
Overview

This standard relates to restorative practice and processes and is about co-working to progress restorative practice. This relates to cases where the practitioner draws upon colleagues to aid a balanced approach, for specialist knowledge or higher levels of experience, or supervision and support.

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.

Target group

This standard is for those working with colleagues to progress restorative practice. Colleagues may be practitioners demonstrating their collaborative skills, or more experienced or qualified practitioners, including those with a responsibility for supervision and professional development.

Performance criteria

You must be able to:

- P1 assess the need for co-working with other appropriate restorative practitioners, and determine whether the case requires a co-worker
- P2 establish a provision and balance of co-workers as facilitators to match the needs of all concerned in the restorative process
- P3 share and review any preparatory work or assessment, which has been undertaken by each of the co-workers
- P4 identify and agree in advance with your co-workers your respective roles and responsibilities before, during and after communications and meetings with participants
- P5 agree upon the use of your different practices, skills and communication skills
- P6 explain the need for co-working to the participants and obtain their agreement to the process where needed
- P7 use co-working to restore balance between participants, including to address issues of equality, gender, race or culture within restorative processes
- P8 work together and with participants to progress the restorative practice
- P9 exchange feedback and debrief each other following the co-worked restorative process, with relevant facilitation from others as necessary
- P10 determine and agree with your co-workers responsibilities for follow-up tasks associated with the process, including:
 - P10.1 feedback
 - P10.2 administration
 - P10.3 evaluation
 - P10.4 completion of any agreements
- P11 maintain records of points discussed and outcomes of discussions, in line with organisational requirements
- P12 review and reflect on your involvement in the process, and use findings to inform your development and to improve your practice

Knowledge and understanding

You need to know and understand:

General/key knowledge relating to restorative practice

- 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 co-working the restorative process

You need to know and understand:

- K16 which cases require the specialist knowledge of co-workers
- K17 which sensitive and complex cases require co-workers with different backgrounds or skills
- K18 how co-working can enhance the development of good practice, professional development, effective supervision and learning opportunities for others
- K19 joint approaches to address issues such as power imbalances, gender equality, racial and cultural difference
- K20 techniques for working sensitively and co-operatively with other restorative practice workers
- K21 the necessary administrative and follow-up tasks associated with co-working and how to allocate these, including:
 - K21.1 record keeping
 - K21.2 joint evaluation
 - K21.3 how to follow up agreements made

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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Co-work within the restorative process

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