
Overview

This standard relates to restorative practice and processes and is about facilitating the restorative actions appropriate to progress. It includes confirming the suitability of proposed actions with those involved, ensuring that the person responsible is committed to carrying out the actions, and monitoring and evaluating the implementation of the agreed actions. It also includes concluding the 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 two elements

- 1 Plan and confirm the actions to be undertaken
- 2 Monitor progress of the actions undertaken

Target group

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

Performance criteria

Plan and confirm the actions to be undertaken

You must be able to:

- P1 assess the feasibility and suitability of proposed actions, including:
 - P1.1 that they are acceptable to participants
 - P1.2 that they are specific, measurable, achievable, realistic and time-bound
- P2 identify and explain to relevant participants any safety or other risks associated with carrying out the actions agreed
- P3 review and confirm agreed actions with all involved, including:
 - P3.1 the nature and schedule of the actions
 - P3.2 the schedule's timescales are acceptable and achievable
 - P3.3 each participant's responsibilities and commitment are understood
 - P3.4 actions required to fulfil the outcome agreement and consequences of failure to achieve these actions are understood by the appropriate participant
 - P3.5 any support required and appropriate agencies to involve are identified
 - P3.6 information required by other agencies can be shared whilst maintaining the necessary confidentiality
- P4 communicate at a pace and level suited to the participants, and keep discussions free from judgement, discrimination and oppression
- P5 confirm that participants understand agreements including:
 - P5.1 the commitment to carry out agreed actions
 - P5.2 the legal basis of agreements, where relevant
 - P5.3 any penalties that may be incurred should there be non-compliance with the agreements
- P6 check that procedures are in place to monitor progress and the impact on those involved
- P7 check that procedures are in place to identify and review any associated safety or other risk factors
- P8 verify that arrangements are in place to document any financial and/or material transfers and transactions in line with organisational requirements
- P9 maintain records of outcomes agreed in line with organisational requirements

Monitor progress of the actions undertaken

You must be able to:

- P10 facilitate implementation of the actions, if required
- P11 monitor the progress of the actions undertaken, including any interactions between those involved
- P12 assess and monitor the impact of the process on those involved
- P13 provide additional support, as appropriate, to participants to aid the

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- completion of their actions
- P14 provide information about outcomes to other parties as agreed by the participants and in line with your organisation's procedures
- P15 identify any non-compliance and attempt to address in line with your organisation's procedures
- P16 manage any identified safety or other risks, recognise when these are unacceptable and end the process safely, in line with organisational requirements
- P17 facilitate closure of the restorative process when agreed outcomes are achieved, or when the procedures are no longer meeting the aims of the process
- P18 maintain records of progress and actions taken, in line with organisational requirements
- P19 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 agreeing outcomes and concluding the process

You need to know and understand:

- K16 methods of encouraging effective and active involvement of those involved in restorative processes, including how to enable informed choice, whilst avoiding coercion
- K17 the types of support available to participants involved in the restorative process including any limitations or referral criteria
- K18 types of actions that might be progressed as part of outcome agreements, including:
 - K18.1 reparations
 - K18.2 apologies
 - K18.3 restitution
 - K18.4 their suitability for different participants
 - K18.5 the circumstances in which they may or may not apply
- K19 the availability of other services and input from other professionals to assist the development of agreements
- K20 the principles of assessment of safety and other risks when identifying and implementing restorative actions
- K21 the importance of maintaining the health, safety and wellbeing of yourself and others within the restorative process
- K22 health and safety points to consider related to agreed activities within outcome agreements and how to access relevant advice on addressing these
- K23 actions available to manage failure to fulfil agreed activities within outcome agreements, including how to address agreements which are not working

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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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