

Service Provider Framework

Indicator	Criteria
<p>1.1</p> <p>Building a restorative community</p>	<p>Leaders and managers at all levels are committed to restorative practice and understand its importance to achieving organisational objectives</p> <p>Staff at all levels understand how to develop a restorative ethos within the whole organisation</p>
<p>1.2</p> <p>Embedding restorative practice within strategic and operational planning</p>	<p>Restorative practice priorities are included within your strategic and operational plans</p> <p>Your strategic and operational plans are specific, measurable, achievable, realistic and timely</p> <p>You have sufficient resources allocated to allow strategic and operational objectives, related to restorative practice, to be delivered</p> <p>Processes are in place to review the progress being made towards achieving restorative practice priorities</p>
<p>1.3</p> <p>Processes are in place to evaluate the impact of restorative practice</p>	<p>Procedures are in place to evaluate the impact of restorative practice processes which are reviewed annually</p> <p>Procedures are in place to manage complaints</p> <p>Evaluation data is used to inform the future development of restorative practice across the organisation</p> <p>Leaders and managers have analysed evaluation data and identified areas of strength and areas for future development</p> <p>Leaders and managers have recorded any identified actions</p> <p>Processes are in place to record the progress made towards addressing identified actions</p>
<p>2.1</p> <p>Organisational policies and procedures promote safe and effective practice</p>	<p>Leaders take responsibility for ensuring that policies and procedures promote a restorative ethos which provides safe and effective restorative practice across the whole organisation</p> <p>Leaders have ensured that organisational policies and procedures take into account practice guidance requirements for the safe and effective delivery of restorative practice</p> <p>Leaders have ensured that operational policies and procedures take into account specific requirements of external agencies with whom they may work</p>
<p>2.2</p> <p>Arrangements are in place to ensure compliance with organisational policies and procedures</p>	<p>Processes are in place to monitor that staff implement organisational policies and procedures</p> <p>Procedures are in place to quality assure the delivery of restorative practice processes which are reviewed annually</p> <p>The organisation has undertaken quality assurance checks in line with organisational procedures</p>

<p>2.3</p> <p>Arrangements are in place to ensure compliance with external organisational policies and procedures</p>	<p>Processes are in place to gather performance data in line with commissioning requirements</p> <p>Procedures are in place to ensure that practitioners comply with specific requirements required of external agencies with whom they may work</p>
<p>2.4</p> <p>Arrangements are in place for reviewing organisational policies and procedures</p>	<p>The organisation has a written policy review procedure in place which documents when organisational policies and procedures are due for review</p> <p>The organisation has a written procedure for disseminating revised policies and procedures to staff across the organisation</p>
<p>3.1</p> <p>Staff are trained to a level commensurate with their role</p>	<p>The organisation has provided all staff with training commensurate with their role as outlined within the requirements of practitioner registration</p> <p>The organisation has maintained a record of all staff training</p>
<p>3.2</p> <p>Restorative practice is included within the organisation's induction procedures</p>	<p>The organisation has provided all staff with an induction to the organisation's restorative practice policies and procedures</p> <p>The organisation has provided staff access to the organisation's relevant policies and procedures relating to restorative practice</p>
<p>3.3</p> <p>Organisational commitment to continued professional development</p>	<p>Provided practicing staff with opportunities for continued professional development in line with the requirements set out in the Practitioner Code of Practice</p> <p>Maintained a record of the continued professional development undertaken by practicing staff</p>
<p>4.1</p> <p>Provide opportunities for practice supervision</p>	<p>The organisation has a written practice supervision procedure in place</p> <p>The organisation has provided practicing staff with either individual or group practice supervision every 12-weeks led by an appropriately trained practice supervisor as outlined within the RJC's Practice Guidance</p> <p>The organisation has procedures in place which ensure that practitioners managing sensitive and complex cases have access to enhanced case supervision</p> <p>The organisation has written agreements with external practice supervisors, where applicable, which outline practice supervision requirements</p>
<p>4.2</p> <p>Provide practitioners with line and performance</p>	<p>The organisation has provided regular line management opportunities for practising staff</p> <p>The organisation has provided practitioners with the opportunity for an annual performance review</p>

management opportunities	The organisation has procedures in place for practice supervisors to feed into line and performance management processes
4.3 Provide opportunities to network with other restorative organisations	The organisation provides practising staff with opportunities to network with other organisations and/or service providers The organisation provides regular networking opportunities for practising staff to share good practice
5.1 Managing new referrals	The organisation has processes in place to manage new referrals Referrals are screened for suitability Procedures are in place to identify sensitive and complex cases Procedures are in place to ensure that cases are allocated to appropriately experienced practitioners
5.2 Provide practitioners with the resources to deliver safe and effective restorative practice	practising staff have access to internal practice guidance which details how organisational policies and procedures should be implemented in practice Practising staff are provided with internal recording documentation Practising staff have access to an appropriate case recording system
5.3 Working with external organisations	External partners are identified, and partnership agreements are in place Information Sharing Agreements have been agreed between organisations Organisational policies and procedures include all specific arrangements required by partner organisation
5.4 Commit to 60% of practitioners to be registered with the RJC	60% of your practitioners, including paid and unpaid, working within the service have undertaken Practitioner Registration at a level commensurate with their role.
6.1 Adhering to the RJC's Organisation Code of Practice	The organisation agrees to Adhere to the RJC's Code of Practice for Restorative Organisations The organisation agrees to comply with RJC requests for information The organisation agrees to Maintain an annual RJC membership