

Service Provider 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 Service Provider's Code of Practice describes the minimum standards of professional conduct and practice required by registered service providers in the delivery of high-quality restorative practice. The Code will refer to the RJC's Service Provider Registration Framework and relevant aspects of the National Occupational Standards (where applicable) to which providers may refer in full where necessary. A service provider 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 service providers.

Code requirements

A registered Restorative Service Provider must:

- Provide participants with full and impartial information on restorative justice processes and how they can access a service. This must include information about the process, the potential outcomes and the procedures for monitoring the implementation of any outcome agreement that is reached between the parties as a result of their participation
- Confirm that all parties have acknowledged the basic facts of the case, taken responsibility and are willing to participate in the process
- Obtain written consent from all participants. Such consent must be free and informed and may be withdrawn at any time.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, taking account of the sensitivities of the case and/or the vulnerability of the participants, particularly in cases involving sexual or domestic violence, human trafficking, stalking and child sexual exploitation
- Ensure participants safety by completing appropriate risk assessments and putting in place suitable safeguards
- Ensure participants are not automatically precluded based on the harm involved or crime type. However, the facilitator will consider a range of issues, including the risk of re-victimisation, and may decide that it would not be appropriate for restorative process to take place
- Make sure any restorative process is delivered by an RJC registered practitioner and is in line with the Registered Practitioner competency levels
- Make sure that appropriate safeguards are in place to protect the confidentiality of all discussions relating to, or that are part of, a restorative process. Such discussions must not be disclosed without the agreement of all parties unless there is an overriding public interest or legal requirement to do so
- Keep participants personal data securely and separate from each other in line with Data protection legislation and GDPR guidelines
- Ensure that any 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