

## IAPT Lewisham Diversity, Equality & BAME Engagement Strategy 2019/2020/2021

### Introduction

IAPT Lewisham acknowledges that local residents from Black, Asian and Minority Ethnic (BAME) communities experiencing mental health problems remain under-represented within IAPT pathways, are less likely to access therapy and if they do, experience poorer recovery and reliable improvement scores indicating that they are less likely to achieve good treatment outcomes. BAME service users are more likely to drop out of treatment and more likely to report negative experiences compared to white majority service users.

It is noted in the Lewisham CCG Public Sector Equality Duty Report 2019 -2020 that “the recovery rate data clearly outlines that recovery for the white patient cohort are consistently higher than that of non-white patient groups and considerably higher than that of Black patients”.

IAPT data, June to December 2019, supports these challenges of health inequality within the context of the IAPT service.

<b><u>Ethnicity</u></b>	<b><u>Referral Received</u></b>	<b><u>Recovered</u></b>	<b><u>Never Attended</u></b>	<b><u>Drop Out</u></b>	<b><u>Decline Service</u></b>
White	57%	51%	31%	12%	8%
Mixed	10%	43%	40%	13%	7%
Asian or Asian British	5%	40%	36%	14%	5%
Black or Black British	21%	46%	31%	13%	7%
Other Ethnic Groups	3%	53%	35%	14%	7%
Not known	4%	44%	29%	10%	5%

## **Ellen Heralall, Diversity Lead, IAPT Lewisham, July 2020**

### **Review 2019-2020**

For the year 2019-2020, IAPT Lewisham's commitment to addressing these local health inequalities for BAME communities has focused on the following aims;

1. To improve access and engagement of BAME service users across all step 2 and step 3 care pathway stages.
2. To work closely with Community Groups to achieve this aim.
3. To provide culturally sensitive training to the IAPT workforce.
4. To improve the proportion of BAME therapists within the IAPT workforce in line with the WRES (NHS Workforce Race Equality Standard) objective.

IAPT Lewisham has successfully implemented the following actions to achieve these aims:

- Attendance and collaboration with the Lewisham Independent Advisory Group (IAG) on a monthly basis to identify and progress a Quality Improvement initiative.
- Provide staff training on Culturally Sensitive Practice to the whole IAPT team in line with the launch of the IAPT Black, Asian and Minority Ethnic Service User Positive Practice Guide 2019 (Appendix 1).
- Developed links and collaborative working with Hillna Fontaine from Mabadiliko CIC to support culturally sensitive workshops within the Lewisham Borough.
- Attended community events to participate in conversations with, and be available to respond to, BAME groups and individuals within the Lewisham community.

### **Next Steps for 2020/2021**

IAPT Lewisham's actions during 2019 form the basis of an ongoing and central Service Objective to tackle health inequalities at all levels and to respond to the clear legislative duty on the part of mental health services to provide equality of access for all communities within their catchment area (Equality Act 2010). The plans for the year 2020/2021 involve continuing investment and development of all existing initiatives as already outlined in this report, alongside the addition of new resources and new projects. Our overarching aim is

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to promote strong community links from which to co-produce culturally sensitive and relevant services and projects within the wider community of Lewisham, involving the BAME, Tamil and LGBTQ+ communities and to consult with our service users via Service User Participation Groups to support the design of services and pathways that reduce existing inequalities and increase access and engagement of minority groups with IAPT services.

IAPT Lewisham have recruited 2 WTE Band 6 Senior Psychological Wellbeing Practitioners. It is anticipated that 25% of these roles will involve community development working and will be instrumental in supporting the links between IAPT Lewisham and community services.

Planned developments for this coming year are summarised below:

- The Quality Improvement Project's next cycle was due to commence in April 2020 further to clarification and collaboration with the Lewisham IAG. Recommendations are in final stages of agreement for the collection of qualitative data from BAME service users who are accessing IAPT Step 3 Therapies with the aim to understand service user experience with particular emphasis on culturally sensitive therapy. This project is currently paused due to Covid-19 but remains of high priority.
- Investment and collaboration with Madadiliko continues to progress well with the forward planning of consecutive 12 Week Culturally Sensitive Emotional Support Groups facilitated by Hillna Fontaine. An IAPT Psychological Wellbeing Practitioner is working with Hillna in the co-facilitation of these workshops to include Low Intensity Psychological treatments. IAPT Lewisham will actively offer this group at their Telephone Triage to BAME service users. Attendance to this group does not exclude BAME service users from receiving IAPT therapy and thus increases the offer of culturally sensitive therapies to BAME communities in Lewisham. In the current Covid-19 context, the first 12 Week Culturally Sensitive Emotionally Support Group was successfully facilitated remotely using Zoom technology. Qualitative feedback has been collected and will be added as an addendum to this report in due course. A second group is due to start in July 2020.
- The Step 2 Men's Group is a six week psycho-education group specifically for young men aged 18 to 35 years. The aim is to develop a BAME specific group for men facilitated by IAPT Psychological Wellbeing Practitioners and supported by a Band 7 male therapist. Promotional leaflets for this group have been circulated in the community, such as local barber shops and libraries,

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with the hope to capture young BAME men who may not otherwise consider accessing the IAPT service. Adjustments have been made due to Covid-19 and this group is due to begin in July 2020 facilitated remotely using MS Teams.

- Meetings are underway between IAPT Lewisham and the Lewisham Refugee and Migrant Network (LRMN) to develop and progress joint working between IAPT Lewisham and the LRMN on current initiatives. A representative from IAPT Lewisham will be attending the LRMN Participant Focus Group in July 2020 to progress IAPT supporting the delivery of workshops for service users in the community in partnership with LRMN. Additionally, IAPT will be joining the *Engage in Me* programme to provide a Step 2 Wellbeing component.
- IAPT Lewisham, in line with the Trust's values and aims, understands that central to improving service user experiences and outcomes, is the importance of having a diverse workforce at all levels. Lewisham IAPT therefore aims to support the inclusion of Trust Diversity Champions for all recruitment carried out within the service.
- Training for the year 2020/2021 – conversations are currently underway with Madabiliko in the planning of a number of training events for the IAPT Workforce; “Let's Face Race” and “Cultural Humility Training”.
- Meetings are underway with METRO to improve reciprocal referrals between services using a common assessment. Plans are in place to develop training for the IAPT staff team on LGBTQ Awareness facilitated by METRO.
- IAPT Lewisham are working to develop stronger links with the Tamil community within the Lewisham borough with the aim to build upon the existing Trauma Groups that, prior to Covid-19, were running at Sydenham Garden Project.
- A number of in-house initiatives continue to be progressed such as the BAME Working Group that will meet to discuss how IAPT can support the BAME community in the post-Covid period. It is anticipated that the IAPT Employment Advisors will play a central role in this initiative as will the IAPT Long Term Health Conditions team.

## **Conclusion**

This report has outlined current and planned initiatives and investments that IAPT Lewisham is undertaking to address and resolve the significant challenges that BAME and minority communities experience in accessing and benefiting from mental health care within primary care. IAPT Lewisham acknowledges the need to improve their internal strategies and infrastructure as a priority if they are to sustain the initiatives outlined in this report. As such, IAPT Lewisham is considering specific training for BAME staff such as the Stepping Up Programme and the Ready Now Programme, (NHS Leadership Academy) alongside appropriate Trust and internal training programmes. There is also a need for the service to gain confidence in the implementation of Equality Impact Assessments, Reverse Mentoring and crucially to develop service user participation groups for BAME service users.