

## **Implement and monitor agreed outcomes from a restorative process**

### **Summary**

This standard is about implementing the restorative actions appropriate towards going forward, which can for example, include reparations. It includes confirming the suitability of proposed actions with those involved, ensuring that the person responsible is committed to carrying out the actions, and monitoring and evaluating the implementation of the agreed actions. It also includes concluding the restorative process.

The terms 'person(s) responsible' and 'person(s) harmed' are used. The term 'person(s) responsible' refers to the individual(s) responsible for the incident. The 'person(s) harmed' refers to those harmed or affected similarly by the incident.

There are two elements:

- Plan and confirm the actions to be undertaken
- Implement and monitor progress of the actions undertaken

### **Target Group**

This is applicable to those with responsibility for progressing restorative processes involving persons responsible and persons harmed.

### **Plan and confirm the actions to be undertaken**

#### **In work performance criteria**

- 1 assess the feasibility and suitability of proposed actions, including whether they fulfil the wishes of the nominated recipient(s), and ensuring that they are achievable, measurable and realistic
- 2 identify and explain to relevant participants any risks associated with carrying out the actions agreed
- 3 confirm agreed actions with all involved, including the nature and schedule of the actions and individual responsibilities, ensuring that the start and end of the schedule are understood and achievable
- 4 confirm with the person responsible that they are committed and understand the required action and the consequences of their failure to comply
- 5 review and confirm with the person(s) responsible the actions required to fulfil the outcome agreement, and where relevant, agree the support required and the appropriate agency(ies) to be involved, providing any such agency(ies) with all relevant information, whilst maintaining the necessary confidentiality
- 6 ensure that procedures are in place to monitor progress, and to identify and

- review any risk factors associated with the restorative process, and their impact upon those involved
- 7 ensure that arrangements are in place to document any financial and/or material transfers and transactions
  - 8 ensure that all participants understand the legal basis of agreement(s) relating to carrying out the agreed actions, and the penalties that may be incurred should there be non-compliance
  - 9 maintain and provide accurate and up to date records of what has been agreed to those who require them and who are entitled to them

### **Implement and monitor progress of the actions undertaken**

#### **In work performance criteria**

- 1 implement and monitor the progress of the restorative process, including any interactions between those involved, identifying and assessing the impact of the process upon those involved
- 2 provide support, as appropriate, to the person responsible in the completion of their actions
- 3 provide information about outcomes to other parties as agreed by the participants and in line with your organisation's procedures
- 4 identify and address any non-compliance in line with your organisation's procedures
- 5 implement measures to manage any identified risks, and where relevant recognise when the risks are unacceptable and end the process safely in line with your organisation's procedures
- 6 conclude the restorative process upon completion, or when the procedures are no longer meeting the aims of the process, in line with your organisation's procedures
- 7 maintain accurate and up to date records of progress, your assessments and the measures taken towards minimising any risks, making the information available promptly to those who need it and who are entitled to it

### **Implement and monitor agreed outcomes from a restorative process**

#### **Knowledge and Understanding**

##### *General/key knowledge relating to restorative practice*

- 1 the legislation and guidelines of good practice which relate to the restorative process being undertaken and the impact of these on your work, including requirements regarding confidentiality
- 2 the nature of and principles underpinning restorative processes, including the

- purpose and potential benefits of restorative practice
- 3 partner organisations with which you might work in the restorative process, including their principal roles and responsibilities within the process
- 4 the needs of all involved within the restorative process
- 5 the importance of creating a safe environment for participants and of treating all participants with respect, and of avoiding stigmatisation and stereotyping in your dealings with participants
- 6 effective telephone and face to face communication techniques, including:
  - active listening
  - questioning for understanding
  - awareness of and ability to read non-verbal signals
  - summarising and reflecting back
  - giving and receiving feedback
  - challenging constructively and positively
  - enabling participants to make their own choices
- 7 how to judge what information may be given to one participant about another, or to anyone else, given the implications for their emotional and physical safety, and how gaining additional information might be used by the person responsible
- 8 how to recognise the effects on yourself of working upon restorative processes, and how to seek any appropriate supervision and personal support
- 9 your own role and responsibilities, and from whom assistance and advice should be sought where necessary
- 10 the principles of effective equality, diversity and anti-discriminatory practice
- 11 the boundaries of confidentiality, and importance of maintaining appropriate levels of confidentiality, and how to agree and maintain these

*Knowledge relating to agreeing outcomes and concluding the process*

- 12 methods of encouraging the effective and active involvement of those involved in restorative processes, including how to enable informed choice, whilst avoiding coercion

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**Knowledge and Understanding (continued)**

*Knowledge relating to agreeing outcomes and concluding the process (continued)*

- 13 the types of support available to persons responsible and the those harmed who are involved in the restorative process
- 14 ground-rules for behaviour and communication during restorative processes, including actions designed to achieve the aims of the process – what they are, their purpose, why it is important to use them and what to do if they are breached, and where participants are struggling to control their emotions
- 15 types of actions that might be progressed as part of outcome agreements, including reparations, apologies, restitution etc, and their suitability for different persons responsible and the circumstances in which they may or may not

- apply
- 16 the availability of other services/input from other professionals relating to developing agreements regarding the way forward
  - 17 health and safety considerations related to agreed activities within outcome agreements
  - 18 actions available towards tackling non-compliance in fulfilling agreed activities within outcome agreements

### **Implement and monitor agreed outcomes from a restorative process**

#### **Evidence requirements**

To achieve this unit you must provide your assessor with evidence that you have consistently met all of the performance criteria and knowledge and understanding.