



Talk Changes City & Hackney: Psychological Therapies and Wellbeing Alliance

What is it?

The Psychological Therapies and Wellbeing Alliance is an Alliance between City and Hackney CCG and eight service provider organisations. IAPT services are provided within the Alliance framework by Homerton University Hospital NHS Foundation Trust's Talk Changes Service and three VCSE providers: [Mind](#) in the City, Hackney and Waltham Forest, [Bikur Cholim](#) and [Derman](#).

Background

City and Hackney is a richly diverse area with 45% of its population coming from ethnic minority communities. Prior to the implementation of the Alliance model, ethnic minority communities had low IAPT access, low recovery and low completed treatment rates.

Amongst the Orthodox Jewish community, access rates were just 0.7% of the prevalence rate, due to a reluctance to engage outside the community and recovery rates were just 22%.

Amongst the Turkish/Kurdish population, cultural barriers, language barriers and refugee status, contributed to low IAPT access (1% of prevalence) and low recovery rates (10%).

African and Caribbean communities had low access rates (9.3% of prevalence) and low recovery rates (18.5%).

All three communities were over-represented on psychiatric wards and A&E, making it important to increase access to therapy earlier, through primary care based psychological treatments, such as IAPT.

How does it work?

Began in 2016 and focussed on ethnic minority access to IAPT services within the borough, all organisations involved signed up to an alliance agreement. The alliance agreement is a framework of joint working with money jointly available for training, development, pilot projects and project management. City & Hackney CCG monitors the data and alliance as a whole.

All the voluntary sector organisations involved in the alliance received support of the Homerton Hospital to become IAPT providers to provide targeted psychological interventions to their communities in accordance with the IAPT model. Bikur Cholim serves the Orthodox Jewish community, largely in North Hackney, Derman serves the Turkish speaking population which includes a high number of asylum seekers population and MIND, through its IRIE Mind service focus on African and Caribbean heritage communities.

All the organisations work effectively together in the alliance model, supporting one another, sharing expertise, undertaking joint training and linking with grass-root community groups and employment services where needed.

This provided a platform for services to create culturally attuned innovations. IRIE Mind, Derman and Bikur Cholim all embedded their IAPT services within a wider cultural offering that includes cooking, film clubs and other recreational activities. Derman modified ACT treatment, incorporating elements of Turkish Folk stories and Turkish Philosophy. IRIE Mind use the Tree of Life model developed in South Africa and Bikur Cholim was able to modify approaches to ensure cultural and religious alignment. Talk Changes appointed an ethnic

minority lead and alongside Mind has engaged with African and Caribbean grass-roots organisation to increase access rates

Any challenges?

- It took time to set up the VCS organisations to collect and report the MDS standardised outcome measures but this is now operating well.
- During the pandemic working remotely has been a challenge for the Orthodox Jewish Community because of challenges with digital access. However, this was overcome using telephone-based services.
- The Turkish speaking population has also experienced difficulties with digital services and Derman created its own bespoke range of interventions.

What's been the impact? (Oct 2020)

Ethnic minority access rates have increased for Turkish speaking, Orthodox Jewish and African Caribbean Heritage Communities to above 20% of prevalence. Access rates are now in line with national IAPT access rate targets and are close to or above access rates for the general population.

Bikur Cholim, Talk Changes, Derman and IRIE Mind achieved the four highest recovery rates out of London providers in 2019-20 (60%-70%), demonstrating that ethnic minority focused services can match and exceed services serving the general population.