
Overview

This standard is relevant for anyone whose role may provide opportunities to identify potential restorative practice activities. You will work with individuals to establish their needs and refer them to an internal or external service that could provide them with appropriate restorative practice support.

This standard is about awareness and signposting of services only and does not involve the delivery of restorative practice processes.

Restorative practice brings those affected by conflict or crime into communication. This enables everyone involved in a situation to play their part in repairing the harm and finding positive ways forward.

There are two elements

- 1 Identify potential restorative opportunities
- 2 Support individuals to access restorative services

Target group

The standard is aimed at anyone working in a setting where identified restorative opportunities may be able to bring benefits to individuals or communities.

**Performance
criteria**
Identify potential restorative opportunities

- You must be able to:**
- P1 monitor those whom you come into contact with for indicators of potential restorative opportunities in line with recognised good practice
 - P2 identify where there is potential for the use of restorative processes in line with recognised good practice
 - P3 obtain information from individuals on their specific needs in line with organisational requirements
 - P4 source information on potentially suitable restorative services in line with organisational requirements
 - P5 assess the suitability of identified restorative services in line with individuals' needs
 - P6 seek assistance from experienced others when you are uncertain as to whether individuals are suitable for restorative processes
 - P7 review the needs of individuals against the acceptance criteria of restorative services
 - P8 address any safeguarding issues in line with organisational requirements

Support individuals to access restorative services

- You must be able to:**
- P9 discuss the referral options with individuals in line with your role and responsibilities
 - P10 identify advantages and disadvantages of referral options in line with individuals' needs
 - P11 provide information in a format acceptable to individuals to enable them to make informed decisions about referrals
 - P12 confirm with individuals that referrals are acceptable for their needs
 - P13 inform individuals of information that has to be passed between services and the steps taken to maintain confidentiality in line with organisational requirements
 - P14 complete all relevant referral procedures, including records, in line with organisational requirements
 - P15 facilitate contact with relevant services in line with your role and responsibilities

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- P16 agree any further support, including after the restorative intervention, that is required by individuals in line with their needs
 - P17 manage expectations about potential outcomes in line with individuals' and your needs
 - P18 refer individuals to specialists in line with organisational requirements
 - P19 comply with the rights and requirements of confidentiality when working with individuals
 - P20 provide specialists with accurate information about situations in line with organisational and confidentiality requirements

Knowledge and understanding

General knowledge relating to restorative practice awareness

You need to know and understand:

- K1 legislation and guidelines of good practice that relate to restorative processes, including confidentiality and data protection requirements
- K2 why you must comply with all relevant legislation, codes of practice, guidelines and ethical requirements
- K3 the nature of values and principles underpinning restorative processes
- K4 the types, purpose and potential benefits of restorative practice
- K5 organisations who offer restorative services, including their principal roles and responsibilities
- K6 the meaning of needs in a restorative practice context
- K7 the potential range of needs of all involved within the restorative process
- K8 the meaning of risk in a restorative practice context
- K9 effective communication techniques
- K10 who is suitable for restorative processes
- K11 the importance of gaining permission before sharing any information unless there is an immediate safeguarding risk
- K12 your role, responsibilities and competence, and who to seek assistance and advice from when necessary
- K13 principles of effective equality, diversity and anti-discriminatory practice
- K14 the meaning of safeguarding and what to do when there are safeguarding concerns

Knowledge relating to the recognition of potential restorative opportunities

You need to know and understand:

- K15 the importance of maintaining an up to date overview of the range of restorative services available
- K16 how to obtain information on the range of restorative services available
- K17 what requirements can be met by other services
- K18 how to confirm the suitability of other services for individuals
- K19 what types of additional information should be obtained
- K20 how to obtain information on acceptance criteria
- K21 the procedures associated with different restorative services

- K22 how to recognise individuals' needs
- K23 how to match individuals' requirements against acceptance criteria
- K24 how to check the services' capacity and resources
- K25 why it is important to comply with requirements of different services
- K26 how to obtain information on the requirements of different services

Knowledge relating to the support of individuals accessing restorative services

**You need to know
and understand:**

- K27 how to present referral opportunities
- K28 the potential advantages and disadvantages of different restorative options for individuals
- K29 the types of information available on different restorative options
- K30 how much information will be sufficient for individuals to make informed choices
- K31 how different information formats will suit different individuals
- K32 how to check individuals' understanding on what a referral might mean
- K33 what objections individuals might have to services
- K34 how to manage individuals' and your expectations
- K35 who can provide additional information or support
- K36 the procedures and timescales for different types of referrals
- K37 the differing responsibilities of services and individuals
- K38 what information has to be and can be shared
- K39 your organisation's requirements for recording referrals

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

This standard reflects the content of the Restorative Justice Council's Best Practice Guidance for Restorative Practice (2011).

Developed by	Skills for Justice
Version number	1
Date approved	November 2013
Indicative review date	November 2018
Validity	Current
Status	Original
Originating organisation	Skills for Justice
Original URN	SFJDJ304
Relevant occupations	Police Officer; Prison Officer; Public Service Professionals; Public Service and Other Associate Professionals; Youth Offending Team Officer; Youth Offending Team Worker; Youth Justice Officer; Youth Justice Practitioner
Suite	Restorative Practice
Key words	Restorative practice; restorative justice; restorative; awareness; referral; referrals; signpost; signposting; support; recognise