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### Overview

This standard relates to restorative practice and processes and is about the role of the restorative practitioner as expert adviser and/or witness in formal contexts.

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 senior practitioners involved in explaining restorative practice to lay and/or legal audiences. Such practitioners are likely to be experienced and knowledgeable in their field and also aware of related processes and disciplines. It also applies to those working in a restorative practice consultancy context.

# SFJ DJ301

## Provide expert advice on restorative practice

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### Performance criteria

*You must be able to:*

- P1 clarify the expectations of those requesting advice and the context in which it is being sought
- P2 determine the extent to which you are competent to provide the advice requested and where the support of others may be required
- P3 explain aspects where you can and cannot provide advice, and qualify this by reference to your relevant experience and qualifications
- P4 explain, where appropriate, and agree the terms and conditions under which advice will be given
- P5 analyse the situation on which expert advice is sought and refer as appropriate to precedents for successful restorative actions
- P6 prepare and present advice in the form requested, setting out information which is relevant, factual and objective
- P7 demonstrate that objective and appropriate consideration has been made of any alternative approaches to restorative practice, where relevant
- P8 differentiate between fact and opinion, and only express opinions that are within your area of expertise
- P9 ask for questions and seek feedback to check for understanding
- P10 address any questions, providing answers which are objective, concise and unambiguous
- P11 provide advice which is objective, balanced and realistic
- P12 communicate at a pace and level that is suited to the needs of your audience, and explain technical terms used

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### 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

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### Knowledge relating to the provision of expert advice

*You need to know and understand:*

- K16 your legal liabilities and responsibilities as an expert adviser, including your duty of care to those whom you advise
- K17 how to assess the suitable restorative processes and the potential risk, including:
  - K17.1 factors to take into account
  - K17.2 alternatives that may be available
- K18 current theories on effective restorative practice and their application within local contexts
- K19 contexts in which restorative processes are likely to be effective including their impact for participants and communities
- K20 local, regional and national initiatives relating to restorative practice, including political pressures that impact on the use of restorative practice
- K21 other principal approaches related to restorative practice when addressing crime and/or problematic behaviour
- K22 how to respond to requests for expert advice on restorative processes and procedures
- K23 typical terms and conditions of appointment as an expert adviser
- K24 the importance of providing clear and accurate explanations
- K25 methods used to present technical information to facilitate understanding by stakeholders, including lay and legal audiences
- K26 methods for checking understanding between relevant parties when communicating

### Additional Information

#### Values

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

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

#### 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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### Provide expert advice on restorative practice

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