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### Overview

This standard relates to restorative practice and processes and is about assisting participants to assess the outcomes from the restorative process and to identify whether they need ongoing support. It also involves an appraisal of the processes used in individual and/or community contexts and reporting on their effectiveness.

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 who have responsibility for assessing and reporting on the effectiveness of the restorative practice process in specific applications and contexts.

#### Performance criteria

*You must be able to:*

- P1 agree with the participants involved when the process has concluded
- P2 review with participants their objectives from engaging with the restorative process
- P3 obtain feedback from the participants regarding their perceptions of the process and its impact on them
- P4 review with participants what has happened during the restorative process and confirm details of any agreements reached and any unresolved issues
- P5 assess whether the appropriate participant has completed, where relevant, the actions committed to as part of the outcome agreement
- P6 initiate the necessary processes in the event of failure to fulfil agreed actions
- P7 advise on the availability of further support and information for participants, and inform interested parties about any further follow-up contact
- P8 report on the outcomes of the restorative process, and identify any learning points for future activities, in line with organisational requirements and agreements around confidentiality with participants
- P9 review and reflect on your involvement in the process, and use findings to:
  - P9.1 inform your development and improve your practice
  - P9.2 contribute to the learning and understanding of organisational policies and procedures

## Evaluate the outcomes from a restorative process

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### 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

## SFJ DJ205

### Evaluate the outcomes from a restorative process

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#### Knowledge relating to evaluating the process

*You need to know and understand:*

- K16 factors to consider when evaluating a restorative process, and how to do this
- K17 methods of encouraging the effective and active involvement in the evaluation by those involved in restorative processes
- K18 how to enable informed and open feedback
- K19 the importance of maintaining accurate and up-to-date records, including:
  - K19.1 how to do this
  - K19.2 how to relate this to agreements made in respect of confidentiality

## SFJ DJ205

### Evaluate the outcomes from a restorative process

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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

##### External links

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

## SFJ DJ205

### Evaluate the outcomes from a restorative process

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