Introduction

This guidance has been developed by the Restorative Justice Council (RJC) to assist Police and Crime Commissioners (PCCs) in the provision of high quality restorative justice (RJ).

The Restorative Justice Council is the independent quality assurance body for restorative justice. We are not providers of local services, and are not looking to win contracts to deliver restorative justice services. Our standard setting and quality assurance role is recognised in the recent Ministry of Justice Restorative Justice Action Plan (2012).

Building confidence in justice and meeting the needs of victims are key to the role of Police and Crime Commissioners. A recent ICM poll found that 88% of the public believe that victims of crime should have the right to meet the offender. Ensuring victims have access to safe, high quality restorative justice is critical to meeting victims’ needs, building public confidence, and reducing crime.

Restorative Justice gives victims the opportunity to meet the offender face to face, in a safe environment, to get their questions answered, hold the offender to account and confront them with the real impact of their crime.

Ministry of Justice research into restorative justice, with adult offenders convicted of serious offences, showed that it reduces reoffending by 14-27 per cent, leading to £9 savings for every £1 spent. 85 per cent of victims who chose to take part said they were satisfied with the process, with four out of five recommending it to victims of similar offences.

High quality restorative justice delivers excellent outcomes for victims - poor practice risks victims’ safety and wellbeing. This is why the Restorative Justice Council provides clear, evidence based standards and accreditation to ensure the quality of restorative justice delivery. With Ministry of Justice investment we have developed a new Restorative Service Quality Mark (RSQM) for organisations that show they can meet six national Restorative Service Standards.

The Restorative Service Quality Mark has the support of both ACPO and Victim Support, as well as the Ministry of Justice, as a key benchmark of restorative justice service delivery. Further information on the Standards and the Quality Mark is enclosed but if you require any further assistance please email rsqm@restorativejustice.org.uk or jemma@restorativejustice.org.uk
So that you can keep up to date and contribute to the development of restorative justice policy and practice, we would like to offer you honorary membership of the Restorative Justice Council. We will send you, for free, our quarterly magazine Resolution, including case studies, the latest research and updates on best practice. A complimentary copy is enclosed. Please let us know if this is something you don’t wish to receive in future.

On a national scale, restorative practice has developed across different agencies and services at differing levels, and this can present a confusing picture. In some areas, restorative provision is still patchy whereas in others it has developed into a multi-agency partnership incorporating statutory and voluntary sector partners who have joined to offer all people coming in to contact with the criminal justice system or conflict in the community an opportunity to participate in a restorative intervention.

As the Restorative Justice Council, our role, with Ministry of Justice support, is to promote a consistent standard and access to high quality restorative justice for all victims of crime across the country. We would like to help you do this in your area by providing you with:

- information on best practice, standards and accreditation
- advice in your commissioning role
- help with mapping what restorative services are already available locally and putting you in touch with local RJ champions in your area
- assistance with your communications in relation to restorative justice

May we also propose a personal follow-up meeting to this guidance to assist you in the commissioning process. Please contact Dani Gover, Policy and Public Affairs Manager (dani@restorativejustice.org.uk) to arrange a personal meeting.
We would like Police and Crime Commissioners to:

Commission
Commission and support quality restorative services to provide an effective cost-efficient way of serving the interests of justice and supporting victims.

Plan
Plan for a future in which restorative approaches become the default response to crime and antisocial behaviour.

Exercise
Exercise leadership in promoting high and consistent standards of RJ in your area.

Engage
Engage with the local judiciary and court staff to support in the provision of quality pre-sentence restorative justice.

Develop
Develop multi-agency partnerships and break down barriers between local agencies to ensure RJ interventions are appropriately timed.

Collaborate
Collaborate nationally on information sharing, data recording, monitoring and data publication to ensure effective service delivery that meets the required standard.

Work
Work with police forces to ensure that RJ is being delivered by RJC registered or accredited personnel applying restorative methods at all levels of RJ.

Bring
Bring to bear on Youth Offending Teams and Neighbourhood Justice Panels to ensure an authentically restorative approach, based on the RJC’s standard of accredited training and practice.
Key messages on restorative justice

RJ reduces reoffending, improves victim satisfaction and leads to cashable savings

Research by the University of Sheffield into restorative conferencing in England and Wales with adult and young offenders convicted of robbery, burglary and violent offences showed a 14 per cent reduction in the frequency of reoffending over two years compared with a control group. This reduction in the frequency of re-offending led to £9 savings for every £1 spent on restorative justice. Seven out of ten victims said the process had provided partial or complete ‘closure’ for them.  

The Sheffield research compared their findings that 85 per cent of victims were satisfied with the RJ experience to the British Crime Survey finding that only 33 per cent of victims felt that the criminal justice system met their needs.  

Norfolk police reported a re-offending rate for children and young people of just 10.4 per cent and adults of 16 per cent who had undergone level 1 to 2 restorative justice, comparing favourably with cautions of 24 per cent and reprimands of 23 per cent.  

Cheshire police’s evaluation found that the use of RJ resulted in a fall in the re-offending rate of first time entrants from 26 per cent to 12 per cent.  

RJ saves money

The Matrix Report, an independent expert analysis of the economic benefits of restorative justice, concluded that diverting young offenders from community orders to a pre-court restorative justice conferencing scheme would produce a life time saving to society of almost £275 million (£7,050 per offender). The cost of implementing the scheme would be paid back in the first year and during the course of two parliaments (10 years) society would benefit by over £1billion.
Key messages on restorative justice

Hull Restorative City evaluated a saving in policing costs with a restorative system for young offenders yielded a saving of £3.5 million.

In 2011, Norfolk police put the cost of an average restorative intervention at £25 per offender, compared with £1,036 for court proceedings.2

In Herefordshire: cost calculated for a street level RJ is £15.95 compared with the cost of a reprimand of £149.79 - a saving of £133.84.2

In North Wales: police received 234 calls to a repeat ASB problem with, on average, each call consuming an hour of police time at a cost of £7,188. Following a Level 2 restorative conference, which took 4 hours to organize and run, there were no further incidents.2

We must extend RJ beyond a focus on savings to include quality assurance.

PCCs must embed a culture of quality in the commissioning of RJ provision whether it is administered by prison, probation, police, Youth Offending Teams, Neighbourhood Justice Panels or private/voluntary sector organisations.

Providers of RJ who hold, or are working towards, the Restorative Service Quality Mark (RSQM) can be trusted.

2   www.restorativejustice.org.uk/resource/the_business_case_for_restorative_justice_and_policing/
Implementing restorative justice in practice

As mentioned above, restorative practice has developed across different areas, agencies and services at differing levels. The following case studies provide an insight into the implementation of RJ in certain areas and will prove helpful in assessing the best way forward in your area.

1) Kent Criminal Justice Board – a joined up approach to restorative justice
The Kent Criminal Justice Board members could see the benefits of restorative justice and acknowledged there was a good foundation in the county as many of the criminal justice agencies were completing restorative justice. Board members wanted to do more restorative justice in conjunction with criminal justice proceedings and join everything up between the agencies. Board members wanted a model that could offer restorative justice at any point in the criminal justice system; an ‘end to end’ model.

What did Kent do to create this ‘end to end’ model?
Established a multi-agency Vision, Strategic Objectives and Deliverables
A shared strategic vision, objectives and deliverables for restorative justice was developed and agreed to by Police, Probation, Integrated Youth Services, Her Majesty’s Prison Service, Crown Prosecution Service and Her Majesty’s Courts and Tribunals Service.

Agencies involved in the Kent Delivery Model are:
- Police
- Police and Crime Commissioner
- Probation
- Integrated Youth Service
- Her Majesty’s Courts and Tribunals Service
- Her Majesty’s Prison Service
- Crown Prosecution Service
- Victim Support
- Project Salus and Restorative Solutions (External Service Provider)
Established a strong governance structure

- A governance structure with clear accountability and responsibilities was established.
- A senior manager project lead, which was the KCJB Programme Manager.
- Senior and middle manager representation on the Restorative Justice Project board from all agencies involved was ensured.

Established a multi-agency single point of contact network across all involved agencies

A Single Point of Contact (SPOC) for each agency involved in our new delivery model was established, which act as conduits between the agencies as well as a support network for each other and trained staff.

Standardised processes and practices across all agencies involved in delivery

A multi-agency lean event took place for a week that designed key multi-agency processes, practices and terminology to ensure standardisation across all parties involved in the model. Through this lean event a practitioner’s guide has been created and made available to all trained staff.

Made restorative justice delivery sustainable through co-commissioning

The co-commissioning of an external service provider to work with criminal justice agencies has been completed. Police, Probation and Integrated Youth Services had multiple contract and ad hoc agreements. Better value for money, improved performance and a better ability to collectively hold the provider to account are all benefits that are yielded. There is one contract for service delivery for all three criminal justice agencies.

Built an internal restorative justice delivery capability

Identified staff across all agencies have been trained as Restorative Justice Conference facilitators to increase local capacity to deliver restorative justice. This was achieved through the National Offender Management Service Capacity Building Programme, where the KCJB bid for training was successful.

Communication planning and execution

- A multi-agency communications plan was established.
- Regular communication with staff has been essential and the agency senior champions have been crucial to disseminating the details about our restorative justice plans.
- A formal launch of the new delivery model took place in December 2013 involving criminal justice agency heads and senior managers, front line staff that had been trained up as facilitators, managers and very importantly a victim and offender that had been through the restorative justice process, who gave their views to conference attendees of the restorative justice experience.
- A leaflet for internal criminal justice staff and external public use has been developed and published and is in use.
End to end model opportunities

Kent was invited to be a pathfinder site for pre-sentence restorative justice in Magistrates Courts. This made perfect sense to us as it helped us to realise our ‘end to end’ vision for restorative justice, making it available to victims and offenders at every stage of the criminal justice system. If a victim is offered restorative justice at the beginning of the criminal justice process and does not want to take part in it at that point they can always ring up the criminal justice member of staff or Victim Support to reinstate the offer of restorative justice when they are ready to do so.

Where Kent are now

- The new Kent Criminal Justice Board Restorative Justice Delivery Model has gone live.
- Kent have referrals flowing through our new processes.

The future

- We are projecting our restorative justice numbers for the next 3 years to try and ascertain funding requirements to sustain our model.
- A number of our staff that have been trained as facilitators will during 2014 be trained up as trainers to build a training capability within the Kent criminal justice agencies.

Forecast Benefits

The approach and local delivery model developed has enabled the forecast of

- Improved victim experience and satisfaction
- Improved offender experience
- Reduction in offending from offenders that go through the restorative justice process
- Improved multi-agency communications
- Cashable savings
2) Greater Manchester – Restorative Policing

Greater Manchester Police exemplify the speed with which forces have built on pioneering work elsewhere to spread the use of informal community resolutions and restorative justice. Since 2010, more than 6,000 police, PCSOs and special constables have been trained to use RJ. This use of RJ is allowing a more proportionate and efficient use of the resources employed within the force.

Greater Manchester force policies allow for all three levels of RJ intervention work from Level 1 to Level 3. Level 1 (Street RJ) and Level 2 (Restorative Conferencing) provide the most gains for policing and both are primarily used to divert offenders out of the CJS.

Street RJ is used with minor crimes on the spot and is quick and easy to utilise. This includes Youth Restorative Disposals as well as Community Resolutions. Between 9,000 and 10,000 Level 1 disposals take place every year.

Restorative Conferencing is used to tackle more serious crimes and incidents, persistent ASB or neighbourhood disputes, where a clear community impact is demonstrated. These offer very significant cost savings in future policing time through effective problem solving.

Level 3 RJ interventions are often in partnership with prisons and probation for serious offenders post-sentence.

No offence is specifically excluded from the use of RJ, although its use for some offences, including sexual offenders, hate crimes and domestic violence, are subject to special considerations and approval. In April 2011-March 2012: 1,566 young offenders in Greater Manchester were dealt with using RJ. Rate of known reoffending following these RJ cases of 23 per cent can be compared with national figure of 36 per cent for young people formally cautioned or convicted in court.

Greater Manchester Police are the first police force working towards achieving the RJC’s Restorative Service Quality Mark.

3) Northern Ireland – Restorative Youth Conferences

In a decade, restorative youth conferences have become the mainstream response in Northern Ireland to young people under 18 whose offending has reached the point where they face prosecution. The Independent Commission on Youth Crime recommended in 2010 that this model should be adopted throughout England & Wales. More than 15,000 young people have been referred to youth conferencing in Northern Ireland in ten years. The proportion of young offenders convicted in court who were sentenced to custody fell from ten per cent in two years at a time when the proportion referred by the court to youth conferencing grew from one per cent to 23 per cent.

Further information on Restorative Youth Conferences can be found at: www.rjc.org.uk/resource-youth-justice
4) Restorative Gloucestershire – a restorative multi-agency partnership

Restorative Gloucestershire is a group of statutory and voluntary sector partners that have joined with the aim of offering all people who come into contact with the Criminal Justice System (CJS), or who come into conflict in the community, an opportunity to participate in a restorative intervention in Gloucestershire.

In 2011 Restorative Solutions CIC secured funding from the Ministry of Justice Victims and Witness Fund and The Underwood Trust to develop a neighbourhood restorative justice programme. Gloucestershire is one of the pilot areas, along with Newham and Avon and Somerset.

Key to the success of the project was a core of excellent volunteers who remained committed, despite the difficulties faced by an environment of rapid change with key stakeholders and project managers being replaced.

Becky Beard, The Project Coordinator for Restorative Gloucestershire, observed: “Once we had consistent leadership through Sally Crook, Assistant Chief Constable of Gloucestershire Police, and a clear direction and commitment from the Gloucestershire PCC, Martin Surl, who stressed the importance of RJ in his police and crime plan, the project really started to take off.”

A roll-out event was held in September 2013 attended by the Victim Commissioner, Baroness Helen Newlove.

ACC Sally Crook said: “We took the decision to stop referring to this as a project and recognise it had a place as core services across Gloucestershire. We had terrific buy in from a wide range of agencies and we used the event to showcase what had been achieved by hearing first hand from both victims and offenders. I think it really showed everyone what restorative approaches is all about – changing peoples’ lives.” The event was also used as a recruitment opportunity for new volunteers and 40 attended.

The PCC has now provided funding to ensure the future of the restorative service across Gloucestershire and the steering group has strengthened with new partners reflecting new referral opportunities.

The project is currently receiving a growing number of referrals and delivering an increasing number of face to face conferences both by volunteers and professionals also trained in restorative approaches. Restorative Solutions have introduced a new process from probation where the offender is passed and prepared for the conference by probation staff, and the victim by volunteers, and they combine to deliver the conference as a team.

The Chief Executive of Restorative Solutions said: “We have been very pleased that the project has overcome the complex implementation issues that these types of initiatives encounter. In the final analysis, it is when you experience first-hand the difference this process makes for individual victims and offenders that you realise the effort is definitely worthwhile. This is all about people.”

A recent participant said: “I would say to anyone considering going through RJ, please do it for your own sake and for the sake of the offender. I’d encourage anybody to at least try and do it, and I hope in the future to be able to facilitate that. I’ve now volunteered to be an RJ facilitator.”

Further details about Restorative Gloucestershire can be found at: www.restorativegloucestershire.co.uk
How do we ensure that standards are embedded into restorative practice?

The RJC have a website where you can search for:

- Registered trainers.
- Registered and Accredited practitioners.
- Services who have been awarded the Restorative Service Quality Mark.

For a trainer to be on the register, they must show they are delivering to the code of practice for trainers.

For a practitioner to be eligible to be on the register they have to have been trained by a trainer on the register. Accreditation is for practitioners who have been practicing for some time - they must evidence, with cases that they have worked on, that they are delivering to the standard.

Organisations providing a restorative service

The RJC’s Restorative Services Quality Mark (RSQM) is a quality mark for restorative services who can demonstrate they meet the six Restorative Service Standards. The Restorative Service Standards describe the requirements needed to provide a safe and effective restorative service. Based on local consultation, the standards allow for flexibility in local delivery models to meet service users’ needs.
RJC Restorative Practitioner Register: The Journey to Accreditation

Restorative Practice Facilitation Training

Either

- Complete a restorative practice qualification backed by the RJC
- Receive direct Accreditation from the RJC

Associate Member

Or

Accredited Practitioner
The Restorative Service Standards

The Restorative Service Standards describe the minimum requirements needed to provide a safe and effective restorative service. Based on local consultation, they allow for flexibility in local delivery models to meet service users’ needs.

01: Leadership

The Standard:
Leaders champion restorative practice, ensuring it is clear how restorative processes support the organisation’s aims and values. Leaders own restorative practice at a senior level and ensure that all staff understand the value of restorative practice to the organisation and its aims. Leaders ensure that effective systems are in place for delivering restorative practices. Leaders are committed to continually improving the effectiveness of restorative practices and ensure that improvement takes place.

02: Strategy, Policies and Plans

The Standard:
Restorative practice is included in the organisation’s overall strategy, business plan and other relevant policies and plans. Policies and plans with regard to restorative practice are based on consultation with stakeholders, the local context and national guidance. They are realistic and deliverable, and have sufficient resources allocated to them. Staff understand the restorative practice policies and plans. Progress against plans is regularly assessed and action taken where necessary.

03: Working Together

The Standard:
Restorative practice delivery is based on working together effectively with external organisations in order to deliver services properly and achieve the right outcomes for service users. There is also internal collaboration to ensure that restorative practice services are delivered effectively. Access to restorative processes is undertaken effectively and in accordance with a defined procedure.
04: People, Training and Support

The Standard:
Staff who provide restorative services are properly trained and competent to carry out their role. They are clear about their role. They have access to effective support and supervision, line management, professional development and peer support. New staff involved in restorative practice are given appropriate job descriptions and induction which covers restorative practice within the organisation.

05: Service Delivery and Users

The Standard:
Restorative practices services are delivered safely, effectively and consistently by staff in accordance with best practice and legislation. Services are focussed on the needs of users. Service users, and potential service users, are communicated with effectively. All services are inclusive and accessible.

06: Monitoring, Evaluation and Performance Improvement

The Standard:
The organisation defines what its output and outcome measures are and makes sure that they relate to its aims for restorative practice. Monitoring is undertaken in relation to these measures and evaluations made of performance against the measures. Targets are set where necessary. Data is collected and recorded accurately and in accordance with any national guidance and legislation. Comparison of performance is made with other organisations providing similar restorative services. Feedback and user satisfaction data form part of the performance measurement process. Improvements to processes are made based on the data obtained and evaluations undertaken.

You can demonstrate that your organisation is meeting the Restorative Service Standards by applying for the RSQM. Visit rjc.org.uk/rsqm for more information.
Police and Crime Commissioners discuss how and why they hope to be using restorative justice in their areas

Alun Michael, PCC for South Wales

“Ever since seeing practical examples of restorative justice in action in Thames Valley when I was Deputy Home Secretary, I have been convinced that a victim-focused approach to restorative justice is good from every perspective – provided it is used consistently and professionally. It has taken too long for this to become a central element in our approach to justice and that is why I want South Wales to become an exemplar of restorative justice. It is a key priority within my Police and Crime Plan and I want to promote a well-informed partnership approach across the local criminal justice landscape, working with local authorities, probation, NOMS, Welsh Government and others to achieve a consistent approach.

“Restorative justice is already being used in different settings across South Wales, but it is extraordinarily difficult to map the activity or to discover what methods and principles are being used. It is even more difficult to get a sense of the outcomes that are being achieved. Having identified that problem, my staff are trying to work with partners across the region and to co-ordinate action through the South Wales Criminal Justice Board to develop an understanding of activity and approaches in our area.

“I am supporting a local charity to research, scope and map the training and provision of restorative justice within agencies across South Wales. The main objectives of the project are:

- Map restorative justice activities and approach across South Wales.
- Identify areas of good practice in restorative justice approaches across South Wales along with significant gaps and opportunities to develop.
- Evaluate the quality of delivery against Restorative Justice Council and Youth Justice Board criteria.
- Establish an exemplar framework for restorative delivery across partnerships from early intervention to serious harm in the criminal justice system.
- Seek to establish a Welsh Centre for Restorative Approaches as a resource to promote restorative approaches.
- Produce a detailed report and a directory of South Wales restorative services, trainers, and practitioners.

“Once we have successfully mapped the activity within South Wales, our challenge will be to align our approach with existing practices. I hope we can bring a level of consistency to restorative services throughout South Wales.
“Restorative processes can play a key part in repairing harm and empowering victims to achieve positive outcomes from incidents of crime, as well as changing hearts and minds. My vision is to ensure that all appropriate victims have the opportunity to be engaged in restorative justice events as part of a wider approach to delivering services to victims.

“It has taken far too long for restorative justice to become a central element in our criminal justice society and more widely in British society, but that aspiration is now widely shared and we must seize the opportunity. Carpe Diem!”

Martin Surl, PCC for Gloucestershire

“In Gloucestershire, we work with restorative justice (RJ) where victims’ needs are taken into account and offenders must take responsibility for their actions, and I fully support that. I have just awarded a £75,000 grant over the next two years to Restorative Gloucestershire, a group of statutory and voluntary sector partners that have joined with the aim of delivering a project that will offer all people who come into contact with the CJS, or in conflict within the community, an opportunity to participate in a restorative intervention where appropriate. The project will be delivered via the Restorative Gloucestershire Partnership group which reports to the Gloucestershire Criminal Justice Board via myself as the chair. We have also been given some money by the Ministry of Justice for capacity building. We previously faced the possibility of no funding for RJ after March 2014, so the grant is a very positive development.

“On a practical level, there can sometimes be a high turnover of staff and volunteers on the ground, which means losing practitioners and re-training people. However, in Gloucestershire we are very lucky to have such a supportive partnership so that any challenges or barriers are usually dealt with very quickly through our steering group.

“Evidence shows that restorative justice is effective in reducing crime, helping victims in a healing process, holding offenders to account and increasing their awareness of the harm they have caused. It is a theme running through my police and crime plan. Quality restorative justice begins with the training, and we have ensured that everyone has been trained using consistent training from Restorative Solutions. We also use a number of volunteers who are registered and accredited practitioners with the RJC. We use these volunteers to mentor new and existing practitioners, and this ensures a continuity of quality practice.

“Over the coming months, hundreds of officers and Police Community Support Officers will be trained in how to use restorative justice. Some personnel in Cheltenham and the Cotswolds already use restorative justice, and at a special conference in September, opened by ACC Sally Crook, the Force signalled our intent to spread the practice countywide. We are also training a new cohort of volunteers that will increase the current capacity by 50 per cent. Police trainers will also be assisting the training of other partner agencies in the county, emphasising the importance of partnership working. It is hoped that restorative justice will then be accessible all over Gloucestershire.”
Key questions on the Restorative Service Quality Mark

01. What is the RSQM?
The Restorative Justice Council’s Restorative Service Quality Mark is a quality mark for restorative services who can demonstrate they meet the Restorative Service Standards. Each standard contains indicators against which performance can be measured. The standards will be used by the RJC to assess the quality of service delivery.

02. What are the Restorative Service Standards?
The Restorative Service Standards describe the minimum requirements needed to provide a safe and effective restorative service. Based on local consultation, they allow for flexibility in local delivery models to meet service users’ needs.

03. Why Standards and RSQM?

04. Why are the Restorative Service Standards important?
The standards will ensure quality of provision and participant safety in the restorative process. The Restorative Service Standards are based on widespread consultation with stakeholders as well as the research evidence and practice experience of those who have been delivering quality, sustainable restorative services across a range of sectors, for many years.

05. What authority does the RJC have to operate the RSQM?
The RJC is the voluntary professional body for the restorative practice field and one of our core functions is to provide quality assurance. The RJC staff team who operate the RSQM, have a mixture of quality assurance, restorative practice and training skills and knowledge. The team has completed internal quality assurance training and some have achieved the qualification.
06. How is the RSQM different from other quality marks?
The RSQM has been designed specifically for the restorative practice field and can be used by agencies who are based in the public, voluntary and commercial sectors. The Restorative Service Standards which underpin the RSQM cover every area of service delivery.

07. What are the benefits of achieving the RSQM?
The RSQM will have a wide range of benefits for services which hold it, as it provides developmental and self-reflection opportunities as well as a final assessment. For more information visit rjc.org/uk/rsqm.

08. Has the RSQM been evaluated?
The RSQM was tested during summer 2013 and was independently evaluated by the Charities Evaluation Service. Further developments were made in light of the evaluation.

09. How much does the RSQM cost?
Fee structure for 2014/2015:

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Cost</th>
<th>Example of restorative agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Fee</td>
<td>£3,000</td>
<td>Probation service, small police force, school, youth offending team, prison</td>
</tr>
<tr>
<td>Large Agency</td>
<td>£4,500</td>
<td>Police force, large local authority</td>
</tr>
<tr>
<td>Small Agency</td>
<td>£1,500</td>
<td>Local voluntary sector service</td>
</tr>
</tbody>
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10. What is the difference between practitioner registration and the RSQM?
Practitioner registration is aimed at individual practitioners, whilst the RSQM is for a restorative service.

11. How does practitioner accreditation relate to the RSQM?
Practitioners who have achieved accreditation have demonstrated that they are delivering safe and effective restorative practice. This is also an essential ingredient of the RSQM and relates to Standard 5 - Service delivery and users.
12. How long will it take to get the RSQM?
From the point of your initial application for the RSQM assessment to achieving the RSQM will take between three and six months, and the pace will very much be set by you.

13. How can I get help to work towards the Quality Mark?
There is support to develop your service if required. For more information visit rjc.org.uk/rsqm or email rsqm@restorativejustice.org.uk.

14. Do the RJC offer consultancy support?
Yes. The RJC have recruited and trained a team of consultants who can help you work towards the RSQM. Our team can be viewed at the RJC website at rjc.org.uk/rsqm-team.

15. Should restorative practitioners be accredited?
We would encourage all services to promote practitioner accreditation. This is one way in which you can invest in your staff and volunteers’ personal and development and, like the RSQM itself, accreditation offers independent recognition of your practitioners’ experience.
Accredited Practitioner status can be achieved by either completing a qualification approved by the RJC or direct accreditation by the RJC.

16. How long does the RSQM last for?
Three years.
Q&A on the Restorative Justice Council and RJ
01. What is restorative justice?
It’s when a victim wants to meet an offender after a crime and talk about what happened. The meeting, also known as a restorative conference, looks at what happened, who got hurt, and what needs to happen now to repair the harm. In criminal justice, restorative processes give victims the chance to tell offenders the real impact of their crime, to get answers to their questions, and an apology. Restorative justice holds offenders to account for what they have done, helps them understand the real impact of what they’ve done, to take responsibility and make amends.

02. What are the ultimate goals of RJ?
- Restorative Justice aims to repair the harm of conflict or crime. The evidence shows that it:
  - Gives victims a voice
  - Gets the offender to take responsibility for their offender and take action to change
  - Reduces crime

03. Does it work?
The Government funded a £7 million seven-year research programme in to restorative justice. The research showed that 70 per cent of victims chose to take part in face to face meetings which led to 85 per cent victim satisfaction. This satisfaction is a result of giving victims something the court process doesn’t – a voice – answers to their questions – and the chance to confront the offender with the real impact of their crime. The research also showed it reduces re-offending by 14-27 per cent - making offenders face up to the real impact of their actions and encouraging them to take responsibility.

04. In terms of re-offending, how does RJ compare to other criminal justice interventions?
We are not aware of any criminal justice intervention that performs so consistently as RJ in reducing re-offending. RJ out performs formal justice alone consistently across a range of offence categories of varying types and seriousness and of varying kinds of offenders. We know of no other intervention tested in the same way as RJ, that has demonstrated such a substantial effect on reoffending.

05. Does RJ work for all crimes?
Restorative justice should be available for all victims of crime who want it, subject to a risk assessment by a trained restorative justice professional. We have seen restorative justice work for victims of rape and families of homicide victims. When offered alongside the right sentence for the offender, restorative justice can meet the needs of victims of crime, from low level crimes to serious crimes.
06. How do you keep people safe?
Restorative Justice only works if it’s done well. Victims have to know that they are at the centre of the process and trust the facilitator that it will be safe, and meet their needs. This is why standards, training and accreditation are so important. The RJC published Best Practice Guidance and we provide accreditation for facilitators. Risk assessment and preparation are essential for a safe, high quality restorative process that meets everyone’s needs.

07. How does the RJC ensure that RJ is delivered to a high standard?
The Restorative Justice Council has developed the Restorative Service Quality Mark for organisations delivering RJ and for restorative services who can demonstrate they meet the Restorative Service Standards. Each standard contains indicators against which performance can be measured. The standards will be used by the RJC to assess the quality of service delivery.

08. What if a victim or offender shouts or threatens the other person in the meeting?
Through many stages of preparation and detailed risk assessment this hardly happens. If an Accredited Practitioner picks up any risk of violence or intimidation at the preparation stage, they would either stop the process, suggest an indirect meeting (e.g. by teleconference) or find a way to minimise the risk.
For a restorative conference, there should always be a co-facilitator and clear ground rules. Expression of strong emotions is fine and a healthy part of a good restorative process – often it’s what both the victim and offender need – but if there is any risk of this tipping over into intimidation or re-victimisation the facilitator is trained to stop the meeting and call time out. This is an absolute last resort.

09. Isn’t RJ soft on crime – with offenders pretending to be sorry just to get time off?
Restorative justice isn’t an alternative to the Criminal Justice Process – it runs alongside the sentencing process – but gives victims something more. Offenders often say they found it much harder to face the victim than to go to court. Some offenders may go into the process only feeling partially remorseful – but it’s often meeting the victim face to face, and hearing the real impact of their actions, that brings about a real sense of remorse and desire to change. This is the power and potential of a restorative justice meeting. We don’t need perfect victims or perfect offenders to take part. The research shows that this process works for almost all victims (85%) and reduces offending in about a third of cases.
“Nothing prepared me for it. I think the main fear was looking in to the eyes of people that I'd stolen from. I had nightmares over it, I was that worried.”

(17 year old burglary offender)
10. How much RJ is taking place?
The RJC is developing a national database of RJ provision and a case management system to obtain a more centralised consistent picture.

11. Who is eligible and suitable for RJ?
Both the victim and the offender need to be willing to undertake an RJ activity. Suitability for RJ is assessed through a detailed risk assessment by a trained restorative justice professional, in line with the RJC’s Best Practice Guidance. RJ should be available for all victims of crime who want it as it can meet the needs of victims of the most minor to the most serious crimes.

12. What are the costs associated with RJ?
Costs for an RJ activity will vary. There are costs involved in initially supporting the victim/offender in talking through RJ as an option through to undertaking the activity i.e. face-face conference as well doing the necessary follow-up.

13. What is the Restorative Justice Council?
We’re an independent charity and membership body – our members are the individuals and organisations providing restorative justice across the country. We provide the national voice and quality assurance for restorative practice – through our Trainer and Practitioner Registers, and our new Restorative Service Quality Mark for organisations. We support and equip our members to deliver quality services through guidance and standards, events, publications, and providing support and advice on a one to one basis.

14. How is the RJC funded?
The RJC was founded in 1996 and grew through memberships and the generosity of grant making trusts. We have occasionally had project funding from Government, for example to review and republish Best Practice Guidance, and to launch our Practitioner Accreditation and Register in 2011. In 2013 the RJC secured for the first time significant Government investment of nearly £1 million, to enable us to grow our services and support and deliver our actions under the 2012 MoJ Restorative Justice Action Plan.

15. Who are the RJC Members?
Our members are made up of supporters, training providers, individual practitioners and affiliated organisations. We have around 1,000 members who directly elect seven of our twelve Trustees on the Council.