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## Overview

This standard relates to restorative practice and processes and is about promoting restorative practice and the processes available.

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 with responsibility for promoting restorative practice. They may be information officers or practitioners.

### Performance criteria

*You must be able to:*

- P1 recognise situations with individuals and in communities where restorative practice might make a positive contribution
- P2 determine the extent to which you are competent to promote the introduction of restorative practices and to improve practice standards, and where the support of others may be required
- P3 identify key decision makers and select appropriate methods for promoting restorative practice to them
- P4 prepare and present advice and information at a level appropriate to the audience
- P5 encourage questions and seek feedback to check for understanding
- P6 address any questions, and provide answers which are objective, concise and unambiguous
- P7 communicate in a language that reflects the principles of restorative practice
- P8 communicate at a pace suited to the needs of your audience
- P9 monitor the outcomes of your promotional activities
- P10 seek evidence upon the extent to which you have influenced practice
- P11 assess the outcomes of your activity and use this to inform ways to improve your promotional work
- 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

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### Knowledge relating to contributing to the promotion of restorative practice

*You need to know and understand:*

- K16 the contexts in which restorative practice processes are likely to be effective including their impact on participants and communities
- K17 other approaches related to restorative practice, including other disciplines, community mediation and conflict resolution
- K18 other approaches to incidents involving unacceptable behaviour
- K19 how restorative processes can contribute to effective outcomes for wider professional groups
- K20 promotional techniques and their application within groups and communities
- K21 different types of media and how to work with these
- K22 how to provide accurate advice on restorative practice and procedures used in informal settings and formal channels
- K23 techniques for monitoring and evaluating promotional activities
- K24 the evidence base and key research and evaluation that exist in support of restorative practice

### 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

#### External links

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

## SFJ DJ302

### Promote restorative practice

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<b>Originating organisation</b>	Skills for Justice
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<b>Relevant occupations</b>	Restorative Practitioner
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<b>Suite</b>	Restorative Practice
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<b>Key words</b>	Contribute; promotion; restorative; practice; information; promote; processes
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