

# **The Reflection, Objective, Movement and Action (ROMA) Model<sup>©</sup>: A Framework for Restorative Supervision**

## **Guidance for Staff**

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**Developed by the Romani and Traveller Social Work Association  
with the support of Liverpool Hope University\***

**Adapted from Allen, D., Bolton, J., Dove, J., Hulmes, A., Kidd, C., Moloney-Neachtain, M., Rees, I., Rogers, M., Smith, A., & Unwin, P. (In Press) A scoping review of social work with Romani and Traveller communities: introducing the ROMA model. *European Journal of Social Work***

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## Origins

The Reflection, Objective, Movement and Action (ROMA) Model<sup>®</sup>: A Framework for Restorative Supervision has been developed by the Romani and Traveller Social Work Association. Drawing on extensive lived and learned experience, they argue that social workers can dehumanise Romani and Traveller people by associating their lives and cultural mores with risk, violence, crime and deviance. Although social work seeks to promote social justice through social change, social cohesion, and the empowerment of people, the group believes that these ambitions are not being achieved with Romani and Traveller people. Responding to antigypsyism, the word used to describe normalised racism as the dehumanisation of Romani and Traveller people, the group created the ROMA model<sup>®</sup> to support professional supervision, build relationships, foster learning environments and identify and address oppression within the existing socio-political order of practice.

## Restorative supervision

In social work, restorative supervision is the process used to support good practice and take account of professional values, codes of conduct and continuing professional development. Unlike traditional models of supervision, which tend to focus on monitoring and evaluation, restorative supervision emphasises the importance of building relationships, fostering learning environments, and addressing the well-being of social workers and the communities they serve. A crucial component in the provision of restorative practice emerges as supervisors enable social workers to identify oppression within the existing socio-political order of public protection and child welfare services.

In restorative supervision, supervisors create safe spaces for social workers to explore their experiences, challenges, and successes in their work with Romani and Traveller families and communities. Supervisors can also encourage self-reflection, critical thinking, and the application of restorative principles to address conflicts, repair harm, and promote opportunities to heal the social divisions caused by centuries of racial inequity.

Restorative supervision in social work with Romani and Traveller people aims to empower social workers, strengthen their professional identities, and enhance their ability to support individuals, families, and communities in need. Therefore, The Reflection, Objective, Movement and Action (ROMA) Model<sup>®</sup>: A Framework for Restorative Supervision, has been developed to enable social workers to achieve professional standards and advance anti-racist practice. Although restorative supervision can be conducted in more than one format, the model advanced is based on current scholarship which suggests that it should consist of four stages.

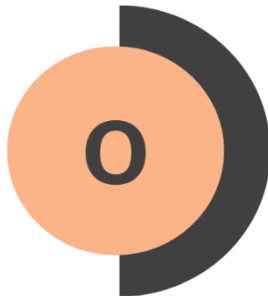
The ROMA model<sup>®</sup> has been developed to provide a framework for professional supervision that can help build relationships, foster learning environments and identify oppression within the existing socio-political order of practice.

Figure 1: The Reflection, Objective, Movement and Action (ROMA) Model<sup>®</sup>: A Framework for Restorative Supervision



**STAGE 1: REFLECTION  
ARE WE....**

- Clear about why social work is involved?
- Clear about what has happened?
- Finding it hard to engage and support the individual, family or community?
- Being open and honest about the negative and perhaps hostile views that exist about the individual, family or community?
- Recognising the individual, family or community as victims of racism?
- Being sensitive to how the individual, family or community might describe and respond to our involvement in their lives?
- Supporting the individual, family or community needs?



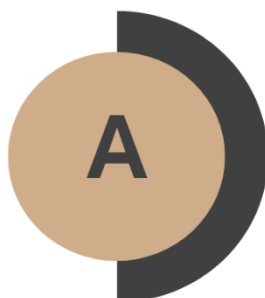
**STAGE 2: OBJECTIVE  
HOW CAN WE BETTER UNDERSTAND...**

- The experience of the individual, family and community?
- How the family feel about our involvement?
- The way that various legal and policy frameworks impact the lives of the individual, family or community?
- The way that racism and oppression might impact our ability to engage the individual, family or community?
- The way that our views and values about the individual, family or community impact accessibility and service delivery?
- The lived experiences of the individual, family or community, such as their traditions, family bonds and relationship with non-Romani and Traveller people?



**STAGE 3: MOVEMENT  
WHAT DO WE NEED TO DO DIFFERENTLY TO...**

- Positively explore commonality and difference?
- Identify and challenge racism in our own recording and reporting systems?
- Promote a better understanding of the needs and experiences of the individual, family or community?
- Provide effective and proportionate services?
- Develop an approach to practice using national and international models of best practice?
- Improve the quality of life for the individual, family or community?
- Advance community-based partnerships?



**STAGE 4: ACTION  
WHAT NEEDS TO HAPPEN FOR US TO...**

- Promote anti-racist practice?
- Engage and support the individual, family or community?
- Work effectively to make the situation better?
- Promote the safety and well-being of the individual, family or community?
- Ensure that negative and perhaps hostile views do not influence the assessment?
- Protect the individual, family or community from racism?
- Understand how the individual, family, or community describes and experiences our involvement in their lives?
- Challenge structural inequalities?

### **Stage 1: Reflection**

Stage 1 of the ROMA Model<sup>®</sup> should entail an approach to critical reflection that includes identifying and analysing possible social inequities and the power structures that maintain them. For this reason, the dimension, 'Reflection', encourages a discussion about antigypsyism as a basis for thinking more critically about the impact of assumptions, values, and actions. To support anti-racist practice in the first stages of the conversation, attention should be given to the reason for social work involvement and the presence of interlocking structural inequalities, including the intersectional impact of antigypsyism, ecological and social injustice, poverty and sexism and gender-based violence.

### **Stage 2: Objectives**

Whilst stage 1 of the ROMA Model<sup>®</sup> emphasises the importance of turning an analytic gaze toward the hidden presuppositions that can shape the relationship between Romani and Traveller people and social workers, the identification of 'Objectives' in stage 2 is designed to enable conversations about how to tackle antigypsyism and enable detailed discussions about social work involvement. During Stage 2, the supervisor should facilitate opportunities for the social worker to articulate and gain some control over inequalities and uncertainty, thus creating the chance for positive engagement, clear explanation, expectation clarity and momentum for change.

Where social workers realise that actions used to exclude and marginalise Romani and Traveller people can create a fearful response toward social work, Stage 2 could enable a closer analysis of the differences created and maintained by hierarchies of oppression. When achieved, objectives can be set to establish a strategy to effect social change and justice through individual and/or collective activism. The inclusion of the 'Objective' stage is, therefore, an important precursor to 'Movement', allowing individuals to locate and scaffold their ability to affect change, both at an individual and collective level.

### **Stage 3: Movement**

The ability to challenge systems of oppression is congruent primarily with critical action, especially at the structural level. Stage 3 of the ROMA Model<sup>®</sup> advances a framework for accepting antigypsyism and the views, options and experiences of Romani and Traveller people whilst building momentum for movement and transformational change in line with core professional values.

To promote conversations that are cooperative and productive, the supervisor should use Stage 3 of the model to encourage the social worker to think about ways to develop community, manage conflict and repair relationships that have been damaged by centuries of racism. Throughout stage 3, the conversation should focus on the importance of confronting racism through the recognition that Romani and Traveller people must have access to the resources they need to live healthy, happy, and fulfilling lives.

To promote conversations that are cooperative and productive, Stage 3 is designed to encourage the social worker to think about ways to develop community, manage conflict and repair relationships that have been damaged by centuries of racism.

By seeking opportunities to use the ROMA Model<sup>®</sup> as a tool to stand in solidarity with families and raise awareness of racial inequalities and injustice, it is hoped that the conversations in Stage 3 could also be used to raise awareness of the rights of individuals, families and communities to live in safe and healthy environments with respect for different ways of life, norms and practices. Conversations in Stage 3 should also incorporate the intersectional impact of marginalisation, economic, social, and health inequality described in Stage 2 to raise awareness of oppression and the many ways that racism is limiting the choices that are available to some individuals, families and communities.

#### **Stage 4: Action**

The 'Action' stage requires a great deal of courage as those involved try to engage the struggle for racial justice while concurrently understanding racism, discrimination and antigypsyism. Although social workers might struggle to repair relationships that have been damaged by prolonged oppression and racism on their own, it is hoped that by moving through Stages 1, 2 and 3, the 'Action' agreed at Stage 4 should enable social workers to stand together in solidarity with Romani and Traveller people in the evolution of a pro-Romani and Traveller rights-based approaches to social protection and child welfare.

To facilitate opportunities for all involved to be positively motivated, Stage 4 of the ROMA Model<sup>®</sup> must provide sufficient time to discuss the reasons for social work interventions and decide on a fair and proportionate solution. At all times, the conversation should centre on the principles of participation, collaboration and restorative justice. Once the actions have been identified and agreed upon, the conversation can move on to review and evaluate the 'action plan' with respect to safety, legal concerns, and associated resources, moving back to Stage 1, as and when required.

#### **Recording Supervision**

The conversations facilitated using the ROMA Model<sup>®</sup> are unlikely to eliminate antigypsyism on their own. Most Romani and Traveller people experience extreme socio-economic deprivation and inequality and need additional support to develop positive relationships with social work and social workers. As such, the ROMA Model<sup>®</sup> may be best used to complement rather than replace current structures and systems of supervision, casework management, and review. Used alongside formal methods of supervision, models of case discussion, team meetings and direct work with Romani and Traveller individuals, families, and communities, the Romani and Traveller Social Work Association believe that the ROMA Model<sup>®</sup> can be used to address conflicts, repair harm, and promote opportunities to heal the social divisions caused by centuries of racial inequity.

To facilitate opportunities for all involved to be positively motivated, Stage 4 of the ROMA Model<sup>®</sup> must provide sufficient time to discuss the reasons for social work interventions and decide on a fair and proportionate solution.

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