The RSQM Journey.

Liz Fowler, Darren Carson and Graham Doubleday

Northamptonshire!
'Rose of the Shires'

Liz

Northamptonshire!!

Darren

RSQM ….why

- Service users are real people who have been through a significant or traumatic event and we owe it to them to offer them the best possible service.
- To reassure service users.
- To reassure referrers and partners.
- To have the service independently evaluated against the Restorative Service Standards.
- To reassure commissioners.
- To reflect on service delivery and identify areas for improvement and development.
- To celebrate your achievements as a service.

Graham

At first sight can seem a massive piece of work, don’t panic!!

Liz

The first steps

- Start the free online assessment
- Contact the RJC
- Think about the scope of your application
- If you achieve 80% in each of the six Restorative Service Standards then you can make a formal application for the RSQM
- Pay the application fee
- Assessor allocated.

Liz

Form a working group

RSQM – a team sport ;)

Liz

Allocation of the assessor
Interesting facts about Wigan

Graham

What is Wigan famous for?

2013, a Great Year.
Super League, Challenge Cup and FA Cup Winners

Graham

Wigan Council Team of the Year

Confidence in the Borough

Graham

Initial Site Visit

- Agree a time and date
- Complete the evidence matrix
- Meeting is held at the applicant’s office.
- Meet some of the staff and management team
- Agree submission dates and demonstration of the RSQM website including how to upload evidence
- Meeting lasts about 3 hours
- No evidence is required for this meeting

Graham

Our meetings – what we did

- Collect evidence!
- Assign tasks
- Continuous check against standards
- Management support
- Arranged visit to YOS who had been through the process
- Scope of your application

Darren

The ‘Uploader’ and your online portfolio

- Vital but may be time consuming
- Need to give the person (s) time
- Confidentiality is a theme when uploading evidence
- Consideration for your first site visit

Darren

Types of evidence

- Business Plans and strategies
- Case studies
- Risk assessments
- Referral forms
- Service level agreements
- Feedback forms
- Supervision notes
- Emails
- Minutes from meetings
- Press articles

Graham

RSQM Assessor Role

- Offer support and guidance during the upload exercise
- Check the evidence against the Standards
- Provide feedback on the evidence submitted
- Identify Standards that require additional evidence
- Notify the RJC once the evidence provided is sufficient to progress to the final site visit.

Graham

Final site visit

- Review evidence
- Meet key people – staff, volunteers, service users, partners
- Make a timetable for the visit
- Book people early!
- Management support

Liz

Assessor’s role

- Verify the evidence (supervision records, database, training records)
- Interview service users
- Facilitate focus groups with staff
- Conduct interviews with the management team
- Conduct interviews with partners.
- Provide some general feedback from the final site visit.

Graham

The next steps

- Complete a final site visit report
- Complete a final report for the RJC covering all the evidence.
- Make an overall recommendation to the RJC.
- The application is then internally verified by the RJC and the evidence considered.
- Applicant notified they have either passed, further evidence is required through an action plan or (in extreme circumstances) their application has been unsuccessful.
- Applicant notified of the outcome.

Graham

Key messages

- Preparation is the key
- Management buy in and support
- Form a team
- Allow time
- Go at your own pace
- Partner buy in
- Consent & confidentiality

Darren

How the RSQM benefitted us

- Full health check of our service
- Reassured victims and local communities that the service is accessible and safe
- Encouraged more people to engage in direct restorative interventions
- Supported service development
- Motivated staff
- Reassured commissioners.
- Positive publicity
- Encouraged more reparation placements.

Graham / Darren

The Restorative Service Quality Mark

Enjoy the ride and learn from it!!!!

Any questions??

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