

# Restorative Organisation Registration Guidance for Large Organisations

Connection Resourceful  
Cohesive  
Impact  
Partnership  
Values  
Strategy  
Respectful  
Successful  
Collaborative  
Innovative  
Focused  
Needs  
Empowering  
Culture  
Approach  
Strong  
Harm

Organisation  
Restorative  
Practice  
Relationship  
Conflict

## Contents

|   |    |
|---|----|
| Section 1 – Introduction  | 3  |
| Section 2 – Registration Framework                                    | 7  |
| Section 3 – Restorative Organisation Registration – Evidence Guidance | 8  |
| Section 4 – Restorative Organisation Code of Practice                 | 18 |

## Section 1 - Introduction

Thank you for applying to start your journey towards becoming a Registered Restorative Organisation with the RJC. As a Registered Restorative Organisation, you will be demonstrating that you are committed to delivering high quality restorative practice to nationally agreed standards.

We are aware that introducing and embedding restorative practice within a large organisation such as a Local Authority, Multi-Academy Trust, University or large corporate organisation can be challenging and have therefore developed specific guidance which will allow you to be assessed as a Registered Restorative Organisation one service or department at a time.

To achieve Registered Restorative Organisation status for your entire organisation, all of your services/departments will need to have assessed and awarded Registered Restorative Organisation status. As each service/department is successfully awarded Registered status, they will be issued with a certificate and Registered Restorative Organisation logo which only that service/department can use (please see examples below).

**Example 1:** My Local Authority: Children Services

**Example 2:** My Multi-Academy Trust: This Primary School

**Example Three:** My Business International: Customer Contact Department

Once all services/departments have been successfully registered, you will be issued with your full Registered Restorative Organisation certificate. You can then use our Registered Restorative Organisation logo across your entire organisation.

We have been careful to ensure that our Registration Framework does not constrain practice or hamper practitioner creativity and the need for practitioners and/or organisations to develop and exercise their professional judgement. This Framework has been designed to be flexible so that it applies across different types of restorative practice without being overly prescriptive.

This guidance document contains all the information required for you to develop your portfolio of evidence and prepare for your assessor professional discussions. Section 3 provides an overview of the information required by your assessor and how this will be evidenced. Please note, your assessor may request additional evidence be provided or shared on screen.

## Gathering your evidence

To assess your service/department against the Registered Restorative Organisation Framework, you will be required to provide a range of evidence to demonstrate how each indicator is being met. Your evidence will be gathered through the following methods:

### **Service/Department Portfolio Record**

A mandatory record which provides an opportunity for you to explain how your service/department uses restorative practice. The evidence gathered on this document provides your assessor with an overview of your policies and procedures and will be used to plan your assessor professional discussions. Any evidence that you submit to the RJC will be kept securely and confidentially and information asked will only be relevant to your application.

We recommend that the portfolio submission is led by a senior member of your team, with management oversight.

**Your Portfolio Record must be submitted to the RJC at least 10 working days prior to your first assessor discussion.**

### **Employee Practice Statement/s**

A mandatory record to be completed by your employees within the service/department being assessed. The number of employees required to complete this statement will vary depending on the size of your service or department. Your assessor will discuss this with you during your introductory meeting. Employees will be required to confirm the level of training they have received or awareness they have and provide examples of how they use restorative processes within their day-to-day work.

Staff who facilitate direct restorative processes will be asked to provide a more comprehensive case study to demonstrate that their practice is in line with current RJC Practice Guidance. Your RJC assessor will discuss this with you during your introductory meeting.

**Completed Employee Practice Statements must be submitted to the RJC at least 10 working days prior to assessor discussion 2.**

### **Assessor Professional Discussion**

Typically, your RJC assessor will undertake your professional discussion over 1-2 sessions. These will be organised for approximately 10 days after your organisation's portfolio record is received. We will provide you with an overview of the questions your assessor will be asking prior to each discussion in the form of some additional criteria. This allows you to consider your responses and, if indicated in this record, gather any additional documentary evidence your assessor may request.

**Please note, discussions are conducted via Microsoft Teams. These are recorded, and a live transcript taken. This is to allow the assessor to focus on the discussion rather than note taking. You are allowed to invite other colleagues to support you with this process if you choose.**

## The assessment process

The assessment process is split into 6 core activities which are outlined below. Typically, the assessment process takes around 12 weeks from your initial meeting however, this is flexible, and any concerns should be discussed with your RJC assessor.

| Stage | Activity  | Notes  |
|-------|---|--|
| 1     | <b>Assessor Initial Meeting</b>   | You will have been provided with a link to book an initial meeting with your allocated RJC assessor. This meeting is an opportunity for you to meet your assessor and talk through the assessment process. During this meeting, your assessor will agree an initial date for the submission of your organisation's portfolio record and employee statements.   |
| 2     | <b>Complete and submit your Organisation Portfolio Record and Employee Practice Statement/s</b> | <p>Your completed portfolio record and your employee practice statements must be submitted to the RJC within 12 weeks and at least 10 working days prior to your RJC assessor discussion.</p> <p>Once you have gathered your evidence you will need to submit these to the RJC. <b>Completed documentation must be emailed to <a href="mailto:standards@restorativejustice.org.uk">standards@restorativejustice.org.uk</a> and not directly to your assessor.</b></p> <p>If you are required to send your portfolio in more than one email, please ensure that you include your organisation's name in the subject line.</p> |
| 3     | <b>Sign and submit your Restorative Organisation Code of Practice</b>                           | You will be asked to access an online version of our <a href="#">Restorative Organisation Code of Practice</a> which you can e-sign and submit directly to the RJC. This must be completed prior to your assessor discussion taking place.   |
| 4     | <b>Book your Assessor Professional Discussion</b>   | <p>Once your portfolio record, employee practice statements and signed RJC Code of Practice have been received, your assessor will send you an invitation to book your professional discussion(s). We use an online booking system which will allow you to find a time which is convenient to you. You should allow at least 7 days to review the additional criteria that you will be sent before your professional discussion.</p> <p>Once your bookings have been made, we will send you a meeting invite and your additional criteria preparation materials.</p>   |
| 5     | <b>RJC Assessor Professional Discussion(s)</b>  | <p>The discussion(s) will focus on indicators 3, 4 &amp; 5.</p> <p><b>Please note, discussions are conducted via Microsoft Teams. These are recorded, and a live transcript taken. This is to allow the assessor to focus on the discussion rather than note taking.</b></p> <p>During your discussions, your assessor may request additional evidence, where appropriate, to be submitted.</p>  |

Where this is required, your assessor will provide you with details of how to do this and agree a timeframe for submission. This will be requested as a reasonable request within consideration of your services or organisation's internal policies.

In the event that additional discussions are required, your assessor will arrange these with you.

## 6 RJC Assessor Report written

Once your documentary and discussion evidence has been reviewed, your assessor will write your assessment report. This document will outline the strengths and areas for potential development within the assessment, including an overall recommendation as to whether Registration should be approved.

If you are awarded Registered status, your organisation will be added to our [Practice Register](#), and you will receive your Registered Restorative Organisation certificate and logo. **Our logo can only be used by the service/department that has been assessed and registered.**

If your application is unsuccessful, your assessor will tell you why this is the case.

## Support during the registration process

If you require advice, guidance or support throughout the registration process you should contact your allocated RJC assessor in the first instance.

You can also contact us at [standards@restorativejustice.org.uk](mailto:standards@restorativejustice.org.uk)

## Maintaining your registration

Your Registered Status with the RJC is valid for one year from the date of approval. In order to maintain your Registered Status, you will be required to submit an annual renewal form, pay the annual Registration renewal fee and maintain your organisational membership with the RJC.

**If your membership with the RJC expires, we reserve the right to withdraw your approval status.**

## Section 2 – Restorative Organisation Registration Framework

### The RJC Restorative Organisation Registration Framework

The Framework sets out how restorative organisations should work. It is broken into six performance indicators with each indicator consisting of a number of standards which outline the requirements organisations are required to evidence.

#### 1. Leadership

- 1.1 Building a restorative community
- 1.2 Embedding restorative and relational practice with a strategic oversight and within operational planning
- 1.3 Processes are in place to evaluate the impact of restorative practice

#### 2. Policies and Procedures

- 2.1 Organisational policies and procedures promote safe and effective practice
- 2.2 Arrangements are in place to ensure compliance with organisational policies and procedures
- 2.3 Arrangements are in place for reviewing organisational policies and procedures

#### 3. Training and development

- 3.1 Staff are trained to a level commensurate with their role
- 3.2 Restorative practice is included within the organisation's induction procedures
- 3.3 Organisational commitment to continued professional development

#### 4. Support and supervision

- 4.1 Provide opportunities for practice supervision
- 4.2 Provide practitioners with line and performance management opportunities

#### 5. Delivering indirect and informal restorative practice

- 5.1 Identifying appropriate restorative processes
- 5.2 Risk and safety assessment
- 5.3 Preparing participants
- 5.4 Facilitating indirect and informal restorative practice
- 5.5 Facilitating and monitoring agreed outcomes

#### 6. Maintaining professional standards

- 6.1 Adhering to the RJC's Organisation Code of Practice

## Section 3 – Restorative Organisation Registration - Evidence Guidance

| 1 - Leadership                         |   |   |   |
|--|---|---|---|
| Indicator                              | Criteria  | Applicant Guidance  | Evidenced Through:  |
| 1.1 - Building a restorative community | The service/department is aware of the types of barriers which may be present within their part of the organisation                           | You should outline within your portfolio commentary what are, or have been, the barriers to building a restorative community and working restoratively. This may include barriers such as a reluctance to cultural change, individual's reluctance to alter thinking, access to training, time and/or resource limitations.   | Portfolio Record Commentary                                 |
|  | The service/department is aware of the benefits of adopting restorative ways of working   | You should explain within your portfolio commentary the benefits your service/department has experienced by working restoratively.  | Portfolio Record Commentary                                 |
|  | The service/department has identified the contexts in which restorative practice processes are likely to be effective                         | Within your portfolio commentary you will need to provide an overview of how restorative practice is used across the service/department. This will vary depending on the nature of the service/department and may include both indirect and direct forms of restorative practice. Your employees will be asked to provide examples of how they utilise their training within their day-to-day work and how they develop their restorative language. | Portfolio Record Commentary<br>Employee Practice Statements |
|  | Leaders and managers at all levels are committed to restorative practice and understand its importance to achieving organisational objectives | Within your portfolio commentary you will be asked to outline your organisations and service/department values and describe how these are aligned with your restorative ethos. You should also explain how the service/department's leadership and management team demonstrate their commitment to building an organisational wide restorative community and how this is communicated both internally and externally.                               | Portfolio Record Commentary                                 |
|  | Staff at all levels understand how to develop a restorative ethos within the service/department   | You should explain how the service/department's commitment to developing a restorative community is shared with the wider work force. This could be through internal communications, staff training or induction processes. Your employees will be asked to provide examples of this within their practice statements.  | Portfolio Record Commentary<br>Employee Practice Statements |



|  |   |   |   |
|--|---|---|---|
| 1.2 - Embedding restorative and relational practice with a strategic oversight and within operational planning | Restorative and relational practice priorities are included within your strategic and operational plans                                 | You will need to outline within your portfolio commentary how relational and restorative practice is reflected within your service/department strategic and/or operational plan. This could be specific strategic and operational priorities/objectives which relate to the safe and effective delivery of restorative practices. In some cases, your strategic plan may not directly refer to restorative practice. If this is the case, you will need to explain how restorative practice fits within the service/department's strategic objectives and any subsequent operational plans. You will be required to provide a copy of your latest strategic and/or operational plans. | Portfolio Record Commentary<br>Copy of Strategic / Operational Plan |
|  | <b>Your strategic and operational plans are specific, measurable, achievable, realistic and timely (SMART)</b>                          | <b>Your assessor will review the strategic and operational plans you provide to ensure that they are based on SMART principles. If you are unable to provide your strategic and/or operational plan, your assessor will look to discuss how this criterion can be met during your professional discussions.</b>   | <b>Portfolio Assessment</b>   |
|  | You have sufficient resources allocated to allow strategic and operational objectives, related to restorative practice, to be delivered | You should outline within your portfolio commentary what financial and human resources you have available to deliver your organisational priorities. This is to ensure that sufficient resources have been allocated to deliver your restorative practice priorities safely and effectively.  | Portfolio Record Commentary   |
|  | <b>Processes are in place to review the progress being made towards achieving restorative practice priorities</b>                       | <b>You should explain the processes you have in place to review the progress being made towards achieving your strategic and operational objectives. This may include processes at both departmental and whole organisation level. You should also explain how progress is reviewed, recorded and, where there are concerns, how appropriate actions are identified and implemented.</b>  | <b>Portfolio Record Commentary</b>                                  |
| 1.3 - Processes are in place to evaluate the impact of restorative practice                                    | Procedures are in place to evaluate the impact of restorative practice processes which are reviewed annually                            | You should outline within your portfolio commentary what processes you have in place to evaluate the impact of your restorative and relational work. This might include gathering feedback from your staff, managers and leaders. Processes will vary depending on your service or department, for example, in schools this might also include gathering feedback from pupils, parents and governors. Within Children's Social care, this might be gathering feedback from Children and young people, foster carers and social work practitioners. You should also explain how this feedback is heard and actioned.   | Portfolio Record Commentary   |

|  |  |                             |
|--|--|-----------------------------|
| Evaluation data is used to inform the future development of restorative practice across the Service /Department and wider organisation | You should explain how data has been used to support the further development of restorative practices. You will also be asked to provide examples of actions taken as a result of feedback.  | Portfolio Record Commentary |
| Leaders and managers have analysed evaluation data and identified areas of strength and areas for future development                   | Here you should explain how restorative practice evaluation data is shared with, and used by, senior leaders. You should explain how this data is presented with a particular focus on how leaders/managers use all available data to identify strengths and areas for future development. | Portfolio Record Commentary |
| Leaders and managers have recorded any identified actions  | You should explain how and where leaders and managers record any identified areas for future development. This could be updates to your operational plan/s, the development of a specific action plan or recorded within the minutes of relevant departmental/organisational meetings.     | Portfolio Record Commentary |
| Processes are in place to record the progress made towards addressing identified actions   | You should explain how identified actions, discussed above, are subsequently recorded and monitored.   | Portfolio Record Discussion |

| 2 - Policies and procedures  |  |   |   |
|--|--|---|---|
| Indicator  | Criteria   | Applicant Guidance  | Evidenced Through:                                |
| 2.1 - Organisational policies and procedures promote safe and effective practice | Leaders take responsibility for ensuring that policies and procedures promote a restorative ethos which provides safe and effective restorative practice across their Service/Department | Evidence for this criterion will vary depending on your service/ department. You should explain how leaders have ensured that your policies and procedures reflect the RJC's guidance for delivering safe and effective restorative practice. Also, how your policies and procedures have been reviewed and updated to meet requirements set out within our latest Practice Guidance. | Portfolio Record Discussion                       |
|  | Leaders have ensured that policies and procedures take into account practice guidance requirements for the safe and effective  | Within your portfolio commentary you will need to explain how the service/department ensures restorative practice is delivered in line with the RJC's Practice Guidance. During assessment, your assessor will review a range of your policies and procedures. This could include your supervision, line management, staff training, continued professional development and risk      | Portfolio Record Commentary<br>Initial Assessment |

delivery of restorative practice

assessment policies and procedures. It is expected that policy documentation will vary significantly depending on the service/department, your assessor will agree which documents they would like to review.

|  |  |   |                                    |
|--|--|---|------------------------------------|
| 2.2 - Arrangements are in place to ensure compliance with organisational policies and procedures | Processes are in place to monitor that staff implement organisational policies and procedures  | <b>You are required to explain how policies and procedures are shared with staff and how you ensure that your organisational policies and procedures are implemented in practice. You should also be able to explain the arrangements you have in place to address concerns with individual's practice where you feel your organisational procedures have not been followed.</b>  | <b>Portfolio Record commentary</b> |
|  | Procedures are in place to quality assure the delivery of restorative practice processes which are reviewed annually                     | Quality assuring how staff are utilising their training in practice is vital to ensure safe and effective practice. Within your portfolio commentary you will need to outline the processes you have in place to quality assure the use of restorative practices across the service/department. This might be through direct observation, employee evaluations or by engaging external consultants to review your practice. | Portfolio Record Commentary        |
|  | <b>The service/department has undertaken quality assurance checks in line with organisational procedures</b>                             | <b>You should explain what quality assurance activities have been undertaken over the past 12 months. You will be asked to explain what form of quality assurance has been undertaken, what were the key findings from this, how the information gathered has been used and how feedback is shared with your employees.</b>   | <b>Portfolio Record Commentary</b> |
| 2.3 - Arrangements are in place for reviewing organisational policies and procedures             | The service/department has a written policy review procedure in place  | You will need to explain within your portfolio commentary the procedures in place to review your service/organisational policies when they fall due for review and who or what department is responsible for doing this.  | Portfolio Record Commentary        |
|  | <b>The service/department has a written procedure for disseminating revised policies and procedures to staff across the organisation</b> | <b>Within your portfolio commentary you should explain how revised/updated policies and procedures are disseminated to your employees. This might be through version control measures, automated policy update alerts or through organisational updates/newsletters.</b>  | <b>Portfolio Record Commentary</b> |

| 3 - Training and development   |  |  |  |
|--|--|--|--|
| Indicator  | Criteria   | Applicant Guidance   | Evidenced Through:   |
| <b>3.1 - Staff are trained to a level commensurate with their role</b>                       | The service/department has provided employees with training commensurate with their role   | Training requirements will vary depending on how restorative and/or relational practice is used within your service/department. Most employees are likely to use indirect/informal processes; this is where participants do not meet face-to-face. Indirect processes can include using restorative and relational language, circles, 'shuttle' restorative meetings, virtual conferencing or written communications. As a minimum, it is expected that employees would have at least received awareness training. For those using restorative practices informally/indirectly, they must have received training in line with the guidance set out in the RJC's Practice Guidance (2020) page 66. Your evidence should include how and where staff training is recorded. Employees will also be asked to provide evidence of the training they have undertaken within their employee practice statement. | Portfolio Record Commentary<br>Employee Practice Statements      |
|  | The service/department has provided employees who facilitate formal/direct restorative process with a minimum of 3-day facilitation training           | Where your employees facilitate formal/direct restorative processes, as outlined with the RJC's Practice Guidance 2020 page 28, they must have completed, as a minimum, 3-day facilitator training as outlined in our Practice Guidance page 67. Where this is the case, you should provide evidence to demonstrate that these individuals have been trained to this level. Organisations should also consider supporting employees who facilitate direct/formal restorative process to become <a href="#">RJC Registered Practitioners</a> . Employees will be asked to provide evidence of the training they have undertaken within their employee practice statement.   | Portfolio Record Commentary<br>Employee Practice Statements      |
| <b>3.2 - Restorative practice is included within the organisation's induction procedures</b> | The service/department has provided all staff with an induction to the organisation's which includes your restorative practice policies and procedures | Your service/department's induction should include an introduction to the restorative practice ethos and principles and show evidence that this is integrated into wider policy. You should give an overview of your induction programme and confirmation that all staff have successfully completed this upon joining your service/department.  | Portfolio Record Commentary                                      |
| <b>3.3 - Organisational commitment to continued</b>  | The service/department has provided employees with opportunities for continued professional  | Employees who use restorative processes within their day-to-day work should be provided with opportunities to enhance their skills and knowledge. Your assessor will explore the processes you have in place for providing employees access to relevant continued professional development   | Assessor Professional Discussion<br>Employee Practice Statements |

**professional  
development**

**development which  
enhances their restorative  
practice skills**

**opportunities. This might include commissioning further training for example, in the use of restorative circles, or opportunities to attend CPD events which enhance their knowledge. Your employees and volunteers will be asked to provide evidence of the CPD they have undertaken over the past 12 months.**

The service/department has maintained a record of the continued professional development undertaken by employees

Your RJC assessor will review your continued professional development records to confirm what activity has been undertaken by your employees over the last 12 months. CPD records should include, as a minimum, the date of completion, type of CPD undertaken and, where appropriate, the training provider name. This information will be cross referenced with the information provided by your staff.

Assessor Professional  
Discussion

**4 - Support and supervision**

| Indicator   | Criteria   | Applicant Guidance   | Evidenced Through:   |
|---|--|--|--|
| <b>4.1 - Provide opportunities for practice supervision</b> | <b>The service/organisation has a written practice supervision procedure in place</b>  | <b>Practice supervision differs from line management; it should provide those trained in the use of restorative practices with an opportunity to meet with an experienced restorative practitioner to discuss and reflect on their own restorative practice. Further guidance can be found in the RJC's Practice Guidance (2020) page 39. During discussion, your assessor will explore how the organisation ensures restorative practitioners receive the necessary supervision commensurate to their role. If you are the restorative practice lead within your service/department, supervision opportunities could be explored outside of your service/department such as peer supervision or clinical supervision.</b> | <b>Assessor Professional Discussion</b>                          |
|   | The service/department has provided employees with either individual or group practice supervision every 12-weeks led by an appropriately trained practice supervisor as outlined within the RJC's Practice Guidance | Your assessor will confirm that all trained practitioners have had access to practice supervision in line with the procedures outlined above. Those employees who are facilitating direct restorative processes should have access to case supervision, which is facilitated by an experienced practitioner. This is particularly relevant to those facilitating complex and sensitive cases. Your assessor will discuss the procedures you have in place for these employees. Staff will be asked to confirm the supervision/support arrangements in place.   | Assessor Professional Discussion<br>Employee Practice Statements |

|   |  |   |   |
|---|--|---|---|
| <b>4.2 - Provide practitioners with line and performance management opportunities</b> | <b>The organisation has provided regular line management opportunities for staff</b>                                     | <b>Your RJC assessor will explore the line and performance management procedures in place across the service/department. This will include arrangements for regular line management meetings, annual performance reviews and your capability procedures.</b>  | <b>Assessor Professional Discussion</b> |
|   | The organisation has procedures in place for practice supervisors to feed into line and performance management processes | Practice supervision may well be led by someone who is not the individual's line manager. Where this is the case, you will need to explain the arrangements in place for practice supervisors to feed into your line and performance management processes. This should include the arrangements for passing on praise and recognition as well as for raising practice concerns which may need to be discussed as part of your service/department's performance processes. | Assessor Professional Discussion        |

| <b>5 - Delivering restorative practice</b>                 |  |  |  |
|--|--|--|--|
| <b>Indicator</b>   | <b>Criteria</b>  | <b>Applicant Guidance</b>  | <b>Evidenced Through:</b>  |
| <b>5.1 - Identifying appropriate restorative processes</b> | <b>The service/department and their employees can explain the range of restorative processes available and their relative advantages and disadvantages</b> | <b>Your RJC assessor will ask you to explain the ways in which restorative practice is typically used within your service/department. This will include the language and the range of restorative processes used within your organisation. Your employees will be asked to describe in their practice statement/s how they use restorative language, ethos, and practices in their day-to-day work; this will include a minimum of three examples of the types of restorative processes undertaken. Those staff who facilitate direct restorative process will be asked to provide a more in-depth case study to demonstrate that their facilitation is in line with the RJC's Practice Guidance (2020).</b> | <b>Assessor Professional Discussion<br/>Employee Practice Statements</b> |
|  | The organisation and their employees can explain the circumstances when restorative practices would be considered to be not appropriate                    | Your RJC assessor will ask you to explain under which circumstances it would be inappropriate to consider a restorative response. This could be because the harm caused is so serious that the organisations formal disciplinary/capacity process needs to be instigated immediately. Your employees will also be asked to describe in their practice statement/s, their understanding of when it would be inappropriate to progress a restorative response; this could be because participants have not given consent or the risks of causing further harm are too high.  | Assessor Professional Discussion<br>Employee Practice Statements         |

|                                  |  |  |  |
|----------------------------------|--|--|--|
|                                  | The organisation and their employees ensure that participation in restorative processes is voluntary   | <p>Voluntarism is one of the guiding principles of restorative practice. Participation must be voluntary and based on open, informed and ongoing choice and consent. Everyone has the right to withdraw at any point. You will be asked to explain how the organisation ensures that participation is voluntary. Your employees will be asked to demonstrate within their practice statement/s, their understanding of the concept of voluntarism and how this is applied in practice.</p>   | Employee Practice Statements<br>Assessor Professional<br>Discussion  |
| 5.2 - Risk and safety assessment | <p>Employees can explain the methods of managing safety and risk and how they approach risk assessment within a restorative process</p> <p>Employees can explain where to find appropriate sources of information to inform their assessment of risk</p> | <p>Ensuring that restorative processes are safe is essential however, the approach to risk assessment is likely to vary considerably depending on how restorative practices are being used. A formal risk assessment process may be in place although, for indirect/informal uses of restorative practices this is more likely to be a dynamic/on the spot assessment of risk. Your employees will be asked to explain within their practice statement/s how they assess the potential risks of using a restorative process. This may be as simple taking into account the nature of situation, the state of mind of the individual/s involved or establishing whether or not a restorative process is suitable. During discussion, your RJC assessor will explore the organisation's procedures for identifying potential suitability of a restorative process, this will include how they are allocated, what risk assessment is expected and how practice may differ when using a direct restorative process.</p> <p>Your employees will be asked to explain where they can access additional information to inform their risk assessment. This might involve speaking to senior members of staff or gaining guidance from HR specialists. Within some settings for example, schools, this might include reviewing pupil records or behaviour logs. Within social care, this might be reviewing information held on internal recording software for example, LCS.</p> | <p>Employee Practice Statements<br/>Assessor Professional<br/>Discussion</p> <p>Employee Practice Statements</p> |
| 5.3 - Preparing participants     | Employees can explain how they prepare for facilitating a restorative process  | Preparation will vary depending on how restorative practices are being used. For example, when using restorative language or questioning the level of preparation is likely to be minimal. However, if an individual decides upon other forms of indirect/informal process for example, using a restorative circle or shuttling between colleagues, the amount of preparation is likely to be enhanced. Full guidance on preparing for facilitating a restorative process can be found in our Practice Guidance (2020) page 25. You should talk your assessor through how staff would prepare themselves and other individuals for   | Employee Practice Statements<br>Assessor Professional<br>Discussion  |

a restorative process. Your employees will be asked within their practice statement to provide examples of when they have used different restorative processes. As Part of this, employees will be asked to explain how they prepared themselves and participants.

|  |  |   |  |
|--|--|---|--|
| <b>5.4 - Facilitating indirect and informal restorative practice</b> | <b>Employees can explain how to deliver indirect and informal restorative processes safely</b>                         | <b>Your employees will be asked to provide examples of when they have used different types of restorative processes. This could include shuttle restorative practice, written communications between participants, ‘on the spot’ meetings or restorative circles. Full guidance can be obtained with our Practice Guidance (2020) page 33. Those staff who facilitate direct restorative process will be asked to provide a more in-depth case study to demonstrate that their facilitation is in line with the RJC’s Practice Guidance (2020). During discussion, your assessor will discuss your organisational procedures for facilitating both direct and indirect restorative processes.</b>                                   | <b>Employee Practice Statements<br/>Assessor Professional<br/>Discussion</b> |
| <b>5.5 - Facilitating and monitoring agreed outcomes</b>             | <b>Employees are aware of the types of actions which might be agreed as part of the outcome of restorative process</b> | <b>Whilst this will not apply to every restorative process, there will be instances where specific actions are identified by the participant/s which form part of an outcome agreement. Employees will be asked to explain the different types of actions which could potentially be agreed. This might include specific actions identified during a restorative circle or, an individual might have identified specific actions they need to undertake following a disagreement.</b>   | <b>Employee Practice Statements</b>  |
|  | <b>Agreed outcomes and actions are recorded in line with service/departmental requirements</b>                         | <b>During discussion, you will be asked to explain the service/department’s requirements for recording restorative processes facilitated by your staff. It may be that not all restorative processes need to be recorded for example, it is unlikely that organisations would require employees to record when they have used restorative language or have used restorative questioning. However, you might require managers or employees to record when a restorative circle, shuttle process, or other indirect/informal restorative process has been used. Your employees will be asked to explain what information they are required to record and how progress is monitored to ensure agreed actions are followed through.</b> | <b>Employee Practice Statements<br/>Assessor Professional<br/>Discussion</b> |



| 6 - Maintaining professional standards                    |  |  |  |
|---|--|--|--|
| Indicator   | Criteria   | Applicant Guidance   | Evidenced Through:   |
| 6.1 - Adhering to the RJC's Organisation Code of Practice | <b>The organisation agrees to Adhere to the RJC's Code of Practice for Restorative Organisations</b> | <b>You will be required to e-sign and return the RJC's Code of Practice for Restorative Organisations. Compliance with the Code will be reviewed on an annual basis through the renewal process.</b>                                   |  |
|   | The organisation agrees to comply with RJC requests for information                                  | Organisations are required to agree to providing the RJC with an Annual Service Monitoring Report and any other information required to ensure the organisation continues to meet the Restorative Organisation Framework requirements. | Submission of your e-signed copy of the RJC's Code of Practice for Restorative Organisations |
|   | <b>The organisation agrees to Maintain an annual RJC membership</b>                                  | <b>Organisations will only be eligible for inclusion on the RJC Restorative Organisation Register provided they maintain an annual organisational membership.</b>  |  |

## Section 4 - Restorative Organisation Code of Practice

### Introduction

Quality in restorative practice delivery is essential to provide the best possible chances of a successful outcome, to safeguard the wellbeing of participants and to build public and community confidence.

The RJC Restorative Organisation's Code of Practice describes the minimum standards of professional conduct and practice required by registered organisations in the delivery of high-quality restorative practice. The Code will refer to the RJC's Restorative Organisation Registration Framework and relevant aspects of the National Occupational Standards (where applicable) to which organisations may refer in full where necessary. An organisation may not be entered onto the RJC practice register unless they confirm they adhere to this Code of Practice. The requirements of this code are mandatory for RJC registered organisations.

### Code requirements

A registered Restorative Organisation must:

- Ensure its leaders, managers and employees are committed to embedding restorative practices across all aspects of the organisation
- Ensure that restorative practice is reflected within the organisation's strategic and operational priorities
- Ensure that internal policy and procedures promote safe and effective practice
- Ensure that leaders, managers and employees receive training commensurate with their level of responsibility as outlined in the RJC Practice Guidance (2020)
- Make sure all restorative approaches are delivered in line with the Registered Restorative Organisation framework and Practice Guidance (2020)
- Have a process in place to monitor and evaluate the quality of the restorative practice being delivered
- Not act in a way which brings the reputation of the RJC or wider restorative sector into disrepute

**Where the organisation is subject to external quality evaluations for example, Ofsted or Quality Care Commission the organisation agrees to:**

- Provide the RJC with external evaluation reports categorised as requiring improvement or below

**Where formal and/or indirect restorative processes are undertaken, A registered Restorative Organisation must:**

- Provide full and impartial information to all stakeholders who are involved in the restorative processes. This must include information about the process, the potential outcomes and the procedures for monitoring any outcome agreement that is reached between the parties as a result of their participation
- Confirm that all parties have acknowledged the harm caused, taken responsibility and are willing to participate in the process
- Ensure that appropriate consent has been gained from all parties. Such consent must be free and informed and may be withdrawn at any time. It is important that no one is pressured into taking part in any process
- Be satisfied that any restorative process is in the interest of all parties involved

- Ensure participants' safety by completing appropriate risk assessments and putting in place suitable safeguards
- Keep participants personal data securely in line with Data protection legislation and GDPR guidelines
- Ensure that any outcome agreement reached between participants as a result of a restorative process is reached voluntarily and all parties are kept informed of the progress of the outcome agreement
- Provide employees with either individual or group practice supervision every 12-weeks led by an appropriately trained practice supervisor as outlined within the RJC's Practice Guidance

## About the Restorative Justice Council

The RJC is the independent third sector membership body for the field of restorative practice. We provide a national voice advocating the widespread use of all forms of restorative practice, including restorative justice, and raise public awareness and confidence in restorative processes.

The RJC sets and champions standards for the restorative justice field, provides quality assurance, and supports organisations in the field to build their capacity and accessibility. The aim of the RJC is to enable safe, high quality restorative practice to develop and thrive.

© Restorative Justice Council 2024

T: 020 3581 5717

E: [enquiries@restorativejustice.org.uk](mailto:enquiries@restorativejustice.org.uk)

[www.restorativejustice.org.uk](http://www.restorativejustice.org.uk)

Company no 4199237

Charity no 1097969