

Information Governance

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10 May 2022

Our reference: FOI DA3841

I am responding to your request for information received 8 June 2021. I am sincerely sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliff House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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In 2016, Sgt. Paul Jennings was awarded an NHS Innovation Accelerator (NIA) Fellowship to develop his pilot intervention targeting people who use mental health services, and are deemed “high intensity users” of emergency services. This intervention, originally known as the Integrated Recovery Programme, became known as Serenity Integrated Mentoring (SIM) and involved the establishment of the High Intensity Network (HIN). After being awarded a NIA Fellowship, SIM was adopted by the Academic Health Science Network (AHSN) in 2018 for national implementation across NHS England at pace and scale. Your organisation was an implementation site. You may use an alternative name within your trust for the service that you provide based on the principles and components of SIM and HIN, therefore for the purposes of this FOI, please substitute SIM wherever it appears with your local service name. For clarity, SIM and HIN services and interventions are those that target people who use mental health services, who are also deemed “high intensity users” of services, and include at least one of the following components:-

Are delivered by or with a police officer;

Involve restricting or placing a limit on the contact a person can have with services (police, A&E, mental health services, ambulance). This may involve the development of a written document, known as a ‘Response Plan’, ‘Behaviour Management Plan’ or may be called something else in your organisation;

Involve withholding contact, assessment and / or treatment by services (police, A&E, mental health services, ambulance). Again this may involve the development of a written document.

My FOI request is as follows:-

Question 1. Training received from SIM and HIN by staff in your organisation, including the dates on which training occurred, the number of attendees and their profession.

Answer: SIM training session has been rolled out to police response, custody and some community teams and all relevant ELFT Teams and professions. Lower level communication to ELFT Working Together Groups has also taken place. Training has been affected by the current Covid-19 pandemic; however, there are plans in place to consider training using virtual platforms moving forward to ensure service provisions to other teams, such as CMHT, Primary care teams, Acute Hospitals, police and ambulance including inpatient teams.

Joint training sessions are being arranged with TABI team to support PPU Hub to develop knowledge and skills to manage referrals to their teams for those with potentially mental health needs.

We are unable to provide the dates, attendees and professions as this information is not held centrally.

Question 2. Your organisation’s independent scrutiny of the evidence base in relation to SIM prior to its implementation.

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—



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*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

The Trust was informed that SIM was being rolled out nationally across the country. NHS England advised the Trust to pilot SIM. The Trust therefore did not complete an independent scrutiny. The Trust does not hold this information and it is therefore unable to disclose it to you.

Question 3. Your organisation's independent scrutiny of SIM and HIN's compliance with data governance procedures and the GDPR.

Clarification: This question is asking how your organisation - East London NHS Foundation Trust, evaluated / assessed / scrutinised SIM and HIN's compliance with the GDPR.

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—

*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

The Trust did not complete independent scrutiny of SIM and HIN compliance with data governance procedures and GDPR. The Trust does not hold this information and it is therefore unable to disclose it to you.

Question 4. Your organisation's Equality Impact Assessments in relation to SIM and HIN.

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—

*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

The Trust did not complete equality impact assessments in relation to SIM and HIN. The Trust does not hold this information and it is therefore unable to disclose it to you.

Question 5. Your organisation's risk assessment in relation to SIM and HIN.

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—

*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

The Trust did not complete a risk assessments in relation to SIM and HIN. The Trust does not hold this information and it is therefore unable to disclose it to you.



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Question 6. Your organisation's operational and organisational policies and procedures relating to SIM and HIN.

Answer: Please find appendix attached.

Question 7. The number of service users who have received SIM within your organisation since the service commenced, to the present day. Please provide a breakdown of the gender of service users and their primary diagnosis.

Answer: Twelve service users were supported by SIM mentors.

Question 8. The composition of your organisation's SIM team. Please include details relating to profession and banding of team members.

Answer: One Band 7 Mental health practitioner and existing mental health practitioners used for SIM mentor roles.

Question 9. Anonymised incidents and serious incidents recorded on Datix (or alternative system) relating to SIM since its implementation within your organisation to the present day. Please provide details about the number of incidents and their nature.

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.

SIM is not listed as a service on the incident reporting system. The Trust does not hold this information and it is therefore unable to disclose it to you.

Question 10. Anonymised complaints and / or concerns from staff and / or service users pertaining to SIM and HIN within your organisation. Please provide details about the number of complaints and / or concerns and their nature.

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.

SIM is not listed as a service on the complaint reporting system. The Trust does not hold this information and it is therefore unable to disclose it to you.

Question 11. Any evaluation, audit or research conducted by your organisation in relation to SIM and HIN.

Answer: Please find evaluation attached.



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For SIM services in Newham, there was no internal evaluation. UCL Partners were in process of evaluating SIM across London. The Trust does not hold this information and it is therefore unable to disclose it to you.

Question 12. Financial details pertaining to the cost of SIM within your organisation to date. Please include all costs associated with the service, for example, salary, resources, training and expenses. Please detail where funding for the service was obtained, for example from internal budgets or from external funding.

Answer: The annual subscription charge to the HIN was £6,000 for each borough, Bedfordshire and Newham. However, this has now ceased as the Trust no longer implements SIM.

Question 13. Details about the decision-making process relating to adopting SIM within your organisation. Please provide details about when and where SIM was approved for adoption in your organisation, for example at a board meeting or at a senior management meeting. Please provide minutes of this meeting.

Answer: The Trust was informed that SIM was being rolled out nationally across the country. NHS England advised that Trust to pilot SIM and chose the Newham directorate.

For Bedfordshire and Luton, it was presented at a Senior Officers Group by Police/Commissioners and a commitment to trial was agreed there.



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