
Overview

This standard relates to restorative practice and processes and is about the quality of restorative practice. It highlights the skills and knowledge necessary for effective quality assurance and quality management in the field of restorative practice. Responsibility for maintenance and contribution may be a personal responsibility, management responsibility or corporate responsibility.

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 practise, contribute to or are responsible for maintaining the quality of restorative practice. It is relevant to all practitioners and particularly those who act in a supervisory or managerial role.

Performance criteria

You must be able to:

- P1 confirm that restorative practitioners with whom you are associated or are responsible for are working in accordance with restorative values, principles and good practice
- P2 act if restorative principles are breached, in line with organisational requirements
- P3 confirm that assessments for safety and other risks are in place throughout the restorative process
- P4 act where measures to manage safety and other risks are not in place, in line with organisational requirements and the needs and interests of participants
- P5 identify the skills needed for each case and confirm that the case is conducted by appropriately skilled and experienced practitioners
- P6 identify cases that are sensitive and complex and confirm that appropriate measures are taken to protect participants, including:
 - P6.1 consideration of facilities
 - P6.2 consideration of skills, knowledge, qualifications and experience of practitioners
- P7 identify any necessary support for each case and assist practitioners and co-workers to access this support
- P8 confirm that suitable arrangements are in place to follow up outcome agreements
- P9 confirm and promote arrangements for case supervision within your area of responsibility and access your own case supervision
- P10 recognise the emotional impact of restorative practice on self and other practitioners and check that appropriate support is available and used if necessary
- P11 demonstrate that outcomes of cases are monitored, in line with organisational requirements
- P12 use feedback to evaluate practice and improve future service delivery
- P13 demonstrate that continuing professional development is undertaken and that adequate training is accessed
- P14 review and reflect on casework within your area of responsibility, and identify where attitudes and behaviour may need amending or skills and knowledge may need developing
- P15 act on serious concerns about the quality of practice, in line with organisational requirements and nationally recognised good practice
- P16 verify the integrity of records including compliance with requirements for confidentiality, data protection legislation and other organisational requirements
- P17 make regular contact with those involved in supporting practitioners, including line managers and case supervisors

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 the boundaries of confidentiality and how to manage these
- K11 the importance of maintaining appropriate levels of confidentiality and how to maintain these, including data-sharing protocols with partner agencies
- K12 your role, responsibilities and competence, and who to seek assistance and advice from if necessary
- K13 principles of effective equality, diversity and anti-discriminatory practice
- K14 what factors cause cases to be sensitive and complex, and procedures appropriate to addressing these

Knowledge relating to maintaining quality assurance

You need to know and understand:

- K15 the legislation and guidelines of good practice which relate to maintaining quality assurance of restorative processes and the impact of these on your work
- K16 measures to assess and manage risks and cases of a complex and sensitive nature
- K17 methods of supportive supervision
- K18 methods of co-working cases, for supervision and effective practice
- K19 independent sources of advice and support for practitioners
- K20 the importance of outcome agreements, and of monitoring fulfilment of outcome agreements

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- K21 definitions of roles and case referral arrangements between restorative practitioners and others in their organisation
- K22 methods of evaluation and research relevant to the development of restorative practice

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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