



Restorative Justice Quality Review Toolkit

Self Assessment for Organisations implementing restorative justice within the criminal justice system

STANDARDS

Organisational culture and policy	Does not apply	Not at all	Unsatisfactory	Satisfactory	Very satisfactory	Comments ?
Within the boundaries of policy and resource constraints RJ services are able to practice flexibly and responsively to people's needs according to the values and principles of restorative justice.						
Care is taken to ensure that there is a distinction between the value base for restorative processes and the values which inform other duties of the organisation e.g. probation assessment and supervision, prison security etc.						
Restorative practitioners reflect the diversity of all sections of society and have respect for and a good understanding of local cultures and communities.						
Steps have been taken to ensure that safe and effective restorative justice is accessible to every person.						
Private and safe spaces are available for participants to meet where they choose.						
Procedures are in place to deal restoratively with conflict, discipline, and complaints from participants of restorative processes, other service users (such as prisoners) and the general public as well as within the organisation.						
Organisational policies and procedures ensure safe practice (risk management)						
Organisational policies and procedures ensure inclusive practice (anti-discriminatory)						
Organisational policies and procedures protect children and vulnerable adults.						
Implementation strategy						
There is a communication strategy in place designed to raise public awareness of and support for restorative justice.						





A strategy to implement high quality restorative justice is proving effective.						
Referral procedures and protocols for sharing information with appropriate organisations are in place and working well.						
Restorative justice is available throughout the area covered by the organisation.						
Restorative justice is available for all types of criminal offences.						
A practice manual has been prepared covering guidelines on policies, regulations, restorative processes and practices and administrative procedures.						
Practitioners receive regular supervision from managers with an in-depth understanding of restorative justice.						
The effectiveness of implementation is evaluated at regular intervals.						
Inter-organisational cooperation						
Regular consultation with criminal justice authorities and other partnership organisations takes place to develop and maintain common understanding and effective cooperation.						
There are procedures in place to deal restoratively with conflict between partnership organisations.						
Quality assurance						
RJ practices are governed by recognised standards and ethical rules.						
RJ practice standards and ethical rules are monitored and reviewed at regular intervals.						
Reviews of RJ practice standards and ethical rules result in improvements to quality						
The quality and effectiveness of practice is informed by local and international evaluations and research.						
Continuous professional development						
Criteria for recruiting restorative practitioners reflect the values and principles of restorative justice and the characteristics required to facilitate restorative processes.						
Restorative practitioners receive initial training before taking up restorative justice duties.						
Newly trained practitioners have opportunities to be supported by more experienced mentors and can develop their competence through co-facilitation with more experienced practitioners.						





Each practitioner will participate in a continuing professional development plan based upon their learning and development needs and the needs of the restorative service.						
Specialised training for dealing with complex cases such as sexual violence, domestic violence, hate crimes is available.						
There is a quality assurance system for training programmes..						

Confidence rating of the reliability and validity of the evidence for this review.	
Were there any sections of this review that you did not have sufficient information to make a judgement?	
How can ensure that such information could be accessed easily in the future?	

In case of a low score, the following issues might be considered:

The lack of clearly defined and accepted standards can pose a risk to practice. It is therefore important that all services and practitioners have clarity about which standards are important to ensure the safety and satisfaction of those who participate in a restorative justice process. Another key issue is the training of practitioners and that the training is appropriate for the type of cases they are dealing with. Participant satisfaction can also be promoted if they feel represented by the practitioners. Thus, practitioners need to be representative of all sectors of society while having a good knowledge of the relevant language/s and culture/s.

