace, schools, neighbourhoods, places of leisure or even in our homes amongst our nearest and dearest. When this happens we have know that Restorative Practices provide a very effective medicine to help heal the hurt, repair the damaged relationships and stop the spread, or fallout.

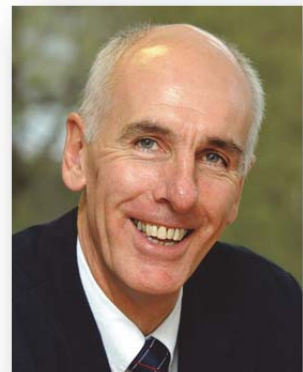
So to follow the medical analogy the restorative practitioner is like the doctor who administers the medicine. However there are never going to be enough restorative practitioners to meet the needs and even when they can minister to those in conflict they can't retrospectively heal the hurt that has already been experienced by those involved.

That is where we have had a paradigm shift in our thinking; yes we will continue working with our partners in PCC, Portsmouth Children and Families Trust, Solent Partnership etc, to train, equip and support restorative practitioners. However alongside this work we have sought to develop a restorative vaccine that will inoculate people with the restorative skills, philosophy and values so that they have built in immunity to deal with conflict as soon as it arises. This immunity, unlike medical vaccines, also enables those inoculated to inoculate others through osmosis, example and communication.

To that end we are adapting our flexible, 3 module training and our aim is to put appropriate restorative practices into the hands of as many men, women and children as possible, trusting that they will be carriers of the restorative DNA. As part of that strategy this year we have trained 9 people who can now deliver the 3 modules (*see the above picture*) we have 2 new volunteers who are being trained to deliver the modules in schools and we have adapted and piloted a version for managers and leaders. We also have, potentially, a great opportunity to take restorative practices into the NHS and what a great opportunity for us to give something back to those who are serving us so well through this real medical pandemic.

Lately we have learned a lot about 'Community Immunity' and undoubtedly the best way to achieve that is through an appropriate vaccine which is our vision for a Restorative Portsmouth.

John Swindell
PMS Restorative Consultant & Trainer



Treasurer's Report

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

During the course of the financial year our Treasurer, Will Fremantle, has resigned as a Trustee in order to take up new challenges in his life. To date, we have not been able to formally replace Will, with the overseeing of financial issues being undertaken by Service Manager Steve Rolls and myself as Chair. However, Will has always been 'at the end of the line' and has continued to guide and support us through the web which is finance!

The ever present challenge of securing additional avenues of income has continued. We have secured funding through the continued development of 'Sort it Out' in the University of Portsmouth, and through the 'Teach Peace' training. Ad hoc donations and fund raising has added to income generation.

Our primary source of income via Portsmouth City Council for assessment services received a massive boost when the Charity secured a new 5 year contract with the council, (with the option of a 2 year extension) ensuring the Charity remains financially sound moving forward.

It remains incumbent on us to manage expenditure in line with income, and the Board continues to actively pursue avenues to increase income and ways to reduce expenditure.

Xero accounting software is now embedded as the tool for managing all financial matters, used by both staff and trustees.

My fellow Trustees and I look forward to maximise every opportunity to further enhance our capacity to support such an incredible team of staff and volunteers.

Phil Winchester
Chair of Board of Trustees

Running for Peace



We are extremely grateful to our new Chairman Phil Winchester and his son Robert for raising much needed funding for the PMS Teach Peace Programme.

They both completed the 10-mile Great South Run in October generating over £1,500.00 of sponsorship. We are still hopeful that this year's event will take place and that we could enter a fit PMS team. Please get in contact if you would like to run for Teach Peace in 2020.

PMS Out 'n' About

Some key highlights as we take the restorative message into our community



We do love to get out and meet new people and wave the PMS restorative flag.

We had a great day at the International Peace Day - a big thank you to the PMS event team, Abi, Sue, Lynne and Jenni who assisted our visitors to make peace doves and friendship bracelets.





Yeah Peace Man!

Amie Philips our restorative Champion in Portsea is a key member of the Portsea Events Group (PEG) and ensured that we received an invitation to be represented at their annual summer carnival.

Below our service manager Steve often receives invitations to talk to various local groups about the restorative city vision for Portsmouth. This year he has delivered presentations to Portsmouth Food Cycle, the Portsmouth & District Landlords Association, the Portsmouth Society, Portsmouth Parent Voice, Prime Time Lunch Club. Here he is pictured with The Chat over Chai Group after their meeting.





Above: Steve is pictured at a community event in Buckland with Sandra (left) PCC Housing Hate Crime & Nicola the manager of the PCC Housing Portsea Office.

Middle: Restorative Presentation & discussion at Portsmouth Parent Voice.

Bottom: Steve & Laura join in the 2-year Birthday celebrations of The Moriah Group.

Teach Peace - Raising a Restorative Generation

The Teach Peace programme for Portsmouth Primary Schools continues to extend across the city. Here Lenka McDonald from Fernhurst Primary School (pictured below) reflects on their journey.



A lot of time has passed since the first session with John Swindell, who introduced the thoughts behind restorative practice to our senior leadership team in 2018. In the first stage, staff and parents engaged in learning sets and coffee mornings, helping to embed restorative practice at Fernhurst Juniors.

Teach Peace was set up in school as an eight weeks long afterschool club and the project quickly became a community effort. We invited parents, PCSOs, Police Officers, Social Workers, Early Help, Tier Two Co-ordinator, PMS, and the University Sort it Out service to assist. Everyone was committed to the children and to make this work in school – having a community approach was a big contributory factor for success. Our lunchtime staff have all attended the whole school training and had extra training. The lead lunch supervisor attended every session and built relationships with the mediators to ensure an effective partnership

Children applied to become a Teach Peace mediator through an application process. Successful candidates were already able to demonstrate the skills required. The qualities we looked for were resilience, listening skills, empathy, those who showed an understanding of others perspective and who were 'natural mediators' in life.

We are now at the end of successful second year and two sets of Mediators have been trained. The original set of mediators were crucial in recruiting and training their followers. Their efforts

have been recognised on many levels from our own staff, who have seen a reduction in their involvement with everyday squabbles to the Police department, who presented our mediators with recognition certificates and attended two whole school assemblies. This Police recognition and support of the Teach Peace project has helped to raise the profile further within our community.

As in any school, there were challenges to overcome, such as large proportion of children with additional needs and EHCPs, with specific communication difficulties. It was essential to develop and embed the skills, knowledge and values in all staff, children and parents and change our mind sets from often being reactive to proactive. Our detention time is now 'reflection time'. Mediators lead reflections with an adult to support - this time is designated to repair the harm, which has happened with both parties, involved in the conflict.

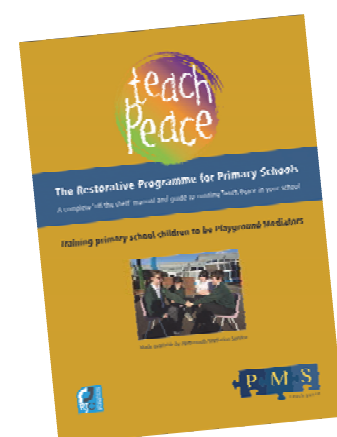
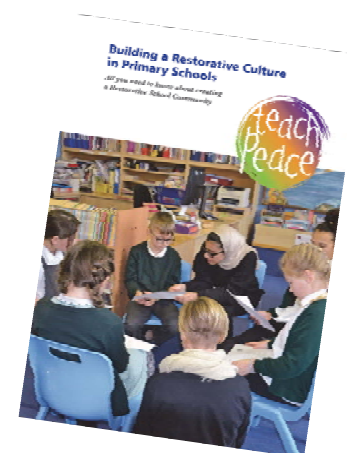
Our Playground mediators have become real life role models' other children aspire to become. Children have become more open and understanding to other people's perspective, often looking for solutions first. We feel we became a more compassionate school with a culture of

being more understanding whilst following a path of natural consequences rather than just punishments.

Lenka McDonald

The Fernhurst School - Teach Peace Poem

We expect to reflect
And treat everyone with respect
So come and watch us teach as we help spread peace
Tell us how you are feeling, because we are all about healing
And what we say has a really good meaning
Come to one of us, the person you can trust
Reflection is a must
Conflicts are bad, and can make you feel sad
So wave your hands, give us a cheer
Smile and know we are all here
We expect to reflect
With respect
We want to spread peace
So listen up please
What we do is not just for fun
So come on everyone
Conflicts are bad
And can make you feel sad
But talk to one of us
To tell us your thoughts
And how you were feeling
This will help with healing
If you fight with your opponent
Speak to one of us to get your golden moment



Sort it Out - Generation 4

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 5 team who will take over the reigns in September. Here the Gen 4 board look back on the progress this year.



Sort it Out – Annual Report 2020

Management Report ending March 2020 for the Sort it Out service.

The students are currently in their final year at university studying Law. Instead of undertaking a dissertation, students were able to apply to work at one of the firms, organisations or charities that work in partnership with the university. Trustees were selected to work alongside Portsmouth Mediation Service (PMS) as mediators, as well as run the Sort it Out student resolution service within the university.

Each member of the Board assigned themselves a role within the Sort it Out service which are as follows:

- Lorella Palmer CEO
- Lily Smith COO
- Samuel Garner Director of Administration
- Theodore Epie Director of Finance
- Jessica Kelland Secretary

Objectives and Aims

At the start of the year, the students discussed their general aims and objectives which included increasing the awareness of the Sort it Out service through social media and various other events. Furthermore, the group aimed to increase the number of cases running through the service as well as successfully resolving a large proportion of these.

A large majority of the group also wanted to develop their professional and personal skills. For example, for members of the group looking to pursue a career in business, the roles that they had chosen throughout the year, were incredibly useful in giving them a small insight into what their job might entail.

Achievement and Performance

By the end of the year, the group had successfully initiated an online social media presence that could be passed on to future generations as well as gaining valuable experience and developing their skills.

The service also continued to work successfully alongside the advice and wellbeing service, attending various fayres and conferences throughout the year.

The team also created a website to expand the reach of the service which again can be passed on the next generation running Sort it Out.

Regarding the success of cases, due to the outbreak of Covid-19, the service officially closed once face to face teaching ended, so the number of cases was hindered. This was an unprecedented situation which severely impacted the service, especially how we were able to deal with clients leading up to and after the closure of the service. Regardless, the number of cases opened with the service this year was around 15, whilst some of these may roll on to the next generation, a few cases were successfully closed.

Conclusion

Throughout the year, the team continued to show their commitment to the service by organising their time effectively around running the service alongside completing their final year of their degree. The year was not without challenges, personal and professional, but the team overcame everything in their path to ensure the continued success of the service.



Three of the Sort it Out directors are pictured here at a business & leadership day sponsored by PMS. This is part of our commitment to help equip and develop young people from the University of Portsmouth.

Journey to Portsmouth Mediation Service

It is all down to the superb team of volunteers that enable PMS to punch well above its weight. Alan joined up with us last summer and here he looks back and reflects on his experience so far.

I never knew a great deal about PMS. Having undertaken voluntary work in and around Portsmouth for some 22 years, my only totally unfounded perception was of an elitist mediation service, that dealt solely with marital issues! How wrong could one be!

To supplement my restorative knowledge and experience, gained through Youth Offending Panel work, I did some research on-line about similar people focused organisations. I was surprised by some negative and overly bureaucratic responses - except for one - PMS.

Having sent an initial email enquiry, Steve Rolls invited me to meet him for an informal chat over coffee. This proved to be an easy, relaxed interview, which covered a wide range of topics - about me, Steve, the service provided and aspirations of PMS. Some ideas arose, about methods to fulfil my expectational needs, which included practice training, as well as some potential developmental opportunities on various projects. These ideas were left with me to consider, plus application procedure outlined, along with an invitation to attend the weekly PMS team meeting.

I was very impressed and interested from the outset, and this view very much remains with me to this day. I applied as a volunteer and joined in by attendance at the team meetings. I suppose my over-arching aim was to witness and become further involved with restorative opportunities. I was hoping for some real, in depth, committed restorative practice that involved all parties. I was not disappointed – it is not just a word at PMS – ‘restorative’ is embedded in the whole ethos, from the bottom of the organisation to the very top.

The practitioner work undertaken in the community covers all kinds of scenarios, involving people of all ages and dispositions – including training delivery to a range of schools, and other agencies. My knowledge about restorative practice has been enhanced considerably, both by listening to members and their client activity/responses, and by invitations to co-work alongside staff at pre-arranged conference/meetings with those referred to PMS.

I have also been interviewed and selected to become a PMS trustee, and in so doing have taken on a safeguarding role with the group. My interest in supporting the ‘lead’ volunteer staff member and team, will hopefully prove useful, especially in representation within the trustee group. An additional opportunity to assist in the eventual formal arrangement of a Portsmouth/Southampton restorative partnership, has also provided me with previously unexplored developmental areas.

Whilst of a short duration, I feel the past eight months with PMS has been extremely rewarding to a degree way above my initial expectations. It continues to be a real privilege to be involved and rewarding to witness a truly all-round restorative charity serving the needs of both Portsmouth and the wider Solent community.

Alan Davis
May 5th 2020



PMS & NFS - Unity in Action



Alan has played an important role in developing the constitutional foundation of The Solent Restorative Partnership. The close collaborative relationship between Portsmouth & Southampton Mediation Services is being further glued with a good formal agreement and Memorandum of Understanding. If division is a curse, then unity is a powerful force. Already the

SRP is modelling something very different to the past competition and rivalries of Hampshire's two unitary cities. We are also pleased that Emma Jenkins from Mosaic Mediation in Gosport is joining in with this exciting new journey.

Developing the Training Track

PMS has over recent years moved from buying in training to becoming a centre and provider of quality Mediation & Restorative Training. We have for while seen that real restorative transformation can only be properly birthed and sustained by training all the city's citizens with the skills to help prevent conflict from breaking out and escalating. So, while we continue to formally train Mediators and Restorative Justice Practitioners to facilitate face to face meetings with people caught up in difficult situations, we have also developed many flexible courses to help communities build a positive restorative culture.



Above: The 5th generation of Sort it Out just managed to complete their 6-day mediation training course before The Lockdown was announced.

Below: Trainees from Highbury College, Portsmouth University and Portsmouth Landlords Association showing off their Restorative Training Certificates after their 4-day training course.






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To start supporting, visit:

www.portsmouthlottery.co.uk

and search for: **Teach Peace**

Supporters must be 16 years of age or older. Offer ends 29th August 2020. See website for terms and conditions.

Partnership with Portsmouth City Council Housing

Central to our restorative role in Portsmouth is our long standing relationship with Portsmouth City Council Housing department. Here Ryan Smout and Megan Penney new PCC housing officers recall their induction shadowing day with PMS.

I started as a Housing Officer for PCC Housing in December 2019. One of my first shadowing experiences was with PMS, working with Tina and Laura from the PMS office. Tina and Laura were absolutely great advocates for the organisation and it was clear they both fully endorsed the restorative practice they worked in. Their passion for the work they are doing was obvious from the start and was evidently contagious as both myself and my colleague walked out discussing how we would be using the practices learned this day in our personal lives.

I was given a presentation on the work PMS are currently doing within the community and how they are supporting the city, its residents and local organisations in becoming a restorative city. Their use and implementation of reflective practice across schools, businesses, local communities and the council was inspiring and aligned with my personal values.



Megan & Ryan pictured between Laura (left) and Tina on their PMS shadow day

I felt privileged to have been invited to sit in on some restorative meetings following a family dispute and saw first-hand the value of taking a restorative approach towards disputes and disagreements and the positive impact this has in enabling parties to take an active role in their journey.

Upon finishing my training and jumping into my job as a Housing Officer I made multiple referrals to PMS right from the offset when dealing with neighbour disputes. My knowledge of the organisation gained from the time spent with PMS allowed me to give tenants an in depth understanding of PMS, to explain what a valuable resource they are and encourage tenants to engage with their assessment officers, from a position of absolute belief in the organisations values.

I am certain that I, along with the rest of the Housing team at PCC, will continue to work closely with PMS looking forwards and am grateful for the support they offer us in our roles.

Megan Penney

This was part of my induction training as a new Housing Officer, I was invited to spend a day with Portsmouth Mediation and shadow their Assessment Service (PAS).

PAS are a unique organisation, which look at ways to resolve disputes which can arise within the local community. This is conducted through a reflective and restorative approach.

In my time observing their work, I witnessed how getting people to talk openly about their grievances, both face-to-face and through a mediator, had a wide-reaching and positive impact for all those involved. Throughout the day, the PAS team dealt with different residential disputes from people in many different circumstances.

By talking to people on both sides of a conflict, opportunities were provided for both parties to reflect on their own actions, and work together to be more understanding of one another's wellbeing in the future. As a result, progress that may have taken months, or did not seem possible start of the meeting, began to be built up piece by piece, over the course of the next hour.

Watching such a professional and dedicated team, resolve a variety of disputes so effectively, was a fantastic experience for me. Over the course of the day, the PAS initiative proved to be an effective method in combating anti-social behaviour issues that have arisen throughout the city. This left me in no doubt that the PAS team are a vital part of keeping peace and prosperity throughout the city of Portsmouth.

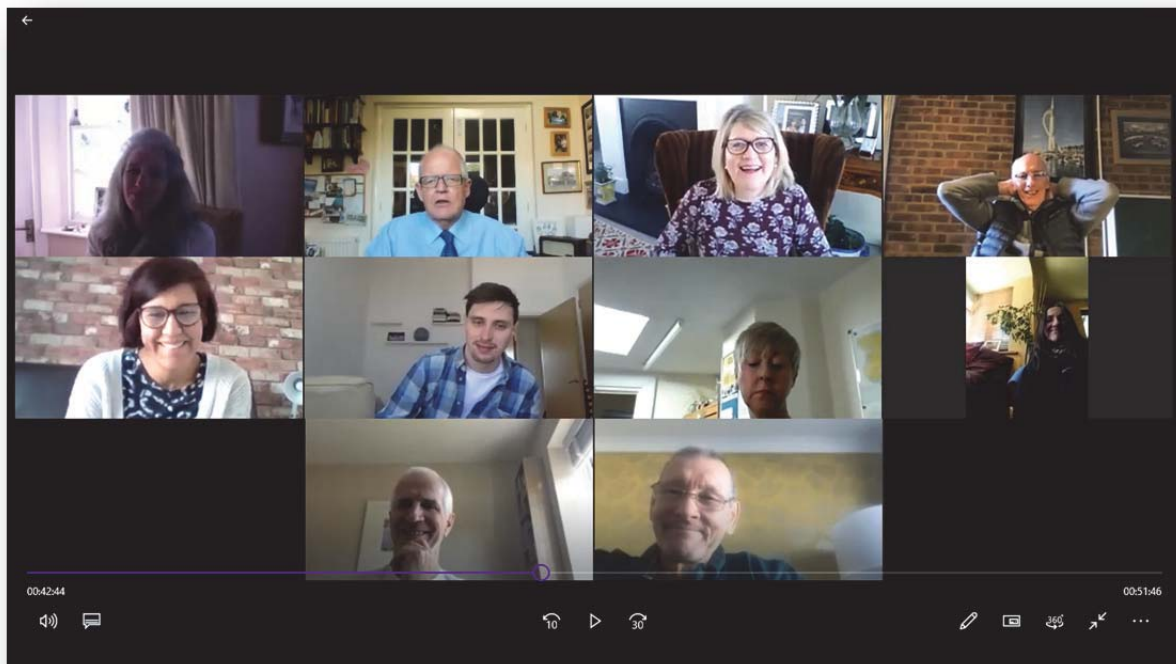
In my opinion, the PAS service would be a beneficial organisation to local councils throughout the country, and I hope to see such an effective and revolutionary service become a more widespread institution across the UK.

Ryan Smout - Buckland Housing Office

Zooming Forward

The current Covid crisis has meant many organisations have had to adapt and adopt new ways of operating.

The PMS team has quickly embraced the Zoom Platform technology to continue to function well and deliver a consistent assessment and restorative service for our clients and community. The team members are pictured here having their first online weekly team meeting in the initial week of Lock Down.



Since then PMS led by Laura Rook has developed skills and best practice to be able to facilitate assessment interviews and mediation meetings over the internet. We are currently rolling out training for our volunteers via Zoom to help equip them with the skills to co-facilitate online restorative conferences. Pictured here is Laura & Liam in role play with two of our great volunteers Sandra & Natalie.

We are also at the time of writing developing the idea of delivering our accredited 5-day Mediation Training course online. The more we learn, the more confident we are that PMS will emerge from this lock down with an even more efficient and streamlined service.

Portsmouth Mediation Service

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