

## **FOI 0149/2025 Request**

Dear FOI Officer,

I am writing under the Freedom of Information Act 2000 to request information regarding your Trust's use of restorative justice or restorative practices, particularly in the context of sexual safety incidents and patient complaints, and your interpretation and implementation of the NHS England Sexual Safety in Healthcare Charter (2023).

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### **Definitions and Context**

Restorative justice (RJ) refers to voluntary, facilitated processes that bring together those harmed and those responsible for harm to acknowledge what happened, understand its impact, and agree on steps to repair it. Common restorative practices include apology meetings, restorative conferences or circles, and dialogue-based resolution procedures. NHS Resolution's *Being Fair* guidance (2019) encourages such restorative approaches as part of developing a "just and learning culture" in healthcare settings.

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### **Request**

Please respond to the following questions:

#### **1. NHS Sexual Safety in Healthcare Charter**

a) Has your Trust signed up to the NHS England *Sexual Safety in Healthcare Charter* (2023)? **Yes**

b) If yes:

- **Please confirm the date of adoption**

**October 2024**

- **Provide any internal implementation plans, policy updates, or cultural change programmes associated with the Charter**

**BSMHFT adopted NHS England's Sexual Safety Policy in October 2024 and set up a working group to develop a specific BSMHFT Sexual safety Policy.**

**The Policy is still going through the internal ratification process.**

A Listen Up Live launch event was held in Dec 2024 to promote the Sexual Safety Charter, and NHS England's virtual training for staff.

Please note that internal bitesize training is in development by the Lead for Sexual Safety. The Training will complement NHSE's virtual training for targeted areas with the purpose to raise awareness and promote pathways to support.

**c) Does your Trust interpret the Charter's emphasis on person-centred and trauma-informed approaches as including or supporting the use of restorative practices? Restorative Practices in Complaint Resolution**

Yes, the Trust adopts a Restorative, Just and Learning Cultural approach in the resolution of all disputes and complaints.

**d) Does your Trust use dialogue-based or restorative approaches in patient complaints more generally (e.g., apology meetings, mediation, facilitated dialogue)?**

From a HR perspective - if a patient complaint were to have an employment implication, eg. discipline or performance, then a restorative approach is applied which could span any informal, collaborative action to support the restoration of trust and understanding between the staff member and patient.

From a Customer Relations perspective - The Trust use local resolution meetings between service users and staff where it is deemed appropriate to resolve concerns raised.

**e) If yes, please describe the approach and provide any supporting documents.**

Please refer to the response provided for question 1 d.

## **2. Use of Restorative Justice or Restorative Practice**

**a) Has your Trust ever used restorative justice or restorative practices in the context of:**

- **Sexual harassment, assault, or misconduct involving staff or patients?**
- **Patient complaints involving interpersonal harm or conflict?**

From a HR perspective - for formal cases (so matters that have been formally investigated) we have had two relating to sexual misconduct – neither of which have reached resolutions stages.

From a Customer Relations perspective - restorative justice or restorative practices have not been used for the aforementioned contexts.

**b) If yes to either, please provide:**

- **A brief description of the approach used**
- **Any relevant policies, procedures, or internal guidance**
- **Any staff training materials relating to restorative practice**
- **Any available summary evaluations or outcome reports without any identifying details included.**

**N/A - please refer to the response provided for question 2a**