Restorative Practice: Transforming the culture of Children’s Services

Andy Lloyd
Head of Children’s Workforce Development

andy.lloyd@leeds.gov.uk
@andywlloyd
Check in

• What was your favourite childhood sweet?
I am proud to be a Social Worker!

Making Leeds a child friendly city
Social Work today ...

- A profession under siege?
- Budgets creating pressure on services
- Narrowing of the definition of Social Work?
- Process not value led?
- .... but every day Social Workers are doing extraordinary work with children and families.
Two quotes

- A child’s current behaviour is often an essentially sane response to an untenable set of life circumstances
  
  Madge Bray

- We cannot waste our precious children. Not another one, not another day. It is long past time for us to act on their behalf.
  
  Nelson Mandela & Graça Machel.
Workforce Development ...

• Is not HR and is not OD
• In Leeds, based on three principles:
  – Child focussed
  – Restorative in nature
  – Research informed
Values, Values, Values

- “Culture eats strategy for breakfast”
- Children live in families, families make communities, communities create cities
- Hearing the voice of the child and letting that voice have influence
- The child is the client
Restorative Practice is ...

• Different from Restorative Justice.
• About building, maintaining and restoring relationships.
• It is not a model or a tool, it is a way of being.
• High challenge, High support
What are we doing?

• Creating a **new social contract** between the state and citizens where **restorative approaches** are an entitlement for families coming into contact with our services.

• Developing a model which focuses on **working with** people not doing things **for** people, doing things **to** them … or doing nothing at all.

• Based on the “four ways of being” window.
Four ways...

The value of circles

- Lose the **tables**
- **Eye** contact
- Everyone has a **voice**
- Use of **talking pieces**
- Be mindful of **power relationships**
- Check in / check out
Affective Statements

There are two simple formulas:

a) I feel ____ (the emotion)____ , when ____ (the occurrence)____
   eg: I feel humiliated when you shout at me in a meeting

b) I feel ____ (the emotion)____ , when ___(the occurrence)______, because ____ (the reason) ____ and it make me feel _____(the feeling)
   eg: I feel anxious when we have a team meeting because often you publically criticise me and it makes me feel foolish.
Introducing “with”

- In:
  - Teams
  - Supervision and appraisal
  - HR issues
  - Customer relations
  - Other areas …
Creating the conditions

• Support without FOR

• Challenge without TO
And finally ...

• Be proud of this fantastic profession that you are part of and ...

• JUST KEEP SWIMMING!