

Freedom of Information Request

Ref: 25-510

23 July 2025

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

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).

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.

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:

o Please confirm the date of adoption – April 2024

o Provide any internal implementation plans, policy updates, or cultural change programmes associated with the Charter – Our pro-equity plan details the work we are doing and is available on our website on the following link: [UHBW NHS -](#)

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? – Yes

2. Restorative Practices in Complaint Resolution

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

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

Meetings with complainants are actively encouraged as a way of achieving successful resolution to complaints and concerns. In exceptional circumstances the trust may offer or participate in mediation, for example where this is suggested by the Ombudsman, but mediation is not currently offered routinely to complainants.

3. Use of Restorative Justice or Restorative Practice

a) Has your Trust ever used restorative justice or restorative practices in the context of:
o Sexual harassment, assault, or misconduct involving staff or patients?

Our Respecting Everyone Approach details our practice around Just Culture and Restorative practice for staff. Please see the attached document.

o Patient complaints involving interpersonal harm or conflict?

b) If yes to either, please provide:

o A brief description of the approach used

o Any relevant policies, procedures, or internal guidance

o Any staff training materials relating to restorative practice

o Any available summary evaluations or outcome reports without any identifying details included.

Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust