



The Restorative Service Standards

The Restorative Service Standards set out the requirements for the delivery of a high quality restorative service. They provide a benchmark for organisations wishing to develop and improve their restorative service. The aim of these standards is to:

- Improve the quality of restorative services.
- Increase participant safety.
- Raise participant confidence in the restorative process.

The Restorative Service Standards are designed to be used both to enable services to assess the quality of their own provision and by the RJC for the purposes of RSQM assessment. The Standards apply across all delivery sectors (for example, criminal justice, health and education) and can be used by any restorative service provider.

There are six Restorative Service Standards. Each Standard is comprised of between three and six indicators which, when combined, make up the overarching standard.

Restorative Service Standard 1 - Leadership

Restorative practice is championed at a senior level, with leaders promoting the strategic importance of restorative practice and ensuring its delivery is safe and effective.

- 1.1 Leaders demonstrate a commitment to restorative practice, understanding its importance to the achievement of organisational objectives.
- 1.2 Leaders motivate and empower relevant staff to deliver good restorative practice communicating clearly its value.
- 1.3 Leaders take responsibility for ensuring the development and implementation of policies and procedures which promote safe and effective restorative practice.

Restorative Service Standard 2 - Strategic and operational planning

Effective restorative practice is embedded within the organisation's strategic and operational policies and plans.

- 2.1 The delivery of safe and effective restorative practice relates clearly to the strategic objectives of the organisation.
- 2.2 The delivery of safe and effective restorative practice is embedded in the organisation's business planning and other relevant operational policies and plans.

- 2.3 Restorative practice objectives and plans are realistic, measurable and deliverable having sufficient resources allocated to their achievement.
- 2.4 The organisation's relevant policies and plans take account of stakeholder and organisational requirements relating to restorative practice.
- 2.5 Staff understand the importance of restorative practice to the organisation's aims, priorities and strategy and how it relates to their role.

Restorative Service Standard 3 – Collaborative working

The organisation works collaboratively to deliver safe, effective and consistent restorative practice.

- 3.1 The organisation identifies and encourages effective collaboration with relevant external partners
- 3.2 The organisation is clear regarding the outcomes sought from working with its external partners and the procedures to be followed towards achieving these outcomes.
- 3.3 The organisation works with relevant partners to deliver safe and effective restorative practice, encouraging the sharing of information in line with relevant RJC guidance and legislative requirements.
- 3.4 Active internal collaboration supports the provision of effective restorative practice

Restorative Service Standard 4 - Supporting and developing people

The organisation supports and develops its people in providing good restorative practice.

- 4.1 All individuals delivering restorative practice receive restorative training relevant to their role and development needs in line with relevant RJC guidance, codes of practice.
- 4.2 The organisation implements procedures which are effective in developing and maintaining the relevant levels of competence of all individuals involved in providing restorative practice in line with relevant RJC guidance.
- 4.3 Good restorative practice is identified and disseminated across all relevant individuals within the organisation.
- 4.4 Individual and team performance in restorative practice is managed effectively, in line with the organisation's policies and procedures and relevant RJC guidance.
- 4.5 The organisation has effective practitioner supervision arrangements in place for those delivering restorative practice in line with RJC guidance.

Restorative Service Standard 5 – Service delivery

Delivery of restorative practice is safe, effective and accessible.

- 5.1 The organisation ensures that those delivering restorative practice act in accordance with relevant RJC guidance in relation to preparation, facilitation and follow up.

- 5.2 Restorative interventions are delivered only by those individuals with relevant skills, experience and knowledge.
- 5.3 Restorative interventions meet the needs of participants
- 5.4 Communications with potential and actual restorative practice users are appropriate for their needs.
- 5.5 The organisation makes sure that individuals and teams maintain records regarding restorative practice in line with organisational policy and procedures which fulfil relevant RJC guidance, codes of practice, and legislative requirements.
- 5.6 Agreed procedures for identifying and recording user feedback are understood and maintained by all individuals involved in providing restorative practice.

Restorative Service Standard 6 – Evaluating and improving

The organisation monitors and evaluates restorative practice performance and demonstrates a commitment to continuous development and improvement.

- 6.1 Progress against individual, team and organisational restorative practice objectives is evaluated to determine areas of strength and development.
- 6.2 The organisation implements quality assurance procedures which are effective in maintaining safe, effective and consistent restorative practice.
- 6.3 Relevant feedback from restorative practice users and/or partner organisations is used to inform the development of individual and organisational restorative practice.
- 6.4 The organisation maintains networks with other providers of restorative services, using relevant comparative information to inform the development of its own restorative practice.
- 6.5 The organisation uses the evaluation of its restorative practice and relevant developments in the field of restorative practice effectively in informing a programme of ongoing improvement.