

THE 10 RANY PRINCIPALS OF SERVICE

1. CLARITY OF PURPOSE

We make sure the communities we facilitate restorative approaches with have information on the scope and limitations of our role with an aim of restoration.

2. INDEPENDENCE

We are independent from statutory organisations and as free as possible from conflicts of interest when we're providing services.

3. PERSON CENTERED APPROACH

The wishes of the people we work with direct our work. Our facilitators and advocates are respectful of people's needs, views, culture and experiences, ensure involved is mutually voluntary and put the person at the center of our delivery.

4. EMPOWERMENT

Our work supports respect, self-advocacy, change and empowerment. When people use our services, they influence how the services will be delivered to them

5. EQUAL OPPORTUNITY

We have an equal opportunities policy and we are proactive in tackling inequality.

6. ACCESSIBILITY

Our services are available to all those suffering harm at the hands of others either as an individual or community. All services are delivered at times and neutral places conducive to agreed outcomes.

7. ACCOUNTABILITY

Everyone who accesses our service has a named facilitator or advocate. All our work is professionally monitored and evaluated and we work to the professions' quality standards.

8. CONFIDENTIALITY

We have a policy on confidentiality that meets the Data Protection Act, 1998. It explains how we use information about people who use our services.

9. COMPLAINTS

We have a policy explaining how people can give us feedback or make complaints. We can help people get independent support to make a complaint if they need it.

10. SAFEGUARDING

We have clear policies and procedures to make sure we act on safeguarding issues. We understand what to do if they think someone might be at risk of abuse or neglect.