

29 March 2022

Information Rights & Compliance Team  
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Our Ref: FOI/04033

Thank you for your request concerning Serenity Integrated Mentoring (SIM).

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

- 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.**
- 2. Your organisation's independent scrutiny of the evidence base in relation to SIM prior to its implementation.**
- 3. Your organisation's independent scrutiny of SIM and HIN's compliance with data governance procedures and the GDPR.**
- 4. Your organisation's Equality Impact Assessments in relation to SIM and HIN.**
- 5. Your organisation's risk assessment in relation to SIM and HIN.**
- 6. Your organisation's operational and organisational policies and procedures relating to SIM and HIN.**

In 2019, we worked with Hertfordshire Constabulary to review the SIM model and to agree how we could implement it locally to support people who frequently use mental health crisis services - in particular, people who are regularly detained under Section 136 of the Mental Health Act. We introduced a pilot of SIM, amending the training to ensure that it was in line with our own service delivery values and our existing personality disorder treatment pathway which was coproduced with service users.

Further rollout of the model was then halted because of other operational priorities, both within HPFT and Hertfordshire Police, and the response to the COVID-19 pandemic. In early 2021, NHS England requested that all mental health trusts review their use of the SIM model. This was in light of the concerns being raised nationally and also in the context of the NHS's national Long Term Plan and NICE guidance for the treatment of people experiencing a mental health crisis. We therefore agreed with Hertfordshire Police to pause any further implementation of SIM before a national evaluation is carried out.

- 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.**

We saw a very small number of people under this pilot, all of whom reported having had a good experience of care and said they felt able to access support in a crisis. As the number of service users who received SIM is very small, providing the information requested would enable people to be identified.

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

Not applicable.

**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.**

Not applicable.

**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.**

Not applicable.

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

Not applicable.

**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.**

Not applicable.

**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.**

An update on SIM was included in the Chief Executive's report at our May 2021 public Board meeting. Follow this [link](#) to see the papers – the relevant information is on overall page 27.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith  
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

