



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Sent via email

Dear [REDACTED]

Request for Information

I write further to your request FOI ID 50785 under the Freedom of Information Act 2000 regarding: -

Use of Restorative Justice or Restorative Practice in Sexual Safety and Patient Complaints

Your request is set out below:

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.

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:
 - i. Please confirm the date of adoption

September 2024

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

[KMPT | Sexual harassment in our organisation is not ok.](#)

Please find attached three policies which are Allegations against staff, sexual misconduct and sexual safety.

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

- 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**?

We are developing a TIA approach to our work across KMPT. Restorative practice is not explicitly referenced, however is used within safeguarding as appropriate and allegations. It has not been used in sexual harassment safeguarding cases.

KMPT regularly use Restorative practices, please find attached the Policy relating to this and our staff support procedure which will provide context as to how we respond to incidents on a wider scale.

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.

Complainants are offered virtual or in-person meetings with the treating team to discuss / resolve concerns and complaints in accordance with policy. The Trust also offers mediation if this is required by the complainant / family. Meetings and mediation are referred to in the Trust policy. This is also a recommended resolution approach in the PHSO complaint standards.

3. Use of Restorative Justice or Restorative Practice

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

No

- ii. Patient complaints involving interpersonal harm or conflict?

Complainants are offered virtual or in-person meetings with the treating team to discuss / resolve concerns and complaints in accordance with policy. The Trust also offers mediation if this is required by the complainant / family. Meetings and mediation are referred to in the Trust policy. This is also a recommended resolution approach in the PHSO complaint standards.

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service, you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department