

Restorative Practice

What's it all about?

Restorative Practice (RP) is recognised nationally and internationally as a highly effective way of achieving good outcomes for people. We use RP internally with colleagues and we'll introduce this way of working with partners organisations too.

RP is used to describe behaviours which help to:

- build and maintain positive, healthy relationships
- resolve difficulties
- repair harm where there has been conflict

By using this approach we can deliver our Commitments and work with you to deliver on your priorities around dealing with conflict and anti-social behaviour and doing more to help people get the support they need.

We need to communicate effectively. RP processes remove barriers between people and promote a sense of community, social responsibility and shared accountability.

RP is a key element in building our community where everyone understands what contribution they make to the creation of the community. Our behaviour and the words we use build relationships. Together we can co-create solutions to the problems we are facing as a community.

How can this be used in housing?

An increasing number of housing associations are using RP to deal with neighbour disputes including noise nuisance, verbal abuse, harassment, children arguing, pet nuisance, damage to property, drunken behaviour, rubbish and fly-tipping, untidy gardens, intimidation and violence or threats of violence.

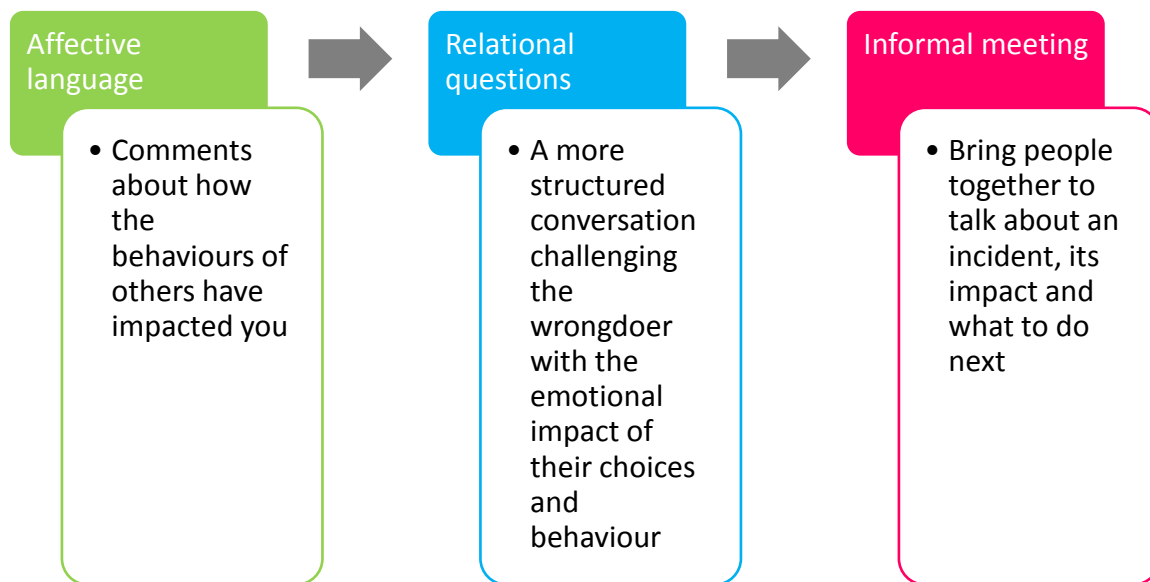
RP is effective at both tackling new disputes and resolving conflicts which may have developed over many years.

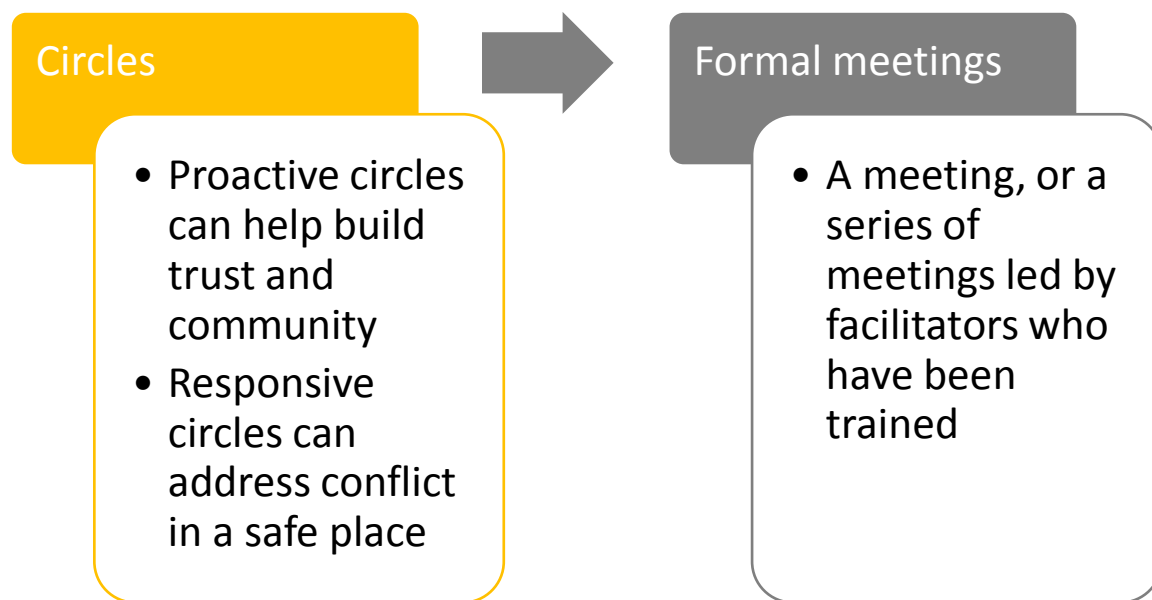
Evidence collected from housing providers indicates that 97% of antisocial behaviour cases are resolved without any legal action being taken. RP has the potential to be used in a high proportion of these cases and may be the only viable option to resolve the situation.

Using restorative practice in neighbour disputes not only stops the conflict but can repair relationships. It does this by:

- empowering neighbours to take control of their own conflict and find appropriate solutions
- giving neighbours the opportunity to talk openly in a calm environment
- giving the harmed neighbour an opportunity to explain how they have been affected and what needs to happen to make things better

How will it be used?





Formal meetings

It can take a number of weeks to complete the restorative conference process to give the participants time to understand the process, agree to participate, share their experience with the facilitator, bring the parties together and agree a way forward for all parties.

A number of you recognised this approach from personal and professional experience at a recent Community Chat. We agreed it was important to be fair in how we respond to things like complaints – and to be explicit about expectations and fairness.



Relation questions

These questions can be asked by someone independent to resolve conflict between two people, asking them in order, starting at number 1.

When one person is answering, the other is listening, and you gradually work towards a resolution.

Ask the person caused the 'harm'	Ask the person causing the 'harm'
	1 "What happened?" 2 "What were you thinking about at the time?" 3 "What have your thoughts been since?" 4 "Who has been affected by what you did?" 5 "In what way have they been affected?"
6 "What happened?" 7 "What were your thoughts at the time?" 8 "What have your thoughts been since?" 9 "How has this affected you and others?" 10 "What has been the hardest thing for you?"	
12 "What do you think needs to happen next?"	11 "Is there anything else you'd like to say?" 13 "What do you think needs to happen next?"

