

Trust Headquarters
Russells Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-062025-0001694

Date: 16th July 2025

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000, please see response below.

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 2023**

Provide any internal implementation plans, policy updates, or cultural change programmes associated with the Charter – **Sexual Safety Charter Action Plan attached**

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)?

- **The Trust does use dialogue-based approaches in patient complaints. Complainants are offered the opportunity to meet (local resolution meetings) with senior staff involved in their care and treatment. Not every complainant wishes to meet but where they decide to, time is taken with senior staff and the complainant to discuss their concerns face to face (or via video call if they are not able to attend in person). During these discussions, apologies are offered where appropriate and learning and action to be taken/already taken is shared.**

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

- **Following the meeting, the complainant is given a copy of the audio recording of the meeting, along with a summary letter of the discussion. It is not appropriate to provide documentation of this due to patient confidentiality**

3. 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? **Yes**

Patient complaints involving interpersonal harm or conflict?

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.

The Trust does use restorative practices, as within the Anti-Bullying and Anti-Discrimination policy, but is guided by the individual raising the concerns and the nature of the concerns being raised on a case-by-case basis. In some instances, restorative practices are not appropriate, particularly those where outside agencies such as Safeguarding or the Police need to be involved. The details of restorative practices are contained within the policy. Please see attached anti-bullying and anti-discrimination policy

Please note any links in the policies are only accessible using Trust devices.

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team
The Dudley Group NHS Foundation Trust**