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**Working with Standards to safeguard  
victims – How standards will make a  
difference**

Linda Millington, Restorative Justice Council  
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## **National Standards**

RJC Principles (2004)

National Occupational  
Standards (2013)

*Best Practice Guidance* (2011)

Restorative Service Standards  
(2013)

**How does the RJC ensure that Standards are embedded into practice?**

1. Initial restorative training
2. Practitioners' restorative skills and knowledge
3. Service delivery



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### **Initial restorative training**

- Trainer Code of Practice
- Online Trainer Register
- Minimum requirements for restorative training at five levels
- Training be based on *Best Practice Guidance* (2011) and National Occupational Standards



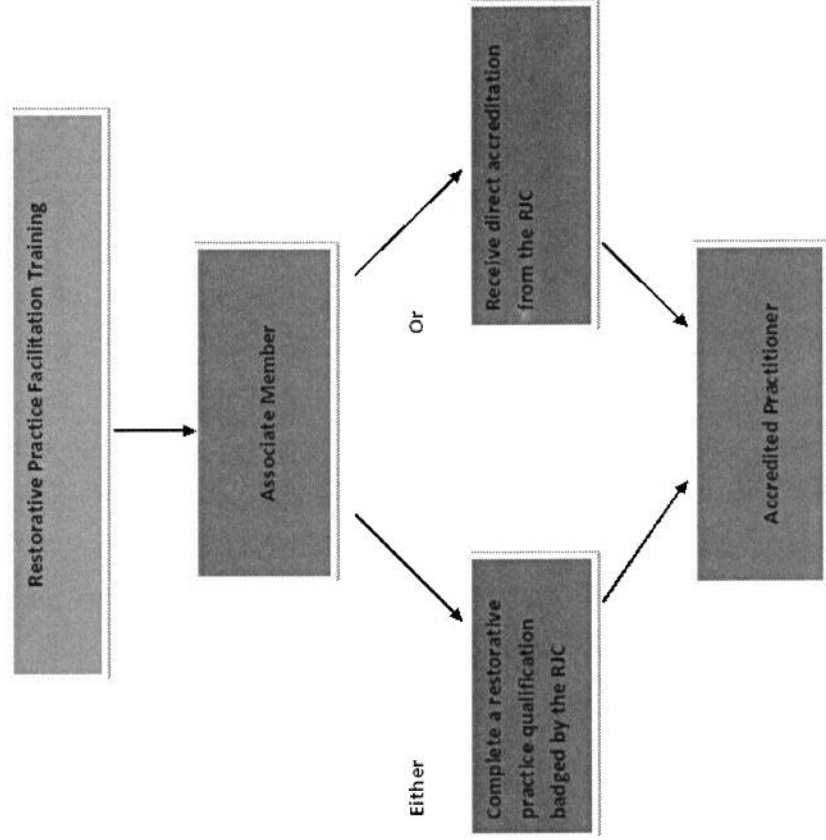
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### **Practitioner skills and knowledge**

- Practitioner Code of Practice
- Practitioner Register
  - Associates
  - Accredited Practitioners
- Ongoing professional development/case supervision

RJC Restorative Practitioner Register: The Journey to Accreditation





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“I believe that having a Register where victims of crime can see whether the people offering RJ are qualified will help victims gain confidence and make them more willing to take part in RJ.

What would have happened if they [Jo’s facilitators] hadn’t been qualified and what effect would that have had on me? This is why I believe quality assurance and having a Register is so important.”



*Jo Nodding*



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## **Service delivery: Restorative Service Quality Mark**

A **Quality Mark** for restorative services

For agencies meeting the six **Restorative Service Standards**:

- Leadership
- Strategy, Policies and Plans
- Working Together
- People, Training and Support
- Service Delivery and Users
- Monitoring, Evaluation and Performance Improvement



## **RSQM: What stage are we at now?**

### **RSQM test phase completed**

- A number of agencies responded to request to be part of test
- 16 agencies started test process in July 2013
- 10 have completed to date
- Sectors covered: schools, youth justice, police, probation, prisons, voluntary sector and private sector
- Types of restorative delivery units, whole agency, multi-site

### **Timescales**

Test phase: August – October. Amends: current. Launch: end 2013-Jan 2014



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