

Obtaining the RSQM is a developmental process. We can help you assess your own service, build towards the Restorative Service Standards, and go for independent assessment of your organisation when you're ready. Key steps in the RSQM process are:

- 1 Online self-assessment
- 2 Support to develop your service (if required)
- 3 Apply and pay to start formal RSQM process
- 4 Assessor allocated
- 5 First site visit
- 6 Develop online portfolio
- 7 Final site visit
- 8 Final report
- 9 Receive your RSQM



Discounts are available until 31 March 2015 for organisations working in the criminal justice system.

## RSQM - setting the standard

For more information email [rsqm@restorativejustice.org.uk](mailto:rsqm@restorativejustice.org.uk), visit [www.rsqm.org.uk](http://www.rsqm.org.uk) or call us on 020 7831 5700.

Patron: HRH The Princess Royal  
Charity no: 1097969



## Safety | Quality | Confidence

## RESTORATIVE SERVICE QUALITY MARK Setting the Standard



Promoting quality restorative practice for everyone

# Why should you apply for the Restorative Service Quality Mark?

Restorative practice works. Research shows it delivers better outcomes across schools, care, community and criminal justice. Done well, it has the potential to change lives.

We want to make sure it's always done well, so that people harmed by crime and conflict can be confident they'll get a safe, effective service that meets their needs.

The Restorative Service Standards, and the Restorative Service Quality Mark (RSQM) for organisations that meet those standards, will give the public that confidence.

Every organisation offering a restorative service will want to hold the RSQM to celebrate their good work and show that they are providing the public a safe, high quality service.

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*"There are a lot of services delivering restorative interventions nationally, but whether they are meeting the best needs of the victims, young people and communities is still unclear, and the RSQM is the only true and proper way to actually measure that."*

**Graham Doubleday, Wigan Council Restorative Solutions**

## The six Restorative Service Standards are:

Leadership

People, training and support

Strategy, policies and plans

Service delivery and users

Working together

Monitoring, evaluation and performance improvement

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*"The RSQM is an exciting and positive development for the field. I think it reinforces the fact that you are doing your work well because having someone say, 'Yes, you meet that standard,' is just really positive."*

**Dianne Gibson, Leeds Youth Offending Service**

## Benefits for organisations awarded the RSQM



Independent recognition for the quality of your restorative work



Public confidence in the restorative service you offer



Proof for commissioners and funders that you provide a quality service

**RSQM – the badge of quality, giving the people you work with confidence in your restorative practice.**

[www.rsqm.org.uk](http://www.rsqm.org.uk)