Restorative Practices in Social Care
EVERYONE DOES THEIR VERY BEST,
GIVEN THE INFORMATION THEY HAVE
AT THAT GIVEN TIME

Harvey Jackins 1976
A Restorative Problem Solving Approach

- All relevant Information
- Prepared before hand before they meet
- Time to ask questions
- Private Time

- The child’s voice should be present and heard
- The plan should always be agreed unless it (or parts of it) places the child at risk
Only one question...

• What is it like to be a child or young person growing up in Leeds...

• ...and how do we make it better?
Game Plan

• One to three FGC Services
• Nurtured the Struggling Elements of the Service
• Introduced Restorative Leadership
• Restorative Communication
• Simplified Document Language
Invest to Save

• Invested £1 million in restructuring and saved £4 million in year one

• Involvement of people at the centre of the child’s life…Family and community

• Expansion to all children services and eventually to the full council services
Phase Two

- 6 Cluster areas identified making up 50% referrals
- Team of national training and consultant organisations
- Joint NetCare and TIDES Training
- All staff working with children trained or made aware
Training & Support

AWARENESS
• ½ & 1-day introduction to restorative values, ethos and practices

DEEP DIVE
• 3-day intensive training in practice skills

SUPPORT
• Restructuring the YO the FGC Service
• Supporting the setting up of a 4th FGC Service – DA
• Mentoring Champions
• Advising on Community Conflict
Outcomes

STAFF

• 20% DROP IN CASELOAD
• A SIGNIFICANTLY HAPPIER WORKFORCE
• BETTER WORKING RELATIONSHIPS
• LESS CONFLICT
• LESS SICKNESS
• BETTER RETENTION RATES
Outcomes
CHILDREN

• DECREASE IN LOOKED AFTER CHILDREN BY 16%

• DECREASE IN CASE CONFERENCE BY 14%

• DECREASE IN CHILDREN IN NEED BY 15%

• BETTER LIFE CHANCES
Observations

• Ego before Outcomes
• People before Process
• Invest to Save
• Consult and Use
• Don’t Delegate, Dedicate
• Immerse and Emerge
Personal Journey

- The Problem
- To - People should be managed and told
- For – People need to be rescued
- Ignore – People should be avoided
WITH

People are honoured for their uniqueness

THE HUMAN SIDE
OF THE HUMAN BEING