
Making Safeguarding Personal Toolkit

Practice Tool 25: Restorative questions



Practice Tool 25: Restorative questions

The restorative questions underpin a restorative practice approach and can be usefully applied in all practice in social care. Their aim is to understand the person's perspective and to enable them to identify the resolution or solution.

You can use these as an exercise with colleagues to begin to practice this as a way of working. Think of a scenario, either work based or not, and try out the questions, with one of you being the 'practitioner' asking the restorative questions, and the other being the responder.



The Restorative Questions

What happened?

What were you thinking and feeling at the time?

What have your thoughts been since?

How do you feel about it now?

Who has been affected by this?

How have they been affected?

What has been the hardest thing?

What needs to happen to put things right?

What you need now?

Based on O'Connel, Wachtel & Wachtel, 1999 Conferencing Model