

# Meeting the public sector equality duty at SLaM

2015 Croydon ethnicity information



Please contact South London and Maudsley NHS Foundation Trust if you have any questions, comments or feedback on this report or if you would like to request a copy of this report in another format.

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### 1. Purpose of this report

Last year we published a 2014 ethnicity report for Croydon in response to requests from our stakeholders. This report provides comparative information for 2015.

The report shows who is accessing 10 of the Trust's services in Croydon and what feedback Croydon service users of different ethnicities have given about their experience in our services over the last three years. It also sets out some of limitations of the data; what we think this means and what we are doing about these issues.

We have made some changes to the data in the report following feedback from staff and stakeholders with the aim of making this more informative and useful. Changes from the 2014 report include:

- Adding details of where teams get their referrals from
- Providing more appropriate comparators for certain teams
- Providing examples of activity undertaken by teams to improve services for BME service users with links to further information
- Including feedback on the Friends and Family test for different ethnicities

This information is being published together with similar reports for Lambeth, Lewisham and Southwark and other Trust-wide equality information on other protected characteristics that is available on our website at: [our equality information](#).

## 2. Croydon service user profiles

### 2.1 Explanation of the data on service user profiles

This section presents data on the ethnicity of service users in 10 of the Trust's Croydon services that are comparable with our services in Lambeth, Lewisham and Southwark. This includes the following:

1. Child and adolescent mental health service community teams in CAMHS Clinical Academic Group (CAG).
2. Improving access to psychological therapies (IAPT) service in Mood and Personality Disorder (MAP) CAG
3. Assessment and Liaison and Treatment teams in MAP CAG
4. Croydon Integrated Psychological Therapy Service in MAP CAG
5. Early intervention team in Psychosis CAG
6. Promoting recovery teams in Psychosis CAG
7. Home treatment team in Psychological Medicine CAG
8. Crisis wards in Psychological Medicine CAG and acute wards in Psychosis CAG (Combined)
9. Memory service in Mental Health of Older Adults and Dementia (MHOAD) CAG
10. Older adult mental health community teams in MHOAD CAG.

Service user ethnicity data for the IAPT service comes from IAPTus. The data for the other nine teams comes from our electronic patient journey system (ePJS). IAPTus and ePJS are both electronic systems used to record clinical information that have a specific field for recording the ethnicity of service users.

The IAPT data represents the number of people entering treatment in December 2014 and November 2015. The data for the nine other teams is a snapshot of their caseload on a single day in January 2015 and a single day in November 2015. The actual number of service users in each year's sample (n) is provided in the table along with the percentage of each ethnicity.

A summary of what each service does and where referrals come from is provided with a link to [our website](#) where you can find more information on these teams and

our other services. This section also highlights examples of work teams have done or are undertaking to improve services for BME service users.

## 2.2 Limitations of the data

The data in this report provides useful food for thought for who is, or is not accessing our services in Croydon. But it is important to recognise the limitations of what this data alone can tell us. For example:

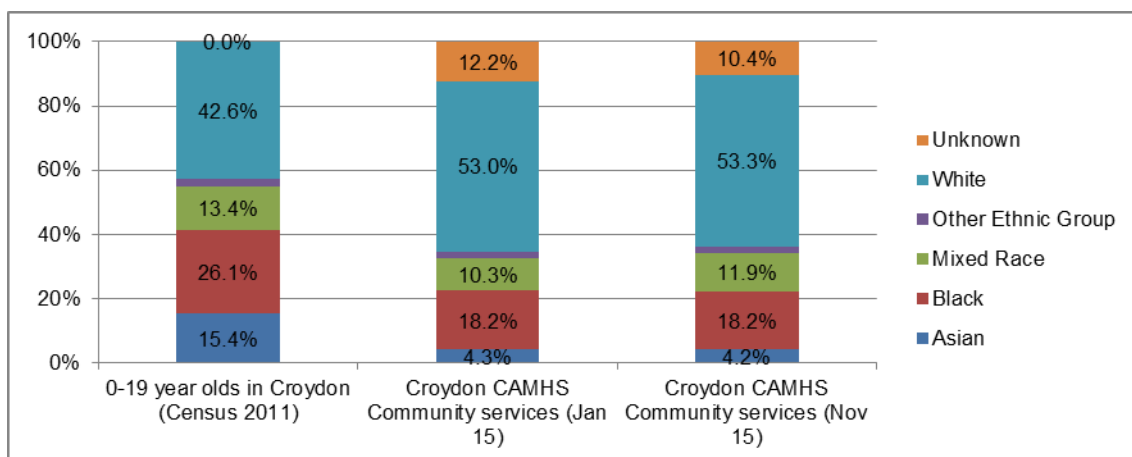
- For certain teams, the level of unknown ethnicity makes it difficult to draw meaningful conclusions about access. Ethnicity may be unknown because service users state they do not want this recorded or because it has not been recorded on ePJS yet. This may occur when a referral is added to a team's caseload but does not include details of the service user's ethnicity. Staff will ask service users to disclose their ethnicity at their first appointment but in some cases this may not have taken place yet. As a result, the ethnicity of these service users would be unknown on the day that the snapshot data used in this report was taken.
- The ethnicity data provides two snapshots of the ethnicity profile of teams on two days in 2015. This data alone does not necessarily reflect the profile of teams on other days or the pathway journey of service users. This needs regular consideration of this and other data along with staff and service user interpretation and insight.
- Census data is used because it is a well-known and accessible source of data that provides a consistent comparator for all boroughs. But it is not possible to draw conclusions about access to some teams from Census data alone. Other factors need to be considered such as the uneven incidence of some mental health problems across different demographic groups and the fact that referrals to teams often come via other services, not directly from the community. For some teams a more appropriate comparator has been used with an explanation of why.

## 2.3 CAMHS community teams

The Trust delivers [Child and Adolescent Specialist Services](#) and a range of [Child and Adolescent Targeted Services](#) in Croydon. Teams get their referrals from GPs and schools.

The table and chart below show the ethnicity of service users in January and November 2015 (from ePJS) in comparison with the ethnicity of 0-19 year olds in Croydon (from Census 2011).

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
0-19 year olds in Croydon (Census 2011)	15.4%	26.1%	13.4%	2.5%	42.6%	0.0%
Croydon CAMHS Community services (Jan 15) (n=975)	4.3%	18.2%	10.3%	2.1%	53.0%	12.2%
Croydon CAMHS Community services (Nov 15) (n=914)	4.2%	18.2%	11.9%	2.1%	53.3%	10.4%



Examples of work to improve services for BME service users include:

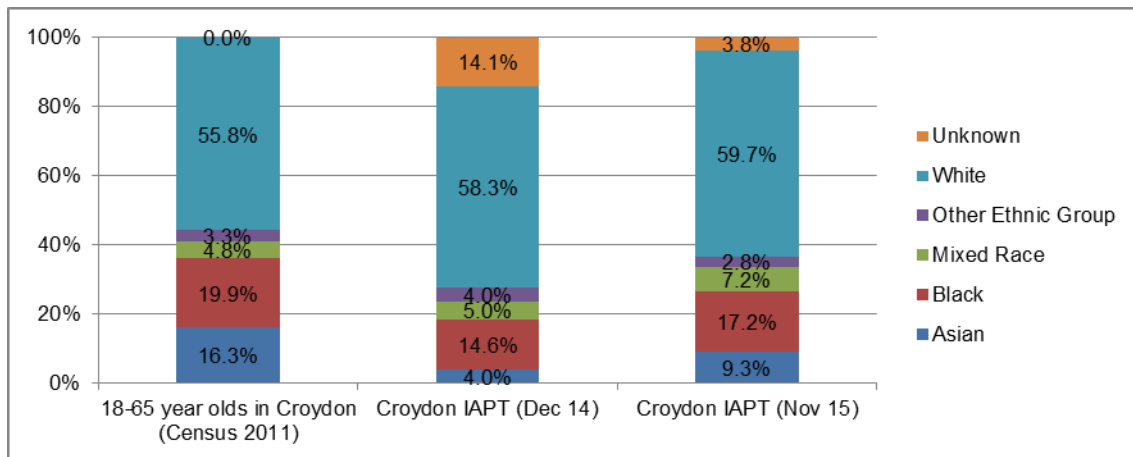
- Ongoing work to improve ethnicity recording
- A range of Black History Month (BHM) activities such as a quiz, Oyster cards and wristband for service users; posters, bunting and poems to decorate the building and a staff cultural diversity celebration day to share foods from their cultures of origin.
- Holding regular meetings with BME Community Development workers from Off the Record to discuss working together to increase access to ethnic groups not access the service.

## 2.4 Improving access to psychological therapies

[Croydon IAPT](#) is a primary care service for people, aged over 18 that provides guided self-help or individual and group Cognitive Behavioural Therapy for people with common mental health problems, usually anxiety and or depression. Referrals are received from GPs and self-referrals.

Table and chart showing the ethnicity of people entering treatment during the December 2014 and November 2015 (from IAPTUS) in comparison with the ethnicity of 18-65 year olds in Croydon (from Census 2011).

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
18-65 year olds in Croydon (Census 2011)	16.3%	19.9%	4.8%	3.3%	55.8%	0.0%
Croydon IAPT (Dec 14) (n=199)	4.0%	14.6%	5.0%	4.0%	58.3%	14.1%
Croydon IAPT (Nov 15) (n=377)	9.3%	17.2%	7.2%	2.8%	59.7%	3.8%



Examples of work to improve services for BME service users include:

- Ongoing work to improve ethnicity recording by the administration team.
- Working with the Trust’s mental health promotion team to scope a community engagement pilot.
- Working in partnership with Croydon CCG, Croydon MIND, and BME Community Development Workers to develop promotion worker roles whose remits will be to engage local BME and faith communities to increase awareness of the service using an outreach model.

## 2.5 MAP Assessment and Liaison teams and MAP Treatment teams

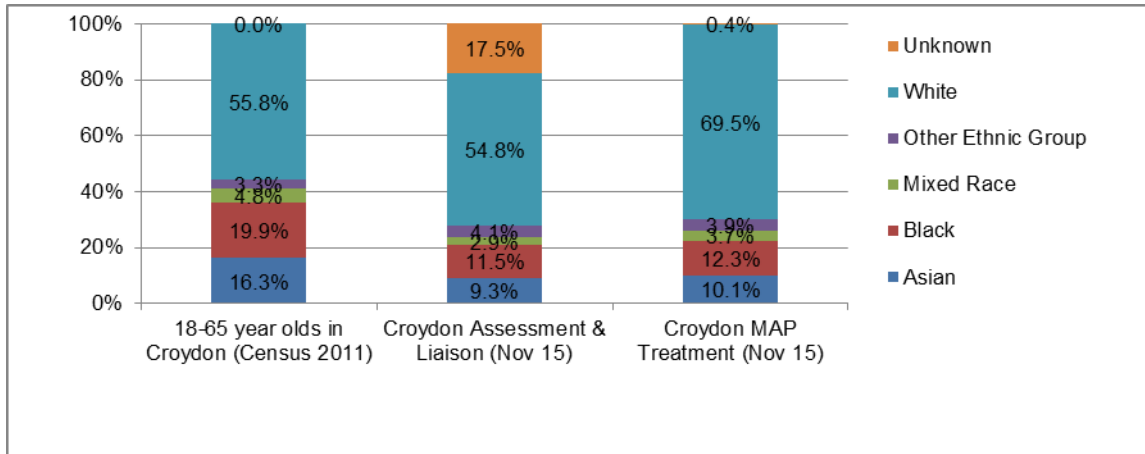
During 2015 Croydon’s locality Based Assessment and Treatment Teams were reconfigured to have separate Assessment and Treatment functions.

Mood Anxiety and Personality (MAP) Assessment and Liaison teams receive referrals from GPs and other health and social care workers. They are for people age 18-65 and they refer people to appropriate mental health service. They may provide support for up to 12 weeks.

The MAP Treatment team offers safe and effective treatment in the community to people experiencing severe depression, anxiety and/or personality disorders. People are referred to this team by Assessment & Liaison teams.

Table and chart showing the ethnicity of service users in MAP Assessment and Liaison Teams and MAP Treatments teams in November 2015 compared in comparison with the ethnicity of 18-65 year olds in Croydon (from Census 2011).

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
18-65 year olds in Croydon (Census 2011)	16.3%	19.9%	4.8%	3.3%	55.8%	0.0%
Croydon MAP Assessment & Liaison (Nov 15) (n=418)	9.3%	11.5%	2.9%	4.1%	54.8%	17.5%
Croydon MAP Treatment (Nov 15) (n=456)	10.1%	12.3%	3.7%	3.9%	69.5%	0.4%



Note: During 2015 Croydon’s Assessment and Treatment teams were reconfigured to have separate Assessment and Treatment functions so it is not possible to provide comparative data for January 2015. Comparative data will be provided in future reports.

## 2.6 Croydon Integrated Psychological Therapy Service

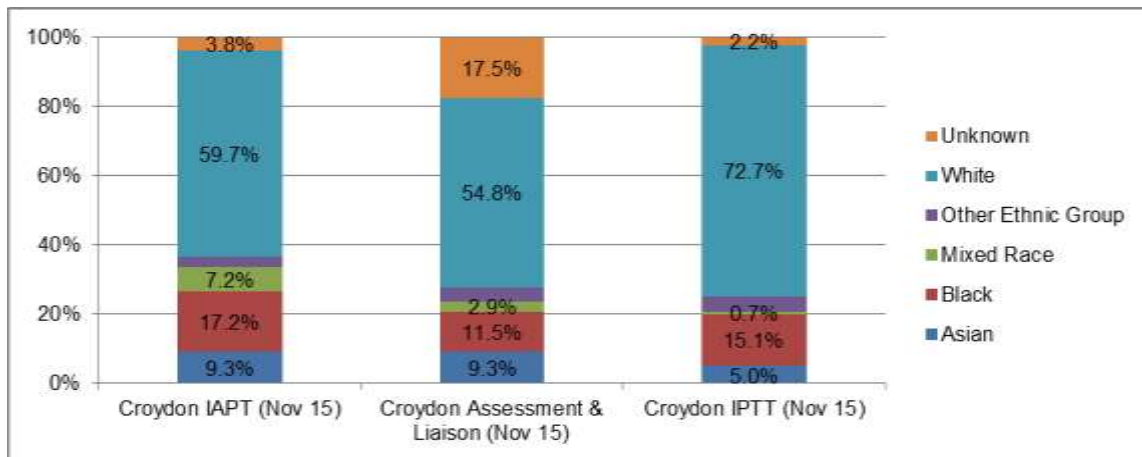
[Croydon Integrated Psychological Therapy Service](#) is a specialist psychological therapy service (secondary care) that provides assessment, treatment and care for people, aged 18-65, who have severe mental illness.

The service receives referrals from the IAPT and Assessment and Liaison team so their ethnicity profiles are provided as a comparator for the IPTT team as this is more appropriate than comparison with Census data.

Table and chart showing the ethnicity of service users in Croydon IPTT in November 2015 compared with the ethnicity of the services (IAPT and Assessment and Liaison teams) from which they get referrals from.

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
Croydon IAPT (Nov 2015) (n=290)	9.3%	17.2%	7.2%	2.8%	59.7%	3.8%
Croydon Assessment & Liaison (Nov 15) (n=418)	9.3%	11.5%	2.9%	4.1%	54.8%	17.5%
Croydon Integrated Psychological Therapies (Nov 15) (n=139)	5.0%	15.1%	0.7%	4.3%	72.7%	2.2%





Note: The way Croydon Assessment and Liaison team data is recorded on ePJS changed this year so it is not possible to provide comparative data for January 2015. Comparative data will be provided in future reports.

Examples of work to improve services for BME service users include:

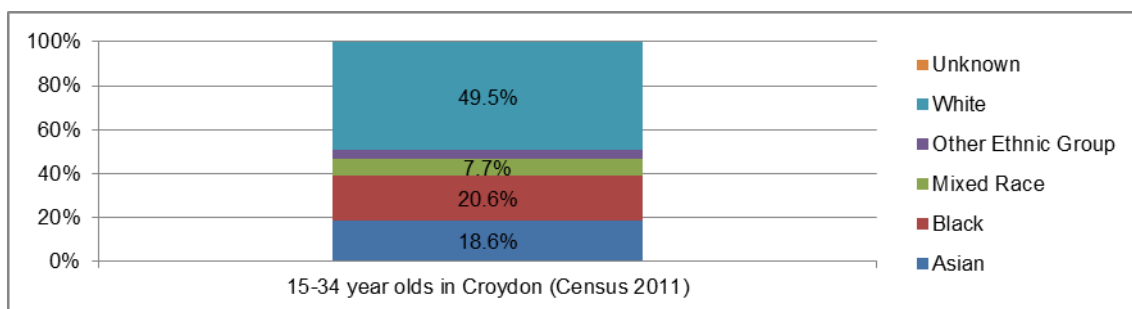
- Ongoing consideration of access of BME service users to the service

## 2.7 Early intervention teams

The Trust's [Early Intervention Service \(Croydon\)](#) provides support to people aged 14-35 who are suspected to be at risk or who are having a first episode of psychosis before they reach 'crisis point'. Referrals come from a range of sources including GPs and schools.

Table and chart showing the ethnicity of people in Croydon within the age range eligible to access the early intervention service (from Census 2011).

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
15-34 year olds in Croydon (Census 2011)	18.6%	20.6%	7.7%	3.7%	49.5%	0.0%

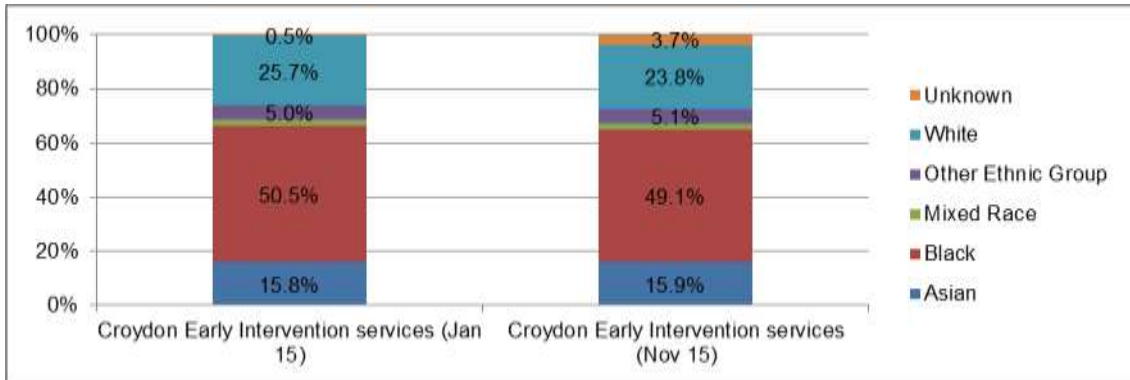


It is not possible to draw conclusions about access to the early intervention service from Census data alone. Other factors need to be considered such as the uneven incidence of psychosis across ethnic groups and referrals to the service coming via other services, not directly from the community.

Table and chart showing the ethnicity of early intervention service users in January and November 2015 (from ePJS).



	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
Croydon Early Intervention Service (Jan 15) (n=202)	15.8%	50.5%	2.5%	5.0%	25.7%	0.5%
Croydon Early Intervention services (Nov 15) (n=214)	15.9%	49.1%	2.3%	5.1%	23.8%	3.7%



The data shows that a high proportion of Black service users are accessing the early intervention service. While this suggests there is good engagement by the team it may also reflect the higher prevalence of psychosis among Black communities.

## 2.8 Community promoting recovery teams

Psychosis Community Service ([Croydon East](#)) and ([Croydon West](#)) provide care and support for people, aged 18-65, who have severe mental illness.

Referrals to these teams are generally from Assessment and Liaison teams, Early Intervention teams or wards. This makes it hard to make meaningful comparisons solely from local census data.

Table and chart showing the ethnicity of people in Croydon within the age range eligible to access promoting recovery teams (from Census 2011).

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
18-65 year olds in Croydon (Census 2011)	16.3%	19.9%	4.8%	3.3%	55.8%	0.0%

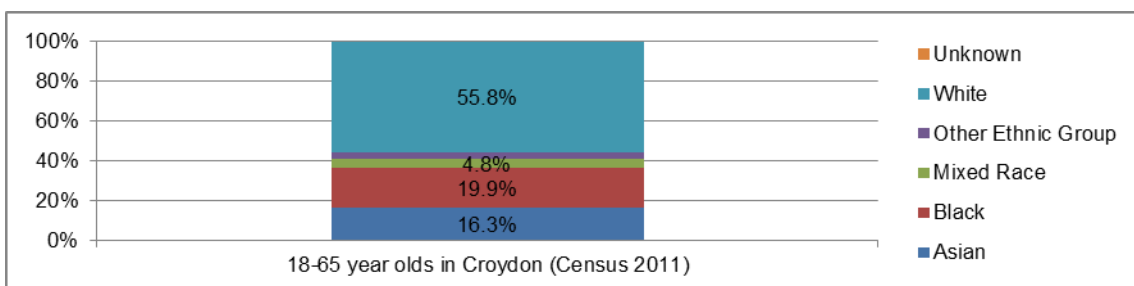
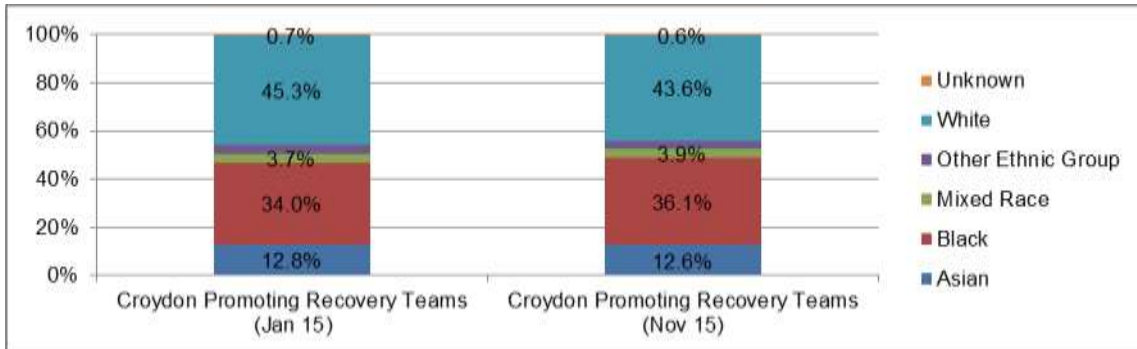


Table and chart showing the ethnicity of promoting recovery service users in January and November 2015 (from ePJS).

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
Croydon Promoting Recovery Teams (Jan 15) (n=1213)	12.8%	34.0%	3.7%	3.5%	45.3%	0.7%
Croydon Promoting Recovery Teams (Nov 15) (n=1166)	12.6%	36.1%	3.9%	3.3%	43.6%	0.6%



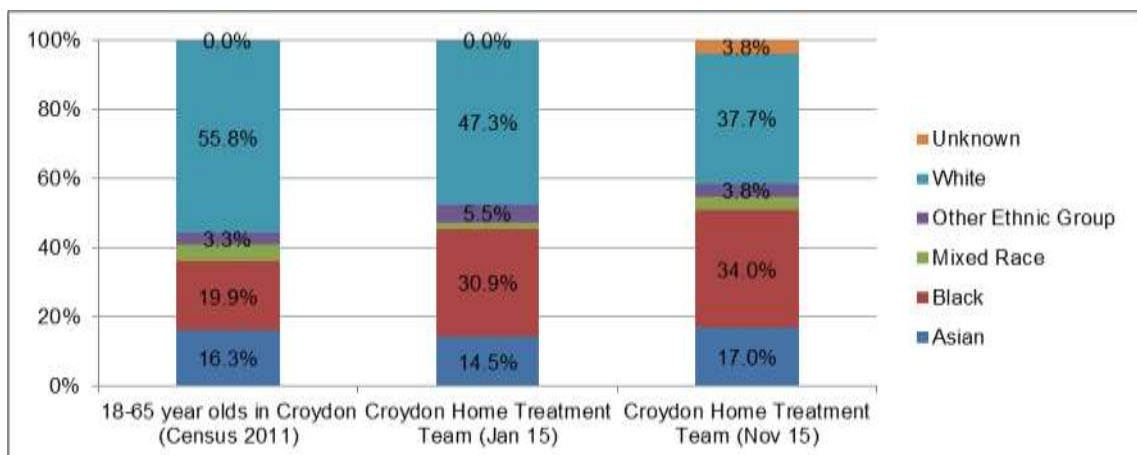
The proportion of Black service users in Promoting Recovery teams is higher than those in the local community. This is partly due to the fact that referrals come from secondary care services that already have a higher proportion of Black service users and the unequal distribution of psychosis across different ethnic groups.

## 2.9 Home treatment teams

The Trust's [Home Treatment Team \(Croydon\)](#) care for people, aged 18-65, who have severe mental illness, who would benefit from assessment and treatment at home as an alternative to hospital. Referrals come from other Trust services such as assessment and liaison teams, crisis services, promoting recovery teams and wards.

Table and chart showing ethnicity of service users in January and November 2015 (from ePJS) in comparison with the ethnicity of 18-65 year olds in Croydon (from Census 2011).

	Asian	Black	Mixed Race	Other Ethnic Group	White
18-65 year olds in Croydon (Census 2011)	16.3%	19.9%	4.8%	3.3%	55.8%
Croydon Home Treatment Team (Jan 15) (n=55)	14.5%	30.9%	1.8%	5.5%	47.3%
Croydon Home Treatment Team (Nov 15) (n=53)	17.0%	34.0%	3.8%	3.8%	37.7%



## 2.10 Crisis and acute wards

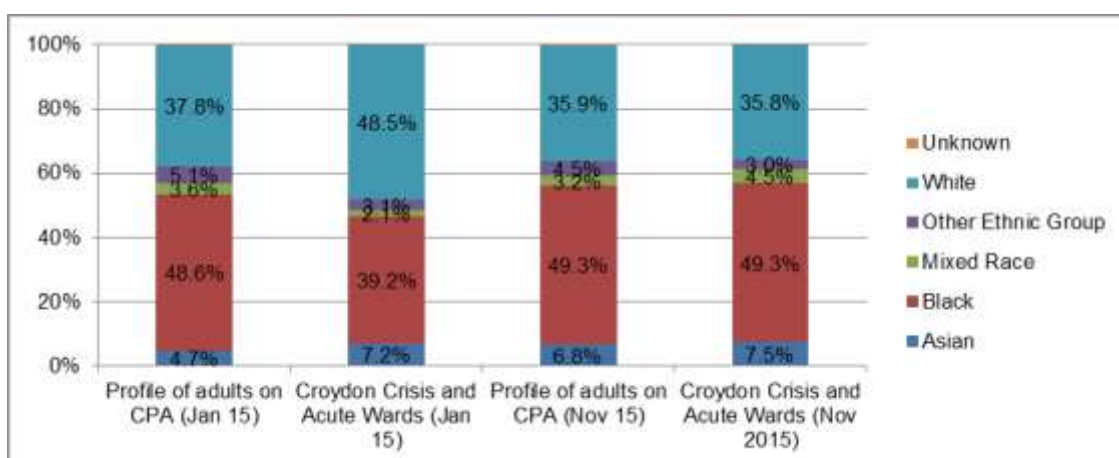
The Trust has a number of ward's that support people in Croydon, aged 18 to 65 years old, who need inpatient crisis or acute mental health care. These include [Croydon Triage and Place of Safety](#); [Foxley Lane Women's' Service](#); [Gresham Ward 1](#) and [Gresham Ward 2](#).

To ensure people get the help they need when most unwell, referrals to these wards can be received from anywhere across the Trust not just Croydon. The Trust uses the Care Programme Approach (CPA) to assess, plan, co-ordinate and review care for service users with mental health problems and complex issues.

The profile of adults on a CPA is provided as a comparator to ward profiles as these are the people most likely to require an inpatient services.

Table and chart showing the ethnicity profile of service users on CPA in January and November 2015 (from ePJS) in comparison with the ethnicity service users in Croydon acute and crisis wards in January and November 2015 (from ePJS).

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
Profile of adults on CPA (Jan 15) (n=5213)	4.7%	48.6%	3.6%	5.1%	37.8%	0.2%
Croydon Crisis and Acute Wards (Jan 15) (n=77)	7.2%	39.2%	2.1%	3.1%	48.5%	0.0%
Profile of adults on CPA (Nov 15) (n=4637)	6.8%	49.3%	3.2%	4.5%	35.9%	0.4%
Croydon Crisis and Acute Wards (Nov 15) (n=67)	7.5%	49.3%	4.5%	3.0%	35.8%	0%



The ethnicity profiles of adults CPA and in the wards are broadly equivalent implying that there is limited difference in the likelihood of accessing inpatient service between ethnic groups. The higher in proportion of Black service users on wards in November is hard to explain without considering data over a longer period.

Examples of work to improve services for BME service users include:

- [Tree of Life](#) workshops were delivered to 84 service users and 18 members of staff on Croydon wards. 75% of participants were from BME backgrounds. 100% of service user participants rated the workshops positive. The project [won a national 'Equality and diversity in service delivery' award](#).

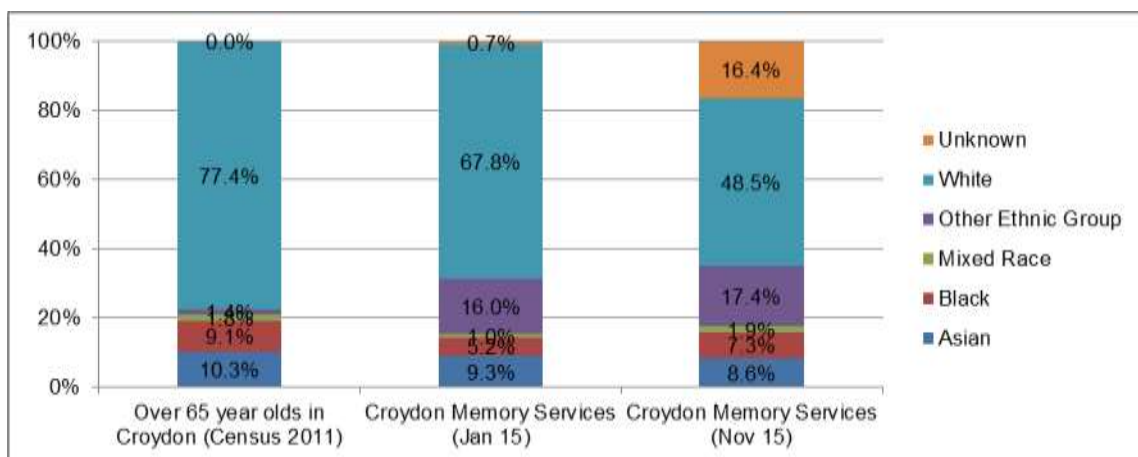
- The Family Work and Support Service have been supporting service users in Gresham 1 and Gresham 2 wards and their family and carers. All the 75 carers and service users who attended the carers' clinic reported being very satisfied with the clinic. This has helped reduce complaints and the project [won a national patient safety award](#).

## 2.11 Memory services

[Memory Service \(Croydon\)](#) provides early assessment, treatment and care for people, over 18, who have memory problems that may be associated with dementia. The service gets referrals from GPs.

Table and chart showing the ethnicity of service users in January and November 2015 (from ePJS) in comparison with the ethnicity of over 65 year olds in Croydon (from Census 2011).

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
Over 65 year olds in Croydon (Census 2011)	10.3%	9.1%	1.8%	1.4%	77.4%	0.0%
Croydon Memory Service (Jan 15) (n=900)	9.3%	5.2%	1.0%	16.0%	67.8%	0.7%
Croydon Memory Services (Nov 15) (n=689)	8.6%	7.3%	1.9%	17.4%	48.5%	16.4%



Examples of work to improve services for BME service users include:

- Ongoing work to improve ethnicity recording

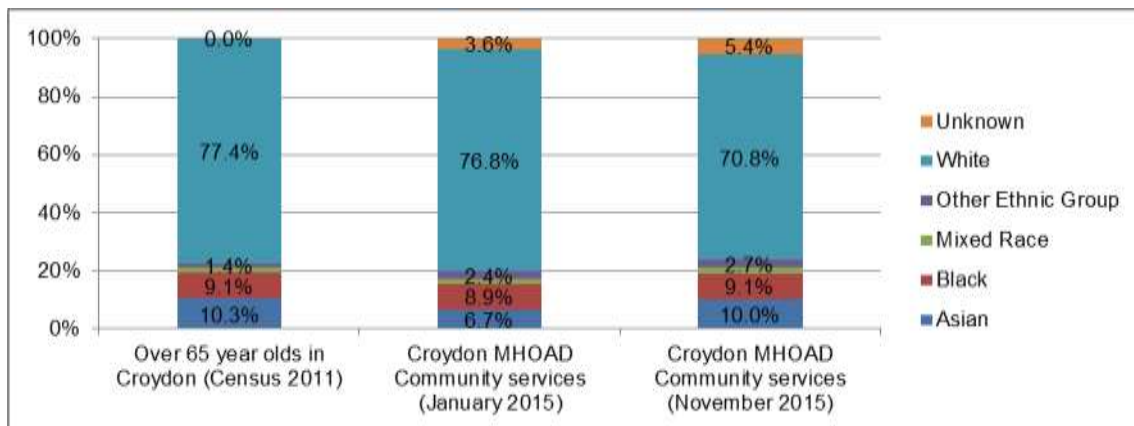
## 2.12 Older adults mental health community team

The Trust's [community Mental Health Team for Older Adults \(North Croydon\)](#) provides community-based assessment, treatment and care for people aged over 65 who have mental health problems and younger people with a diagnosis of dementia. Referrals come from GPs, social services or other secondary care services.

Table and chart showing the ethnicity of service users in January and November 2015 (from ePJS) in comparison with the ethnicity of over 65 year olds in Croydon (from Census 2011).

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
Over 65 year olds in Croydon	10.3%	9.1%	1.8%	1.4%	77.4%	0.0%

(Census 2011)						
Croydon MHOAD Community services (Jan 15) (n=836)	6.7%	8.9%	1.7%	2.4%	76.8%	3.6%
Croydon MHOAD Community services (Nov 15) (n=592)	10.0%	9.1%	2.0%	2.7%	70.8%	5.4%



### 3. Croydon service user experience

#### 3.1 Explanation of data on service user experience

The data in this section comes from responses to five questions in anonymised surveys completed by or on behalf of our Croydon service users. The questions are:

1. The Friends and Family Test question: How likely are you to recommend the ward / team to friends and family if they needed similar care or treatment?
2. Do you feel involved your care?
3. Are staff kind and caring?
4. Do we treat you as an individual by considering your culture, spirituality, disability, gender, sexuality, age and ethnicity?
5. Do you feel safe?

The Friends and Family test data covers the following time period:

- October 2014 to March 2015 (this began to be asked in October 2014)
- April 2015 to September 2015 (Data for surveys inputted into the system at the end of September and presented at SLam Equality Partnership Time event on 19<sup>th</sup> November 2015).

The data for the other four questions covers the following time period:

- April 2013 to March 2014
- April 2014 to March 2015
- April 2015 to September 2015

Data for the Friends and Family Test question and the first three questions includes feedback from both inpatient service users and outpatient / community service users. The data on feelings of safety only includes feedback from inpatient service users as this question is not asked in outpatient / community service surveys.

In order to produce a meaningful sample size for service users from all ethnicities, the data in this report includes feedback received by all the Trust's services in Croydon (not just the 10 services highlighted in the section above).

Data is presented in tables, showing the number of responses and proportion of positive responses, and graphs to visually show how experience has changed over the past three years.

The feedback has been graded as positive or negative using the following methods:

- The Friends and Family Test question: responses of 'extremely likely' and 'likely' were considered to be positive. Responses of 'neither likely nor unlikely', 'unlikely', 'extremely unlikely' and 'don't know' were considered to be negative.
- Questions 2 to 4: responses of 'yes, to some extent' and 'yes, definitely' were considered to be positive. Responses of 'don't know'; 'not really' and 'definitely not' were considered to be negative.

The Friends and Family Test data is accompanied by some examples of service user feedback for the reasons why they would or would not recommend wards or teams. These service users gave permission for their comment to be made public when they completed the survey.

### **3.2 Limitations of the data**

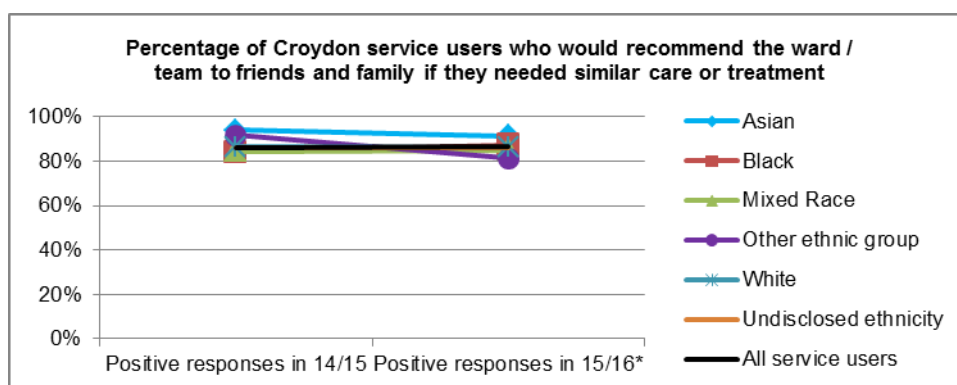
The data in this section provides useful insight into the experience of service users of different ethnicities. But it is important to recognise the limitations of what this data alone can tell us. For example:

- The data does not include feedback from other methods that service users use to give feedback such as suggestion boxes, ward community meetings, PALS (Patient Advice and Liaison Service), formal compliments or complaints.
- The borough-wide sample sizes for some ethnic groups are low and will be even smaller at a team level where responses to feedback can be most meaningful.
- It is difficult to accurately assess how representative survey responses are across ethnicity because of the level of people who choose not to disclose this in surveys. Trust wide analysis of respondents who do disclose ethnicity suggests mixed race respondents are slight over represented and those of all other ethnicities are slightly under represented. This will need further investigation and further encouragement to service users to complete surveys.



### 3.3 Friends and Family Test question

How likely are you to recommend the ward / team to friends and family if they needed similar care or treatment?					
	Financial year 2014-15		Financial year 2015-16*		
	Number of responses in 14/15	Positive responses in 14/15	Number of responses in 15/16*	Positive responses in 15/16*	Changes in positive responses between 14/15 and 15/16*
Asian	17	94.1%	82	91.5%	-2.7%
Black	102	84.3%	280	87.5%	3.2%
Mixed Race	39	84.6%	87	85.1%	0.4%
Other ethnic group	12	91.7%	32	81.3%	-10.4%
White	302	86.4%	492	86.4%	0.0%
Undisclosed ethnicity	29	86.2%	73	86.3%	0.1%
<b>All service users</b>	<b>501</b>	<b>86.2%</b>	<b>1046</b>	<b>86.8%</b>	<b>0.6%</b>



During 2015/16\* 172 service users, who disclosed they were BME and gave permission for their feedback to be made public, gave reasons why they were 'extremely likely' to recommend a service, including:

- 'I have achieved my goals, I waited to improve my confidence and I have done that with [name of staff member] attitude she never doubted me. I now have vol work and have been accepted in Uni.' Black African service user, Croydon Promoting recovery team
- 'For women this unit is unique and therapeutic, if they had been admitted to Bethlem voluntarily I would recommend they request Foxley lane. I feel the support of nurses are invaluable and groups are an excellent way to teach distractions'. Asian Bangladeshi service user, Foxley Lane, Women's Service, Bethlam Hospital.

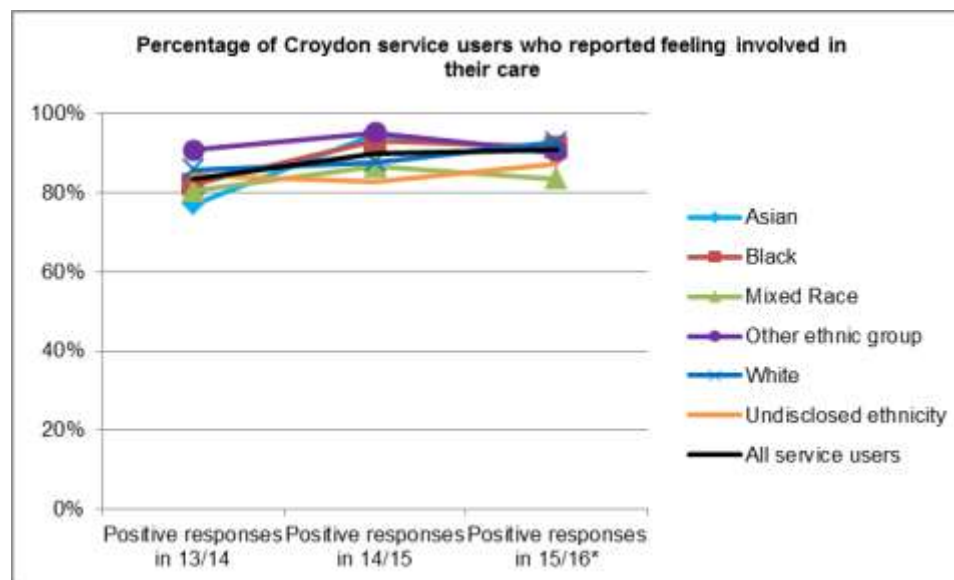
During 2015/16\* 2 service users, who disclosed they were BME and gave permission for their feedback to be made public, gave reasons why they were 'extremely unlikely' to recommend a service, including:

- 'Inconsistency between staff members. Inconsistency in types of staff and lack of clarity about roles and planned support'. Mixed Race service user, Croydon Home Treatment Team.
- 'Dr [name] has no idea about medical care.my past student doctors are three generations ahead of him.he gare me treatment that is counterproductive , medicine to help memory. Since treatment I have no recollection of what happened 2 days ago. It encourages hallucination', Mixed race service user, Chelsham House ward, Bethlam Hospital



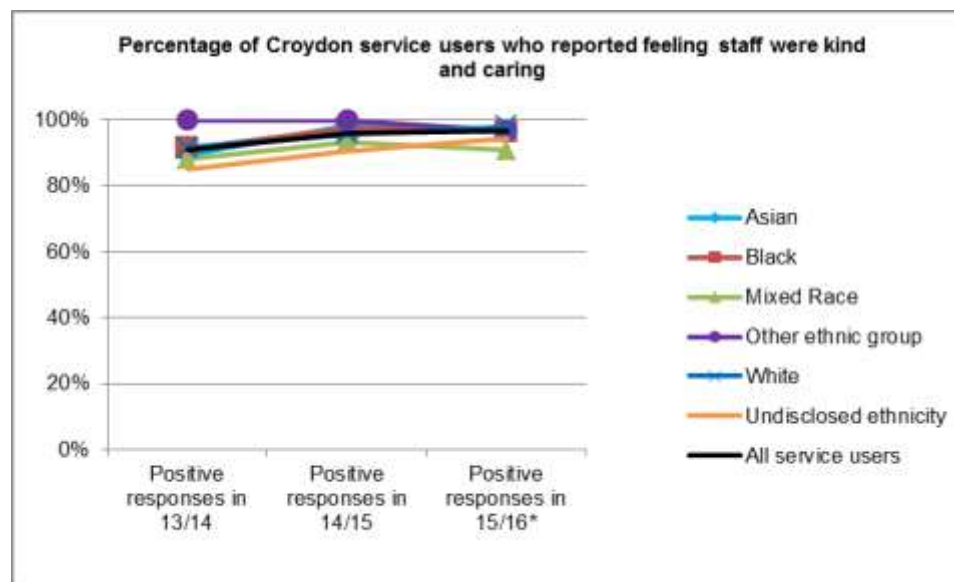
### 3.4 Involvement in care

Do you feel involved in your care?								
	Financial year 2013-14		Financial year 2014-15			Financial year 2015-16*		
	Number of responses in 13/14	Positive responses in 13/14	Number of responses in 14/15	Positive responses in 14/15	Changes in positive responses between 13/14 and 14/15	Number of responses in 15/16*	Positive responses in 15/16*	Changes in positive responses between 14/15 and 15/16*
Asian	57	77.1%	57	94.8%	17.7%	79	89.9%	-4.9%
Black	162	82.1%	188	93.1%	11.0%	269	91.4%	-1.7%
Mixed Race	51	80.4%	60	86.7%	6.3%	85	83.5%	-3.2%
Other ethnic group	11	90.9%	21	95.2%	4.3%	31	90.3%	-4.9%
White	401	85.8%	682	87.7%	1.9%	476	92.9%	5.2%
Undisclosed ethnicity	102	84.3%	123	82.9%	-1.4%	71	87.3%	4.4%
<b>All service users</b>	<b>784</b>	<b>83.4%</b>	<b>1131</b>	<b>90.1%</b>	<b>6.6%</b>	<b>1011</b>	<b>91.0%</b>	<b>0.9%</b>



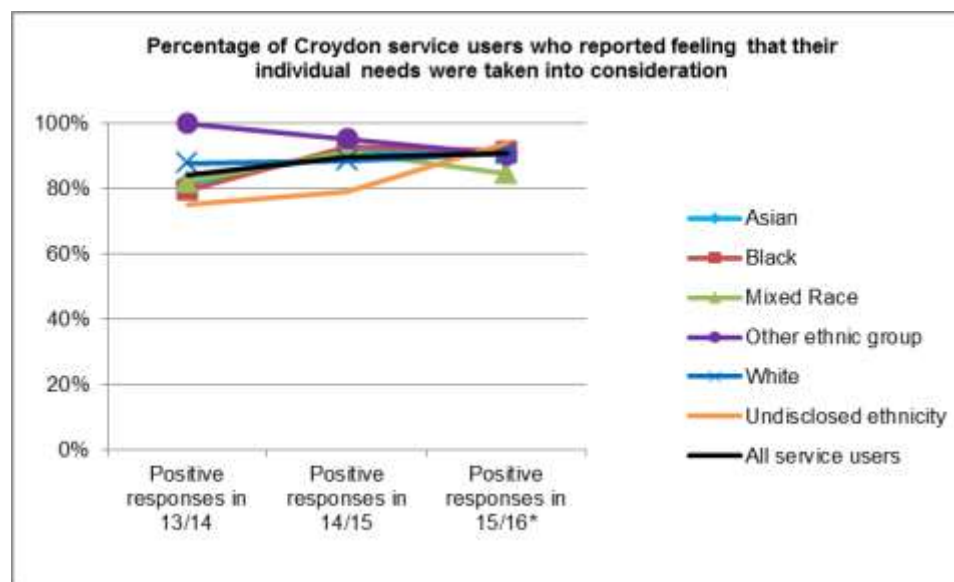
### 3.5 Kind and caring staff

Are staff kind and caring?								
	Financial year 2013-14		Financial year 2014-15			Financial year 2015-16*		
	Number of responses in 13/14	Positive responses in 13/14	Number of responses in 14/15	Positive responses in 14/15	Changes in positive responses between 13/14 and 14/15	Number of responses in 15/16*	Positive responses in 15/16*	Changes in positive responses between 14/15 and 15/16*
Asian	57	89.5%	57	98.3%	8.8%	78	96.2%	-2.1%
Black	161	91.3%	184	97.3%	6.0%	273	96.7%	-0.6%
Mixed Race	50	88.0%	61	93.4%	5.4%	86	90.7%	-2.7%
Other ethnic group	11	100.0%	21	100.0%	0.0%	31	96.8%	-3.2%
White	402	91.5%	681	95.7%	4.2%	482	97.9%	2.2%
Undisclosed ethnicity	101	85.2%	116	90.5%	5.4%	70	94.3%	3.8%
<b>All service users</b>	<b>782</b>	<b>90.9%</b>	<b>1120</b>	<b>95.9%</b>	<b>5.0%</b>	<b>1020</b>	<b>96.6%</b>	<b>0.7%</b>



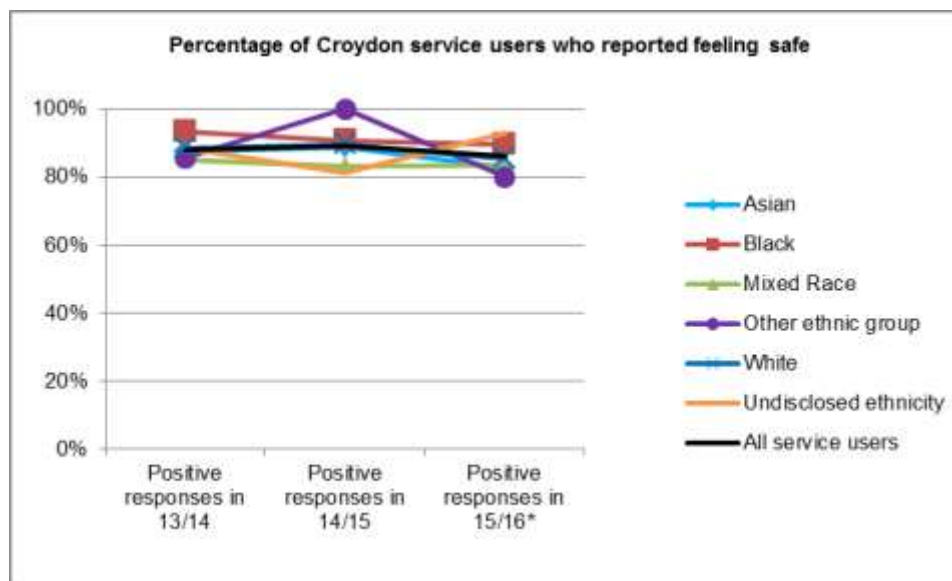
### 3.6 Consideration of individual needs

Do we treat you as an individual by considering your culture, spirituality, disability, gender, sexuality, age and ethnicity?								
	Financial year 2013-14		Financial year 2014-15			Financial year 2015-16*		
	Number of responses in 13/14	Positive responses in 13/14	Number of responses in 14/15	Positive responses in 14/15	Changes in positive responses between 13/14 and 14/15	Number of responses in 15/16*	Positive responses in 15/16*	Changes in positive responses between 14/15 and 15/16*
Asian	54	81.5%	57	91.2%	9.8%	78	91.0%	-0.2%
Black	152	79.6%	181	92.8%	13.2%	269	91.4%	-1.4%
Mixed Race	50	82.0%	57	91.2%	9.2%	85	84.7%	-6.5%
Other ethnic group	10	100.0%	21	95.2%	-4.8%	31	90.3%	-4.9%
White	365	87.7%	624	88.6%	0.9%	467	90.8%	2.2%
Undisclosed ethnicity	93	75.3%	110	79.1%	3.8%	67	94.0%	14.9%
<b>All service users</b>	<b>724</b>	<b>84.3%</b>	<b>1050</b>	<b>89.7%</b>	<b>5.4%</b>	<b>997</b>	<b>90.7%</b>	<b>1.0%</b>



### 3.7 Safety

Do you feel safe?								
	Financial year 2013-14		Financial year 2014-15			Financial year 2015-16*		
	Number of responses in 13/14	Positive responses in 13/14	Number of responses in 14/15	Positive responses in 14/15	Changes in positive responses between 13/14 and 14/15	Number of responses in 15/16*	Positive responses in 15/16*	Changes in positive responses between 14/15 and 15/16*
Asian	32	87.5%	Below 10	88.9%	1.4%	23	82.6%	-6.3%
Black	106	93.4%	54	90.7%	-2.7%	58	89.7%	-1.0%
Mixed Race	20	85.0%	12	83.3%	-1.7%	24	83.3%	0.0%
Other ethnic group	Below 10	85.7%	Below 10	100.0%	14.3%	Below 10	80.0%	-20.0%
White	181	88.4%	107	89.7%	1.3%	130	85.4%	-4.3%
Undisclosed ethnicity	61	88.5%	43	81.4%	-7.1%	14	92.9%	11.5%
<b>All service users</b>	<b>407</b>	<b>88.1%</b>	<b>231</b>	<b>89.0%</b>	<b>0.9%</b>	<b>254</b>	<b>86.2%</b>	<b>-2.8%</b>



## 4. What does this data tell us?

As highlighted in section 2.2, there are limitations to what can be concluded about changes in access to services from just two snapshots of data over time. Taking that into account, the data in the reports suggests that BME service users are accessing the Trust's Croydon services in broadly similar patterns to last year's reports. This needs regular consideration of caseload and other data over a longer period of time to get a more accurate picture.

CAMHS community teams and IAPT recorded a greater proportion of ethnicity in November, while there was a lower proportion of ethnicity recorded by Croydon Memory services.

Further work is needed to understand access to IAPT and assessment and liaison teams, where the proportion of BME service users appears low, in particular for Asian service users.

Research has highlighted elevated levels of risk of developing psychosis among Black communities due to social factors such as experiences of migration, unemployment, use of certain drugs, trauma, childhood neglect and abuse, urban living, poverty and discrimination. This is reflected in the high proportions of Black service users accessing both crisis and acute wards and psychosis teams that support people in the community, such as promoting recovery teams and home treatment teams.

There are a high proportion of Black service users accessing support at an earlier stage of psychosis through the early intervention team. Comparison between the ethnicity profile of adults on CPA and on wards does not suggest there are any big differences, in the likelihood of service users who are most unwell accessing inpatient service, between ethnic groups.

The majority of Croydon service users from all ethnicities would recommend the ward or teams to friends and family if they needed similar care or treatment. The majority also reported positive experiences to all four questions relating to the Trust's equality objectives.

Where ethnicity was disclosed, overall experience has generally improved slightly in the last three years, except in relation to feeling safe on wards. Experience is broadly similar (but not identical) across ethnic groups but there are fluctuations in the experiences reported by service users of different ethnicities. Year to date experience data for 15/16 suggests poorer experience reported by Mixed Race service users for a number of questions than in the year before.

It will be important to continue to monitor this data to identify and respond to any trends of consistent poor experience. We anticipate that response rates will continue to increase for service users of all ethnicities during 2015/16 and will continue work to increase this further.

As in last year's report the data in this report reiterates the importance of continuing work to deliver services that are appropriate and responsive to the needs of BME service users to enable the Trust to deliver effective services to service users of all ethnicities.

## 5. What are we doing about this?

During 2016 we will:

- Continue to consider and analyse ethnicity data on access and experience and respond accordingly to any potential race equality issues that are identified.
- Continue to work to improve our equality performance through delivery of the Trust's [equality objectives](#) and quality priorities.
- Increase recording of ethnicity on ePJS, particularly in CAMHS community teams, IAPT, MAP Assessment & Liaison teams and Memory Services to help improve our understanding of access to services.
- Continue to work to ensure services are appropriate and responsive to the needs of BME service users through relevant auditing, training, guidance, reflective practice and projects such as the Tree of Life.
- Seek to increase the amount of service user feedback collected through surveys conducted by all teams in Croydon. Service users should be encouraged to disclose their ethnicity in surveys and reassured that this will be anonymous and kept confidential. Teams will get monthly reports on the ethnicity of service users completing surveys so they can identify and respond to gaps in feedback.
- Use this evidence alongside feedback through other means (for example from service user advisory groups; local voluntary and community groups etc.) to better understand service users' experiences and improve our services accordingly.
- Continue to work in partnership with:
  - Croydon CCG, Off The Record, Croydon BME Forum and Hear Us to respond to the recommendations of the ['Mind The Gap'](#) report.
  - Croydon CCG, Council and third sector organisations to implement recommendations from the Department of Health's ['Future in Mind'](#) report to improve access to effective support for BME young people.
- Seek feedback on this report from stakeholders and staff to identify how it can be improved.
- Publish another report with local ethnicity information for Croydon in January 2017, as part of our annual equality information to show what we have done and what has changed during 2016.