

Victim Quality Mark for Youth Justice Services

A recognised quality standard for victim practice in Youth Justice Services.



“We’ve been working with Remedi as a partner for over 15 years. They are pivotal to inspiring our children to feel that a positive future is achievable. One thing I find inspiring and which has changed the futures of numerous children is the tenacity and creativity of the Remedi team. The work they do with victims has real impact and has changed lives.”

-Thomas Lang, *Head of Service*, Manchester Youth Justice Service

“The support my son received from Remedi has been incredible. He has started attending school regularly, and he’s a different lad at home. It feels like I got my son back.”

-Service User feedback



Youth Justice: Victims

QUALITY MARK

2026



Introduction

Youth Justice Services have an important role in ensuring that victims are heard, supported and involved when a child has caused harm.

A Quality Mark provides a practical bridge between minimum compliance, good practice and excellent practice.

Quality should be demonstrated not simply through activity, but also through victims' experiences and the outcomes achieved for them.

With over 25 years' experience providing victim services within Youth Justice, and more recently completing multiple HMIP victim standard self-assessments across the country, Remedi has developed a working model for the Victim Quality Mark to be launched in partnership with AYM.

The Victim Quality Mark provides a clear, consistent framework through which Youth Justice Services can demonstrate that they:

- uphold victims' rights and entitlements as per the Victim's Code of Practice (VCOP)
- provide a timely, accessible and individualised service
- listen to victims and meaningfully involve them in the criminal justice system process
- promote victim safety and wellbeing
- provide appropriate opportunities for restorative approaches and interventions
- work effectively with partner agencies to provide support for victims
- use victim feedback and data to improve and develop practice
- achieve positive outcomes for victims and communities.

The Quality Mark complements, rather than duplicates, statutory requirements, the Victims' Code, Youth Justice Board expectations and HM Inspectorate of Probation's inspection framework.

The Model

Remedi will provide dedicated staff to provide an assessment of Youth Justice Services' victim service. Remedi administrative support will also be utilised to assist in the organisation and booking process for YJSs.

The YJS will be able to identify which of the below options are most suited to their service:

Referral and consent process → First contact → Assessment and support → Participation → Restorative options/Interventions → Updates → Closure and feedback.

Level One:

Ratification by Remedi of a self-assessment audit conducted by the YJS. The YJS manager will be expected to present a portfolio of evidence about their practice after undertaking an initial audit, answering the questions linked to each domain (as detailed on page 5).

An online meeting with Remedi, the YJS service lead for work with victims and other key members will take place to work through the evidence provided and give feedback on the service's strengths and any areas for development.

If necessary, the YJS will then work through an improvement plan and revisit the quality mark when they feel they can demonstrate that they meet all the standards.

Level Two:

The Remedi assessor will complete an on-site audit of the YJS's victim service. They will follow the victim experience from referral through to closure to ensure the service demonstrates the standards required for the victim quality mark.

The assessment will use triangulated evidence from the sources below to ensure that the Quality Mark is grounded in real victim experience.

Documentation: Victim strategy, policies, standards, training, partnership arrangements and performance data.

Case files: Evidence of timeliness, individualisation, safety, participation and outcomes.

Victim voice: surveys, interviews, focus groups, feedback and case studies.

Staff and partners: interviews with practitioners, managers and key partner agencies.

Observation: where appropriate, observation of victim contact, restorative preparation, meetings or training.

Proposed Quality Standards

The quality mark is assessed against 5 key domains as outlined below:

Domain	Key Question
Rights & access	Are victims' rights consistently upheld in line with VCOP and can all victims access an appropriate service?
Safety & individualisation	Are safety, vulnerability, communication and individual needs of each victim understood and addressed?
Voice & participation	Are victims listened to and offered meaningful choices and genuine participation in the service offered to them?
Restorative practice & partnership	Do skilled staff effectively promote restorative outcomes and work with key partners to enable this?
Outcomes and Service development	Does victim feedback and evidence drive improvement, at both a strategic and operational level?

Assessment Cycle

Throughout the initial assessment, the assessor will document evidence found in each of the 5 domains outlined.

Feedback will be provided to the YJS on their current status and recommendations given where appropriate.

In instances where the victim quality mark is not awarded after initial assessment, Remedi will revisit in a set review period (within 6 months) at an additional cost, to review progress on any recommendations given.

Once obtained, the victim quality mark will be active for a 2-year period. At the end of this period, YJSs will have the option to be re-assessed to retain the quality mark. Level one services will cost £840. Level two, new entries for assessment will cost £2400+ an additional fee for travel expenses.

Re-assessment at the end of the 2-year period, will cost £1200 + travel expenses where necessary. If a YJS area is re-assessed more than 6 months after the initial 2 year period, the initial full assessment fee will be charged.

Pricing Structure

Provision	Cost per annum
Level One assessment	£840
Level Two assessment	£2,400 plus travel expenses
Re-assessment after two years	£1,200 plus travel expenses where necessary

Contact Details

Please email rj@remediuk.org for more information.



remediuk.org



rj@remediuk.org



[@remedi_rj](https://www.instagram.com/remedi_rj)



YouTube

Restorative TV by Remedi

“Prior to moving from West Yorkshire I had heard some positive comments about Remedi. Having now worked with Remedi for nearly 2 years, I **can say that the comments I had heard previously were justified; I have seen the difference and impact they have made with both victims and the children through Referral Order Panels, Reparation & Victim Work.**

Their expertise in Restorative Justice has certainly **benefited the Youth Justice Service, Victims of Crime and the Children** we work with in Rotherham.”

-Zulfiqar Shaffi, *Head of Service*, Rotherham YJS



remediuk.org

remediuk.org - Charity number: 1091232 - Company limited by Guarantee: 4331410