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**Overview**

This standard relates to restorative practice and processes and is about engaging with and informing potential participants about possible restorative practices. You will be assisting participants to make a voluntary and informed choice regarding the way forward, including identifying and agreeing with them the most appropriate structure for a restorative process.

Restorative practice brings those affected by conflict or crime into communication. This enables everyone involved in a situation to play a part in repairing the harm and finding a positive way forward.

**There are three elements**

- 1 Identify and engage with participants
- 2 Agree a choice of restorative process
- 3 Prepare participants for a restorative process

**Target group**

This standard is for those with responsibility for progressing restorative practice processes with participants.

## Performance criteria

### Identify and engage with participants

- You must be able to:
- P1 identify key participants to involve in initial communications
  - P2 confirm if an appropriate responsible adult is needed, and if required, that they are present during contact
  - P3 make contact with the participants to introduce your role and to initiate relationship building
  - P4 provide an opportunity using recognised communication styles and skills for the participants to talk about their experience of the incident or situation
  - P5 help the participants to identify their needs arising from the incident and to explore potential ways forward through discussion
  - P6 provide information to participants about restorative processes available, including:
    - P6.1 their purpose
    - P6.2 potential benefits
    - P6.3 possible limitations
    - P6.4 timescales
    - P6.5 available alternatives
  - P7 identify the needs of potential participants and assess if these can be addressed by restorative processes
  - P8 offer participants the potential for a face-to-face restorative process where it can be assessed that it is safe to do so
  - P9 explain to participants who will have access to information about those involved in the processes, and the steps taken to maintain confidentiality
  - P10 facilitate participants to make their own informed and rational assessment of risks involved, taking account of the:
    - P10.1 motivation and expectations of participants
    - P10.2 emotions of participants
    - P10.3 vulnerability of participants
  - P11 ask for questions, and answer these in line with your role and responsibility
  - P12 check for understanding using recognised methods
  - P13 recognise and acknowledge what all participants bring to the restorative process, and manage discriminatory and oppressive occurrences in line with

organisational requirements

- P14 manage the balance between a participant expressing emotion and behaviour that should be challenged

### **Agree a choice of restorative process**

- You must be able to:**
- P15 agree and prioritise with the participants what is to be addressed by a restorative process
  - P16 agree with the participants the most appropriate restorative process from available options to address their circumstances
  - P17 explain to parties involved the format, procedures and timescale associated with the preferred restorative process, including the specific roles of those involved
  - P18 explain to participants the potential impact of risks identified, and agree the required steps to minimise these risks
  - P19 agree communication structures and methods that:
    - P19.1 are suited to participants' needs
    - P19.2 minimise potential for power imbalances between parties involved
    - P19.3 are most likely to achieve a positive conclusion in the time available

### **Prepare participants for a restorative process**

- You must be able to:**
- P20 explore with participants and offer guidance in line with current good practice to determine:
    - P20.1 who else they might like to involve
    - P20.2 who else might benefit from involvement in the restorative process
  - P21 balance benefits and disadvantages of greater numbers of participants within the restorative process by applying your professional judgement
  - P22 assess safety and other risks associated with the involvement of individuals from the participants' circle in line with organisational requirements and the best interests of participants
  - P23 obtain the necessary agreement to participate from all parties intending to take part
  - P24 identify and agree with the participants ground rules for use in the restorative

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- process
- P25 recognise and explore potential pressures, influences and expectations placed upon participants by themselves and others using recognised methods
  - P26 determine and agree with relevant parties procedures to:
    - P26.1 monitor and review the progress of the restorative process
    - P26.2 manage the associated risks
    - P26.3 monitor and manage the impact of the process upon participants
  - P27 assist participants responsible for harm to identify and reflect on their behaviour and motivations, and its impact upon others affected
  - P28 identify and agree with the participants aspects they wish to explore with the other participants, their reasons for this and their desired outcomes from the process
  - P29 explore decisions to withdraw from the process by participants to see if other restorative approaches might be more applicable
  - P30 agree, where participants do not wish to progress the process, their needs in terms of information required about next steps, and inform them of associated statutory rights they may have
  - P31 maintain records of points discussed and outcomes of discussions in line with organisational requirements and agreements around confidentiality with participants
  - P32 review and reflect on your involvement in the process, and use findings to:
    - P32.1 inform your development and improve your practice
    - P32.2 contribute to the learning and understanding of organisational policies and procedures

## Knowledge and understanding

### General/key knowledge relating to restorative practice

#### You need to know and understand:

- K1 legislation and guidelines of good practice that relate to assessing the appropriateness of restorative processes, including:
  - K1.1 the impact of these on your work
  - K1.2 confidentiality and data protection requirements
- K2 the nature of values and principles underpinning restorative processes
- K3 the purpose and potential benefits of restorative practice
- K4 partner organisations you might work with in the restorative process, including:
  - K4.1 their principal roles and responsibilities
  - K4.2 how to determine and differentiate these roles
- K5 the meaning of needs in a restorative practice context
- K6 the potential range of needs of all involved within the restorative process
- K7 the importance of, and how to create, a safe environment for participants
- K8 the meaning of risk in a restorative practice context, including:
  - K8.1 how to distinguish between criminogenic and restorative risk concerns
  - K8.2 how these concerns may or may not apply
- K9 the importance of treating all participants with respect and avoiding both the stigmatisation and stereotyping of any participant
- K10 effective telephone and face to face communication techniques, including:
  - K10.1 active listening
  - K10.2 questioning for understanding
  - K10.3 awareness of and ability to read non-verbal signals
  - K10.4 summarising and reflecting back
  - K10.5 giving and receiving feedback
  - K10.6 challenging constructively and positively
  - K10.7 enabling participants to make their own choices
  - K10.8 recognising and working with the positions, interests and needs of participants
- K11 how to judge what information may be shared between participants and how gaining additional information might be used by the participants
- K12 the importance of gaining permission before sharing information between participants

- K13 your role, responsibilities and competence, and who to seek assistance and advice from if necessary
- K14 how to recognise the effects on yourself of working upon restorative processes, and how to seek appropriate supervision and personal support
- K15 principles of effective equality, diversity and anti-discriminatory practice

### **Knowledge relating to enabling participants' choice**

#### **You need to know and understand:**

- K16 boundaries of confidentiality, and the importance of maintaining appropriate levels of confidentiality, including:
  - K16.1 how to agree and maintain these
  - K16.2 how to recognise and address conflicts around differing understandings
- K17 how to assess which are the suitable restorative processes for participants, including:
  - K17.1 factors to take into account
  - K17.2 alternatives that may be available to the participants
  - K17.3 research evidence on the effectiveness of different restorative processes
- K18 methods of encouraging effective and active involvement of participants within restorative processes, including how to enable informed choice while avoiding coercion
- K19 types of support available to participants involved in the restorative process including any limitations or referral criteria
- K20 ground-rules for behaviour and communication during restorative processes including:
  - K20.1 what they are
  - K20.2 their purpose
  - K20.3 why it is important to use them
  - K20.4 what to do if they are breached
  - K20.5 ownership
- K21 methods of assessing and managing safety and other risks within the restorative process, including:
  - K21.1 types of communication
  - K21.2 selecting appropriate venues

- K21.3 managing and balancing the presence/absence of supporters
- K22 factors that can influence the vulnerability of participants
- K23 types of vulnerability, or levels of harm, used in assessing safety and other risks, their indicators and how to determine these
- K24 required information for agencies and services to provide additional support to participants within effective restorative processes
- K25 circumstances when it is appropriate to end a restorative process and how to do this
- K26 what options there are for a participant who decides not to proceed with the restorative process
- K27 group dynamics and the types of power imbalance that can occur, including:
  - K27.1 reasons for these
  - K27.2 strategies for addressing these
- K28 the importance of recording the outcomes of discussions and agreements made, including:
  - K28.1 how to do this
  - K28.2 how to relate this to agreements made in respect of confidentiality

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**Additional information****Values**

Restorative practices are underpinned by a set of values, these include:

- 1 empowerment
- 2 honesty
- 3 respect
- 4 engagement
- 5 voluntarism
- 6 healing
- 7 restoration
- 8 personal accountability
- 9 inclusiveness
- 10 collaboration
- 11 problem solving

**Glossary****Risks**

In a restorative practice context, risks (factors/concerns/assessment) relate primarily to participant and practitioner safety. In this context, risk of harm may be physical, psychological and / or emotional.

Restorative practice processes can also contribute to minimising the occurrence (or 'risk') of re-victimisation and reoffending.

**External Links**

These standards reflect the content of the Restorative Justice Council's Best Practice Guidance for Restorative Practice (2011).



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