

## SHAL's Community Chat (working restoratively)

Thursday 25 August 2022

Angela Gascoigne led a discussion about Restorative Practice (RP) and how we want to use it to embed our Commitments, meet your expectations/priorities and deliver our strategic priorities.

Commitments	Priorities	Strategic priorities
<ul style="list-style-type: none"> <li>• Create a strong community</li> <li>• Build strong relationships</li> <li>• Provide quality homes and services</li> <li>• Include, listen and understand</li> <li>• Be transparent and accountable</li> </ul>	<ol style="list-style-type: none"> <li>1. Invest in improving the energy efficiency of our homes and reduce energy bills</li> <li>2. Invest in maintaining and improving the standard of homes</li> <li>3. Do more to help people with disabilities get the support they need</li> <li>4. Support people who want to maintain and improve their homes themselves</li> <li>5. Help people improve their mental health and wellbeing</li> <li>6. Help people get onto the property ladder (e.g. shared ownership)</li> <li>7. More help dealing with conflict and anti-social behaviour in our communities</li> <li>8. Build more homes</li> </ol>	<ul style="list-style-type: none"> <li>• Embed restorative practice</li> <li>• Support people who are struggling financially</li> <li>• Invest well in our homes</li> </ul>

RP is a term used to describe behaviours which help to build and maintain positive, healthy relationships, resolve difficulties, repair harm where there has been conflict. RP is all about effective communication. RP processes remove barriers between people and promote a sense of community, social responsibility and shared accountability. By understanding each other help us to understand the situation/challenges.

Sometimes we can get caught up in our roles and policies and procedures. We don't always get things right. Sometimes we might forget to do something. Either way, if something goes wrong we want to work with you and put it right.

Together with Tenants and Community Chats are the beginning of changing the way we work and the services we provide. We don't want them to be just words.

We won't always agree with each other. Having an honest and fair conversation can help resolve conflict and disagreement. RP is a way of doing that.

The next few months/years are going to be very challenging in a number of ways. Together we can use RP to co-create solutions to the problems we are facing as a community.

## How can we do it?

One of the ways RP helps to establish connections and building relationships is the use of "circles". We gave it a go with the following questions and answered in turn:

What was your favourite game when you were a child?	What was your favourite holiday?	What's the best thing about your community?	What's the one thing that could improve your community?
Get to know each other, share experiences	Find out a bit more about each other	Celebrate the positive	Think about the negative and make suggestions
1. "Ghosts"	1. Brittany	1. Shops nearby	1. Parking
2. Hopscotch	2. Butlins with the kids	2. Close to a beach	2. Dog mess
3. Pretending to be ponies and "show jumping"	3. France to visit family	3. Safe and secure	3. Unsightly bins
4. Football against the garage doors	4. Butlins	4. Quiet road and countryside nearby	4. Cat mess
5. French skipping	5. Lanzarote	5. Little community	5. Unsightly bins
6. Mousetrap and Game of Life	6. Weymouth	6. Quiet and friendly	6. Loud/fast cars
7. Ball games and bikes	7. Camping with other cadets from St John's Ambulance	7. Neighbourhood watch	7. Parking

There was some initial hesitation but everyone felt able to take part was a "safe space" and other people were engaging.

We then asked how we could best embed RP:

1. It needs to be a way of working and not something we say we're going to do
2. Increase our confidence with the approach
3. Be subtle ("undercover")
4. Needs to be part of discussions every day
5. Similar to sales and marketing psychology – great way of establishing relationships
6. Relationship and trust is very important

It needs to be subtle as not everyone would feel comfortable engaging in that way of working – and not everyone would feel confident being asked to "do a circle". Also, those who really need to use the approach may choose not to engage. However, if it's the way things are done we'll get results. We should just get on with it and not worry about training necessarily.