

The Restorative Service Standards

The aim of the Standards:

These Standards aim to:

- Improve the quality of services provided to users of restorative services.
- Ensure participant safety in the restorative work organisations undertake.
- Provide individual participants with confidence in the restorative work undertaken by organisations.
- Ensure standards of evidence-based effective practice are met and maintained.
- Provide a benchmark for organisations and a route map for development of restorative practice within an organisation and/or as a service to the public.

When used with the Restorative Services Quality Mark (RSQM), these Standards also:

- Provide independent recognition for organisations for the restorative work they undertake.
- Provide a badge of quality which gives the public, inspectors, commissioners, funders and other agencies confidence in the restorative service.

Principles of the Standards:

1. These Standards are a statement of good practice in the field of restorative practice. 'Good practice' is defined as the minimum quality of service required to ensure safety and effectiveness.
2. The Standards are designed to be used for both self-assessment by restorative service providers (to identify issues where they need to make improvements) and for the purposes of assessment against the RSQM.
3. The Standards can be applied to all types of service providers, although they need to be interpreted differently depending on the context. The Standards can be applied in two distinct organisational arrangements. Firstly, where there is a discrete project within a larger organisation that provides restorative processes and advice to the rest of the organisation and clients. Secondly where the whole organisation operates on restorative practice principles. In this document, when we refer to organisation it includes both these arrangements. It is appreciated that there will be organisations that fall between these two definitions. To aid in the interpretation of the Standards, further guidance is provided in the RSQM self-assessment and RSQM process.
4. There are six Themes in this document. Each Theme is laid out in the same way:
 - **The Standard** – this provides an over view of what the Theme is trying to achieve.
 - **The Indicators** – a number of definitive statements of requirements that must be met for the RSQM in particular.
5. There is a glossary of the main terms used at the end of the document.
6. Where an indicator requires the existence of a policy, procedure, guidance, etc, then it also requires it to be understood by relevant staff/volunteers and followed.

Theme 1: 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 relevant staff/volunteers 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.

Indicators

- 1.1 Leaders are committed to and effectively support and promote the use of restorative practice in their organisation, both internally and externally. They endorse the philosophy and communicate clearly how restorative practice helps to achieve the organisation's aims and values.
- 1.2 Leaders set aims for restorative practice and define the outcomes that should be achieved by it.
- 1.3 Leaders ensure that the values and principles of restorative practice are understood and upheld by staff/volunteers and that policies and procedures are in place to ensure that restorative practice is safe, effective and responsive to the needs of participants.
- 1.4 Leaders are committed to continually improving restorative practices and ensure that improvements to the service are identified and implemented.

Theme 2: 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/volunteers understand the restorative practice policies and plans. Progress against plans is regularly assessed and action taken where necessary.

Indicators

- 2.1 Restorative practice is explicitly included in the organisation's overall strategy and business plan. It is also included in other policies and plans that are relevant to it, including the wider policies of the organisation.
- 2.2 Restorative practice policies and plans are developed and reviewed based on stakeholder consultation and feedback, the local context, and any national guidance.
- 2.3 Restorative practice policies and plans are realistic and deliverable, with sufficient resources budgeted for restorative practice to ensure that policies and plans are met and activities can be delivered safely and effectively.
- 2.4 Staff/volunteers are told about and understand the policies and plans that relate to restorative practice.

2.5 Progress against plans is regularly assessed and action taken where necessary.

Theme 3: 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.

Indicators

- 3.1 The organisation identifies those external partners (including stakeholders) that it needs to work with to deliver safe and effective restorative practices.
- 3.2 Where necessary, there are formal agreements with external partners that define how the two organisations work together and the outcomes that they want to achieve. These agreements include the sharing of personal information and data in accordance with legislative requirements.
- 3.3 There is effective communication with external partners.
- 3.4 There is effective collaboration internally between teams and individuals involved with restorative practice that ensures that the desired outcomes for service users are achieved.
- 3.5 There is a procedure for internal and/or external access to restorative processes, which is clearly communicated to staff/volunteers and potential service users.

Theme 4: People, Training and Support

The Standard

Staff/volunteers 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/volunteers involved in restorative practice are given appropriate job descriptions and induction which covers restorative practice within the organisation.

Indicators

- 4.1 All staff/volunteers who are involved in restorative practice services have been trained as defined by the latest version of the [RJC Code of Practice for Trainers and Training Organisations of Restorative Practice](#).
- 4.2 All staff/volunteers who are involved in restorative practice services are competent as defined in Section A of the latest version of the [Best Practice Guidance for Restorative Practice](#).
- 4.3 All staff/volunteers who are involved in restorative practice services are able to articulate how it relates to their role.

- 4.4 All staff/volunteers who are involved in restorative practice services have effective support and supervision as defined in Section E of the latest version of the [Best Practice Guidance for Restorative Practice](#).
- 4.5 All staff/volunteers who are involved in restorative practice services have effective line management as defined in Section F of the latest version of the [Best Practice Guidance for Restorative Practice](#).
- 4.6 All staff/volunteers who are involved in restorative practice services have opportunities to identify suitable training and are given continuing professional development.
- 4.7 All staff/volunteers who are involved in restorative practice services have the regular opportunity to reflect together on practice, suggest ideas, and identify actions to improve outcomes for restorative practice service users.
- 4.8 New staff/volunteers involved in restorative practice are given appropriate job descriptions and induction which covers restorative practice within the organisation.

Theme 5: Service Delivery and Users

The Standard

Restorative practice services are delivered safely, effectively and consistently by staff/volunteers in accordance with good 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.

Indicators

- 5.1 All staff/volunteers who are involved in restorative practice services understand what to do and how to do it: all work is undertaken as defined by the requirements of Sections A to D of the latest version of the [Best Practice Guidance for Restorative Practice](#).
- 5.2 All relevant requirements of legislation and relevant Codes of Practice are understood by staff/volunteers and are being followed.
- 5.3 All services provided are user-focused and the organisation meets the requirements of Section G of the latest version of the [Best Practice Guidance for Restorative Practice](#).
- 5.4 Service users and potential service users are communicated with effectively. They are aware of what services are provided. All material about service delivery for users and potential users is kept up to date and is easily accessible in appropriate languages and media.
- 5.5 The service is inclusive and accessible, relevant legislative requirements are met, and the needs of different types of service user are reflected in policies, service provision and communications.
- 5.6 There is a clear and well-advertised complaints procedure, which all service users can understand and access. Records are kept of all complaints and actions taken.

Theme 6: 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 national guidance and legislation from RJC or the UK Government. The organisation networks with other organisations providing restorative practice and learns from them. . 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.

Indicators

- 6.1 Output and outcome measures that demonstrate safe and effective delivery are set based on the organisation's aims for restorative practice.
- 6.2 Monitoring is undertaken in relation to these measures and evaluations made of performance against the measures. Targets for outputs and/or outcomes are set where necessary.
- 6.3 Data collection in relation to restorative practice is based on any national guidance and there are clear, secure recording systems and processes for data collection in accordance with legislation.
- 6.4 Staff/volunteers record data accurately, in line with the organisation's own data recording requirements.
- 6.5 The organisation networks with other organisations providing restorative practice and learns from them to improve performance.
- 6.6 Feedback is sought following formal restorative processes, and in relation to the overall restorative services of the organisation. Feedback is used to reflect on and improve individual practice, as well as to shape future policy and service delivery. User satisfaction levels and complaints form part of the feedback data.
- 6.7 Improvements to processes are made based on the data obtained and evaluations undertaken.

Glossary

Aims - What the organisation sets out to achieve.

Business plan - A document prepared by a service to summarise its operational and financial objectives for a one- to three-year period that shows how its aims will be achieved. It serves as a blueprint for policies and strategies and is continually updated and reported against.

Competent - Having the necessary ability, knowledge or skill to do something successfully.

Inclusive - Ensuring that service provision is inclusive and accessible to all requires a flexible approach that is responsive to people's individual needs and wishes. In some circumstances this may entail a range of positive actions to ensure that no-one is excluded from taking part in a restorative process. Please see the RJC's *Guide to Inclusive Restorative Practice* (forthcoming) for further information.

Leaders – The top one or two levels of management in an organisation that direct its activities.

Organisation – the whole organisation, which may be wholly involved in restorative practice, or which may just contain a restorative practice project or service.

Outcomes – The changes, benefits, learning or other effects that happen as a result of service provision.

Outputs - The amount of activities undertaken by the organisation.

Partners – Other organisations that the restorative service provider chooses to work with in order to ensure effective delivery.

Plans – A scheme, programme or method worked out beforehand for the accomplishment of an aim.

Policy - A document that provides an overview and statement of principles in a specific area.

Procedure - A written description of how a process or activity is carried out.

Staff – In this document this includes volunteers, unless otherwise specified.

Service users – Participants and their supporters within a restorative process. Service users could include staff, pupils and volunteers if they are involved with a restorative process internally in the organisation.

Stakeholder – A person or organisation with a formal interest in the service provided. Stakeholders may include service users, the local community, partner agencies, commissioners, staff and volunteers.

Strategy – A plan of action or policy designed to achieve a major aim.

Values – The understandings and expectations that describe how people behave and upon which relationships are based (for example trust, support and truth).