

# Meeting the public sector equality duty at SLaM

2015 Southwark 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.

Macius Kurowski, Equality Manager

By telephone: 02032281675

By email: [macius.kurowski@slam.nhs.uk](mailto:macius.kurowski@slam.nhs.uk)

By mail: Directorate of Organisation and Community, Maudsley Hospital, Denmark Hill, London, SE5 8AZ

## Contents

1. Purpose of this report.....	2
2. Southwark service user profiles .....	3
2.1 Explanation of data on service user profiles.....	3
2.2 Limitations of the data.....	4
2.3 CAMHS community teams .....	4
2.4 Improving access to psychological therapies .....	5
2.5 MAP Assessment and Liaison teams and MAP treatment teams .....	6
2.6 Integrated psychological therapies service .....	7
2.7 Early intervention team .....	7
2.8 Community promoting recovery teams.....	8
2.9 Home treatment teams .....	9
2.10 Crisis and acute wards.....	10
2.11 Memory services.....	11
2.12 Older adults community mental health teams.....	12
3. Southwark service user experience.....	13
3.1 Explanation of data on service user experience.....	13
3.1 Limitations of the data.....	14
3.3 Friends and Family Test question .....	15
3.4 Involvement in care.....	15
3.5 Kind and caring staff.....	17
3.6 Consideration of individual needs .....	18
3.7 Safety .....	19
4. What does this data tell us? .....	20
5. What are we doing about this?.....	21

### 1. Purpose of this report

Last year we published a 2014 ethnicity report for Southwark 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 Southwark and what feedback Southwark 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 Croydon, Lambeth and Lewisham and other Trust-wide equality information on all protected characteristics that is available on our website at: [our equality information](#).

## **2. Southwark service user profiles**

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

This section presents data on the ethnicity of service users in 10 of the Trust's Southwark services that are comparable with our services in Croydon, Lambeth and Lewisham. 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 treatment teams in MAP CAG
4. Integrated psychological therapy team (IPTT) 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 Southwark. But it is important to recognise the limitations of what this data alone can tell us. For example:

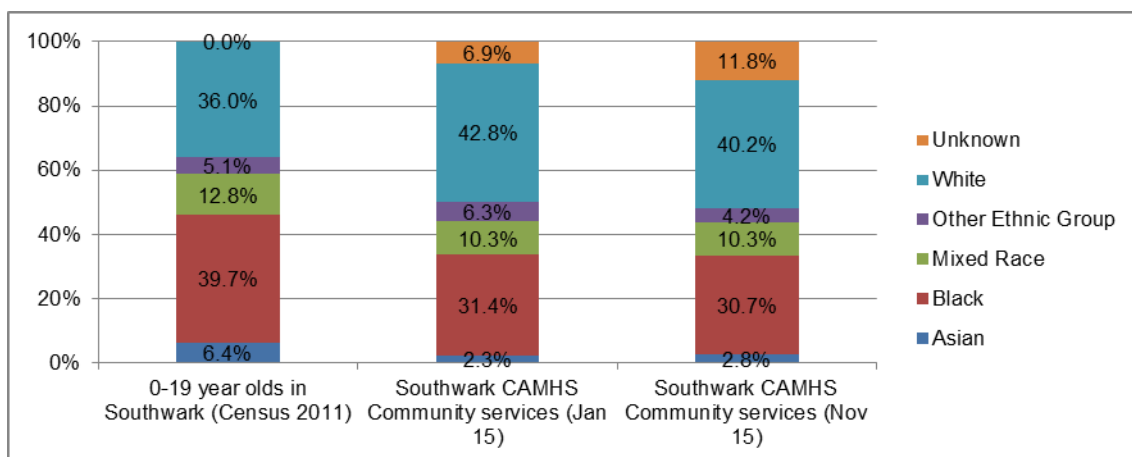
- For certain teams, the level of unknown ethnicity makes it difficult to draw meaningful conclusions about access.
- The ethnicity data provides two snapshots of the ethnicity profile of teams on two days in 2015. This data alone does not necessarily reflect the profile of teams on other days or the 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 the promoting recovery teams 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. For some teams a more appropriate comparator has been used with an explanation of why.

## 2.3 CAMHS community teams

The Trust delivers a range of CAMHS community services in Southwark. This includes the [Child and Family Service \(Southwark\)](#), an [Adolescent Service \(Southwark\)](#), a [Child and Adolescent Neurodevelopmental Service \(Southwark\)](#) and a [Child and Adolescent Carelink Service \(Southwark\)](#). Referrals are received from GPs, schools and allied health professionals.

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 Southwark (from Census 2011).

	Asian	Black	Mixed race	Other ethnic group	White	Unknown
0-19 year olds in Southwark (Census 2011)	6.4%	39.7%	12.8%	5.1%	36.0%	0.0%
Southwark CAMHS Community services (Jan 15) (n=1238)	2.3%	31.4%	10.3%	6.3%	42.8%	6.9%
Southwark CAMHS Community services (Nov 15) (n=1134)	2.8%	30.7%	10.3%	4.2%	40.2%	11.8%



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

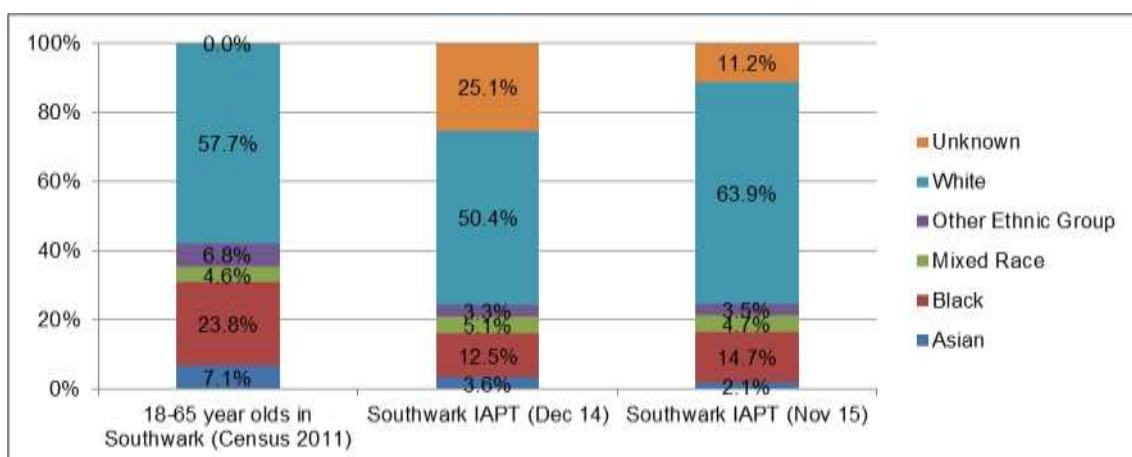
- Ongoing work to improve ethnicity recording
- Southwark Parental Mental Health team held a family fun interactive workshop telling the 'Untold story of Black history month' full of fun facts, T shirts and short films describing the unique cultural footsteps of London at the Grove Children Centre

## 2.2 Improving access to psychological therapies

[IAPT Service \(Southwark\)](#) is provided by the Southwark Primary Care Psychological Therapy Service. They provide advice and brief treatment, including self-help therapy for people, aged over 18, with depression or anxiety. Referrals are received from GPs and from 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 Southwark (from Census 2011).

	Asian	Black	Mixed race	Other ethnic group	White	Unknown
18-65 year olds in Southwark (Census 2011)	7.1%	23.8%	4.6%	6.8%	57.7%	0.0%
Southwark IAPT (Dec 14) (n=391)	3.6%	12.5%	5.1%	3.3%	50.4%	25.1%
Southwark IAPT (Nov 15) (n=429)	2.1%	14.7%	4.7%	3.5%	63.9%	11.2%



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

- Ongoing work to improve ethnicity recording
- Developing referral pathways with a range of local services and agencies
- Working with Bermondsey Central Hall Methodist church to develop a wellbeing group for the 'Mummies Republic'. This aims to offer psycho-education and treatment, de-stigmatise mental health, reduce the impact of mental distress and provide a referral route to further support

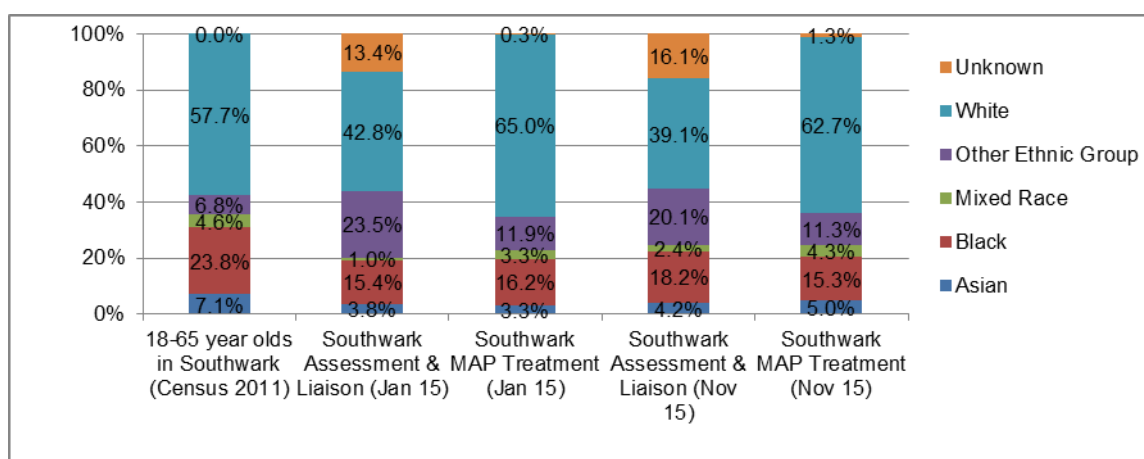
### 2.3 MAP Assessment and Liaison teams and MAP treatment teams

Mood Anxiety and Personality (MAP) Assessment and Liaison teams receive referrals from the Southwark Hub, 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 January 2015 and November 2015 compared in comparison with the ethnicity of 18-65 year olds in Southwark (from Census 2011).

	Asian	Black	Mixed race	Other ethnic group	White	Unknown
18-65 year olds in Southwark (Census 2011)	7.1%	23.8%	4.6%	6.8%	57.7%	0.0%
Southwark Assessment & Liaison (Jan 15) (n=395)	3.8%	15.4%	1.0%	23.5%	42.8%	13.4%
Southwark MAP Treatment (Jan 15) (n=303)	3.3%	16.2%	3.3%	11.9%	65.0%	0.3%
Southwark Assessment & Liaison (Nov 15) (n=379)	4.2%	18.2%	2.4%	20.1%	39.1%	16.1%
Southwark MAP Treatment (Nov 15) (n=300)	5.0%	15.3%	4.3%	11.3%	62.7%	1.3%



## 2.6 Integrated psychological therapies service

[Integrated Psychological Therapy Team \(Southwark\)](#) is a specialist psychological therapy service (secondary care) that provides assessment, care and treatment for people aged 18-65 who have a 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 Southwark IPTT in January 2015 and November 2015 compared with the ethnicity of the services (IAPT and Assessment and Liaison teams) from which they get referrals from.

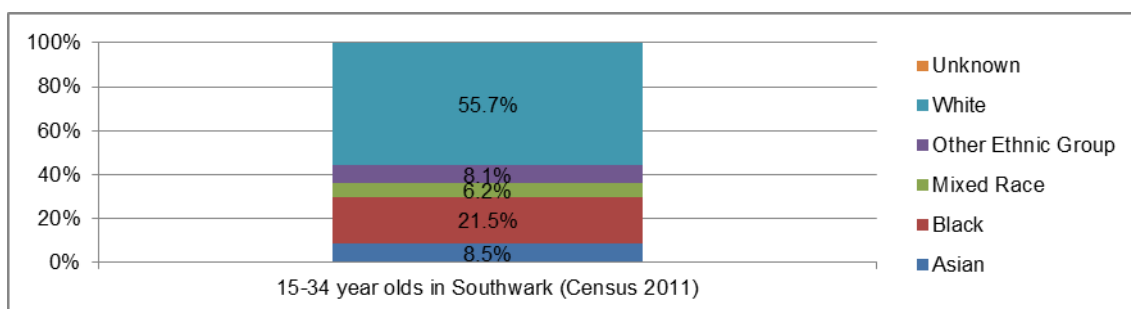
	Asian	Black	Mixed race	Other ethnic group	White	Unknown
Southwark IAPT (Dec 14) (n=391)	3.6%	12.5%	5.1%	3.3%	50.4%	25.1%
Southwark Assessment & Liaison (Jan 15) (n=395)	3.8%	15.4%	1.0%	23.5%	42.8%	13.4%
Southwark IPTT (Jan 15) (n=445)	2.7%	10.6%	3.6%	15.3%	58.0%	9.9%
Southwark IAPT (Nov 15) (n=429)	2.1%	14.7%	4.7%	3.5%	63.9%	11.2%
Southwark Assessment & Liaison (Nov 15) (n=203)	4.2%	18.2%	2.4%	20.1%	39.1%	16.1%
Southwark IPTT (Nov 15) (n=412)	3.2%	14.1%	4.6%	13.3%	53.9%	10.9%

## 2.7 Early intervention team

[Early Intervention Service \(Southwark\)](#) supports 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 Southwark 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 Southwark (Census 2011)	8.5%	21.5%	6.2%	8.1%	55.7%	0.0%

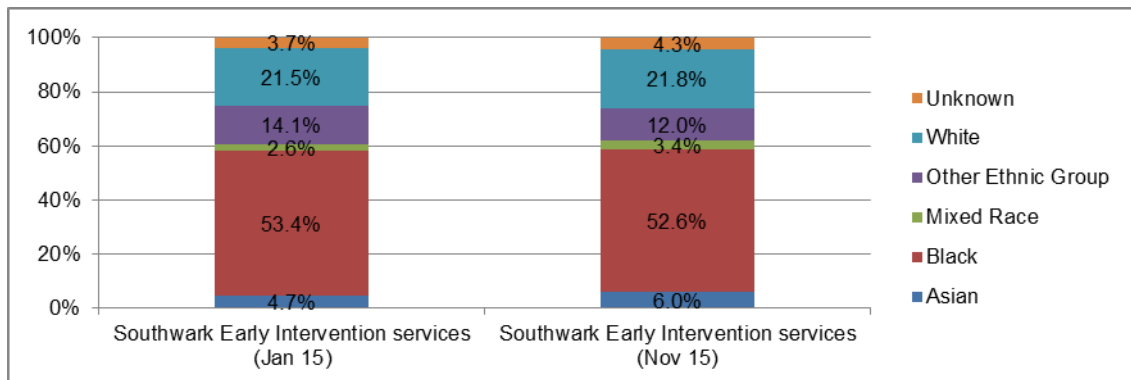


It is not possible to draw conclusions about access to the early intervention service from Census data alone. Other factors need to be considered such as the uneven

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
Southwark Early Intervention services (Jan 15) (n=191)	4.7%	53.4%	2.6%	14.1%	21.5%	3.7%
Southwark Early Intervention services (Nov 15) (n=234)	6.0%	52.6%	3.4%	12.0%	21.8%	4.3%



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 Services in [Southwark Central](#), [Southwark North East](#), [Southwark North West](#), and [Southwark South](#) provides care for adults, aged 18-65, who have a psychotic 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 showing the ethnicity of service users in 2014 and 2015 (from ePJS) in comparison with the ethnicity of 18-65 year olds in Southwark (from Census 2011).

	Asian	Black	Mixed race	Other ethnic group	White	Unknown
18-65 year olds in Southwark (Census 2011)	7.1%	23.8%	4.6%	6.8%	57.7%	0.0%

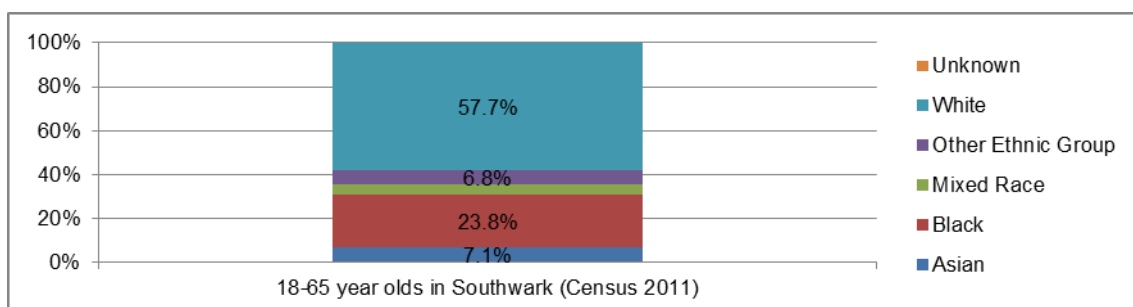
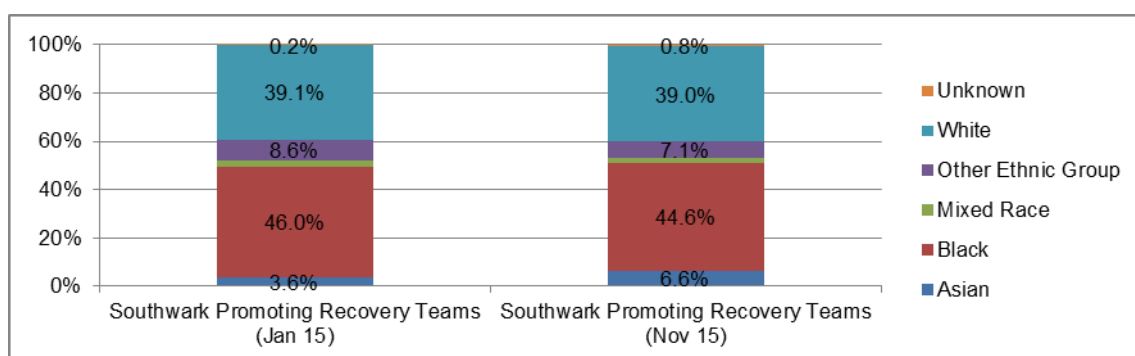




Table and chart showing the ethnicity of people in Southwark within the age range eligible to access promoting recovery teams (from Census 2011).

	Asian	Black	Mixed race	Other ethnic group	White	Unknown
Southwark Promoting Recovery Teams (Jan 15) (n=1545)	3.6%	46.0%	2.5%	8.6%	39.1%	0.2%
Southwark Promoting Recovery Teams (Nov 15) (n=1680)	6.6%	44.6%	1.9%	7.1%	39.0%	0.8%



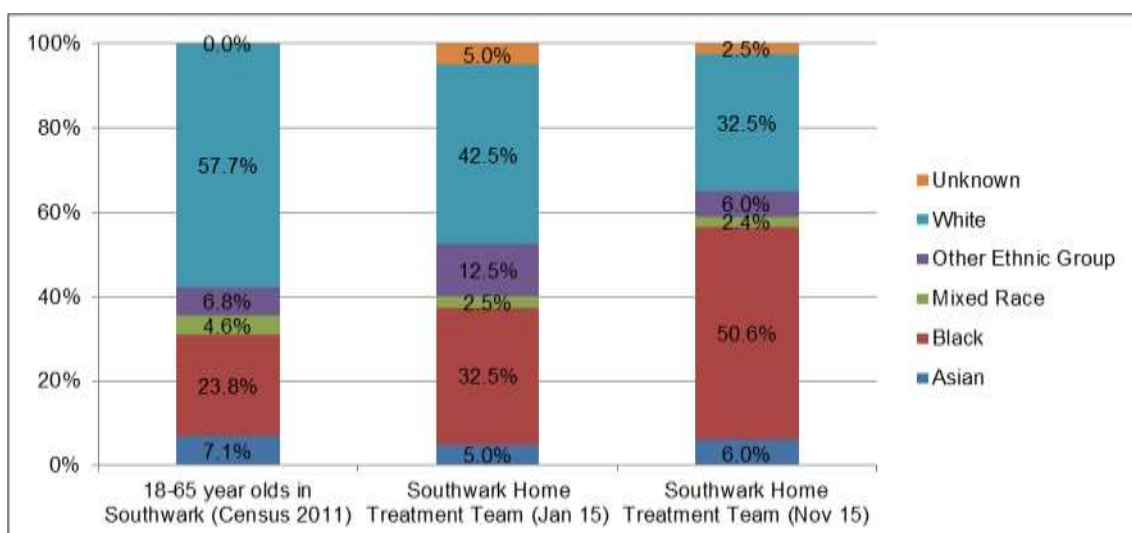
The proportion of Black service users in Promoting Recovery teams is higher than those in the local community. This is partly due to the fact that referrals come from secondary care services that already have a higher proportion of Black service users and the unequal distribution of psychosis across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

## 2.9 Home treatment teams

The Trust's [Home Treatment Team \(Southwark\)](#) provides a community based service to support people, aged 18-65, at home, rather than in 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 Southwark (from Census 2011).

	Asian	Black	Mixed race	Other ethnic group	White	Unknown
18-65 year olds in Southwark (Census 2011)	7.1%	23.8%	4.6%	6.8%	57.7%	0.0%
Southwark Home Treatment Team (Jan 15) (n=83)	5.0%	32.5%	2.5%	12.5%	42.5%	5.0%
Southwark Home Treatment Team (Nov 15) (n=83)	6.0%	50.6%	2.4%	6.0%	32.5%	2.5%



## 2.10 Crisis and acute wards

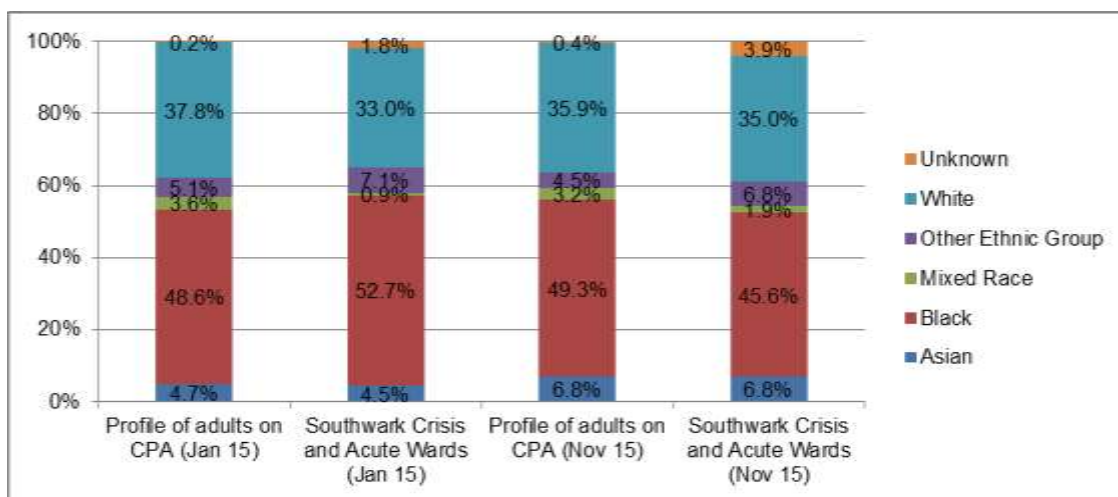
The Trust has a number of ward's that support people in Southwark, aged 18 to 65 years old, who need inpatient crisis or acute mental health care. These include [Aubrey Lewis 2 \(Ruskin Ward\)](#), [Aubrey Lewis 3 \(AL3 Ward\)](#), [Eileen Skellern Ward and Place of Safety](#), [Eileen Skellern 3 Ward](#) and the [Jim Birley Unit](#).

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 Southwark. 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 Southwark 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%
Southwark Crisis and Acute Wards (Jan 15) (n=112)	4.5%	52.7%	0.9%	7.1%	33.0%	1.8%
Profile of adults on CPA (Nov 15) (n=4637)	6.8%	49.3%	3.2%	4.5%	35.9%	0.4%
Southwark Crisis and Acute Wards (Nov 15) (n=108)	6.8%	45.6%	1.9%	6.8%	35.0%	3.9%



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

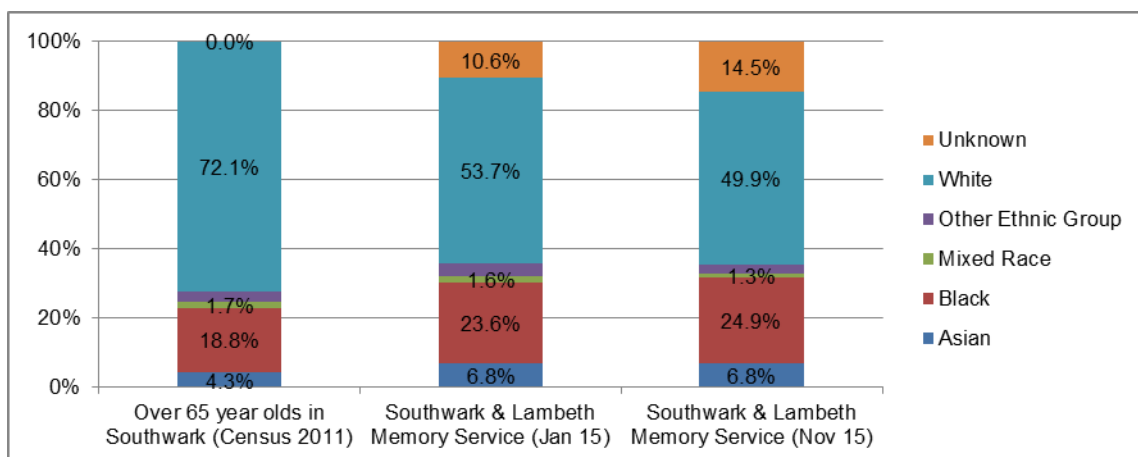
- [Tree of Life](#) workshops were delivered to 243 service users and 183 members of staff on Southwark wards. 75% of participants were from BME backgrounds. 100% of service user participants rated the workshops positive. The project [won a national 'Equality and diversity in service delivery' award](#).

## 2.11 Memory services

[The Southwark and Lambeth Integrated Memory Service \(SLIMS\)](#) offers comprehensive assessment, treatment and support options to anyone over the age of 18 with mild to moderate memory problems likely to indicate dementia. Referrals come 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 Southwark (from Census 2011).

	Asian	Black	Mixed race	Other ethnic group	White	Unknown
Over 65 year olds in Southwark (Census 2011)	4.3%	18.8%	1.7%	3.1%	72.1%	0.0%
Southwark & Lambeth Memory Service (Jan 15) (n=615)	6.8%	23.6%	1.6%	3.7%	53.7%	10.6%
Southwark & Lambeth Memory Service (Nov 15) (n=534)	6.8%	24.9%	1.3%	2.6%	49.9%	14.5%



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

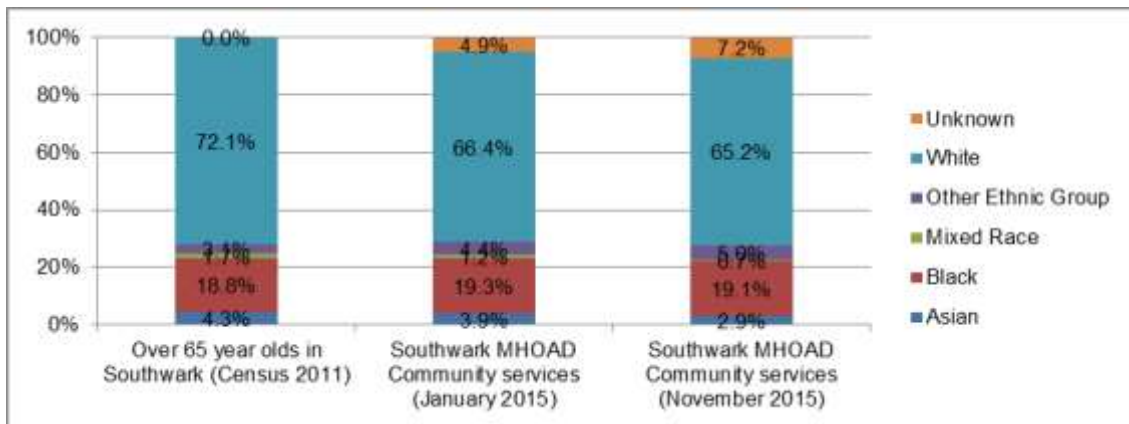
- Ongoing work to improve ethnicity recording
- Findings of [research on the access of BME service to the memory service was published](#) have been discussed by the CAG Executive. This identified the importance of cultural competency is assessments and the need to encourage earlier access for BME service users.

## 2.12 Older adults community mental health teams

The Trust's Older Adults Mental Health Community Team 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. [Home Treatment for Older Adults](#) care for people aged 65 and over with severe mental illness who would benefit from assessment and treatment at home as an alternative to hospital. 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 Southwark (from Census 2011).

	Asian	Black	Mixed race	Other ethnic group	White	Unknown
Over 65 year olds in Southwark (Census 2011)	4.3%	18.8%	1.7%	3.1%	72.1%	0.0%
Southwark MHOAD Community services (Jan 15) (n=431)	3.9%	19.3%	1.2%	4.4%	66.4%	4.9%
Southwark MHOAD Community services (Nov 15) (n=419)	2.9%	19.1%	0.7%	5.0%	65.2%	7.2%



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

- Ongoing work to improve ethnicity recording

### 3. Southwark service user experience

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

The data in this section comes from responses to four questions in anonymised surveys completed by or on behalf of our Southwark service users during the last three years. The four questions are:

1. Do you feel involved your care?
2. Do you feel you are being treated with dignity, empathy and respect? / Are staff kind and caring?
3. Do you feel your individual needs are taken into consideration?
4. Do you feel safe?

The data covers the following time periods:

- April 2013 to March 2014
- April 2014 to March 2015
- 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).

Data for the first four 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 Southwark (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.

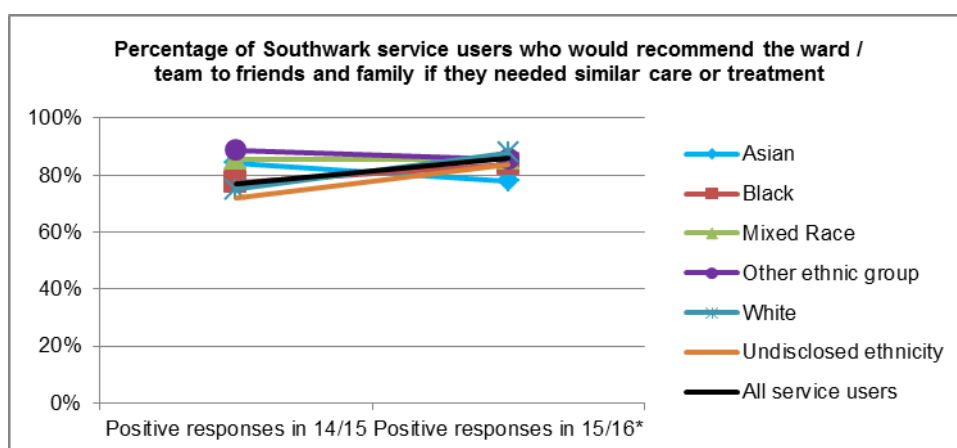
### **3.1 Limitations of the data**

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	32	84.4%	68	77.9%	-6.4%
Black	102	77.5%	260	83.8%	6.4%
Mixed Race	21	85.7%	97	85.6%	-0.1%
Other ethnic group	Below 10	88.9%	35	85.7%	-3.2%
White	273	75.1%	581	88.0%	12.9%
Undisclosed ethnicity	32	71.9%	67	83.6%	11.7%
<b>All service users</b>	<b>469</b>	<b>76.8%</b>	<b>1108</b>	<b>85.8%</b>	<b>9.1%</b>



**During 2015/16\* 139 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:**

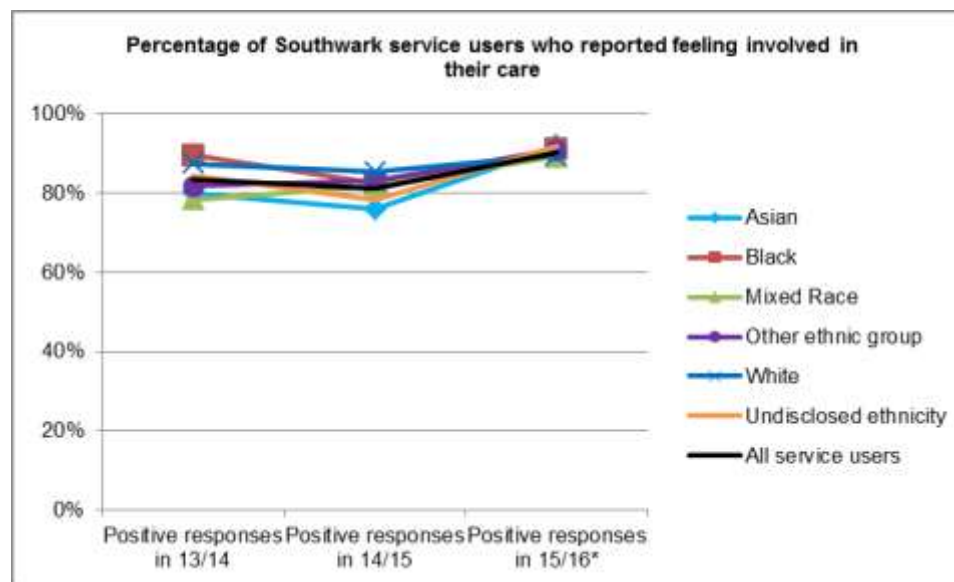
- *'The staff here have treated my dad with immense love, care and dignity. They are ALWAYS helpful and caring. Although this is their job, the staff here need to be rewarded further in recognition of all the hard work they put in', Black other carer, Specialist Care Unit for Older Adults, Ann Moss*
- *'I responded this answer because the people who work here give their best and always understand there patients. They're the best, Service user from other ethnic groups, Early intervention service*

**During 2015/16\* 4 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:**

- *'Because they take all control over your life for example you even have to ask when you want a drink.also not allowed to go out when you want.. Black African service user, Eileen Skellern 1 Ward and Place of Safety (Maudsley Hospital).*
- *'Because I have been moving around too much. I like this ward but nobody engage with me, Black Caribbean service user, John Dickson Ward (Maudsley Hospital)*

### 3.4 Involvement in care

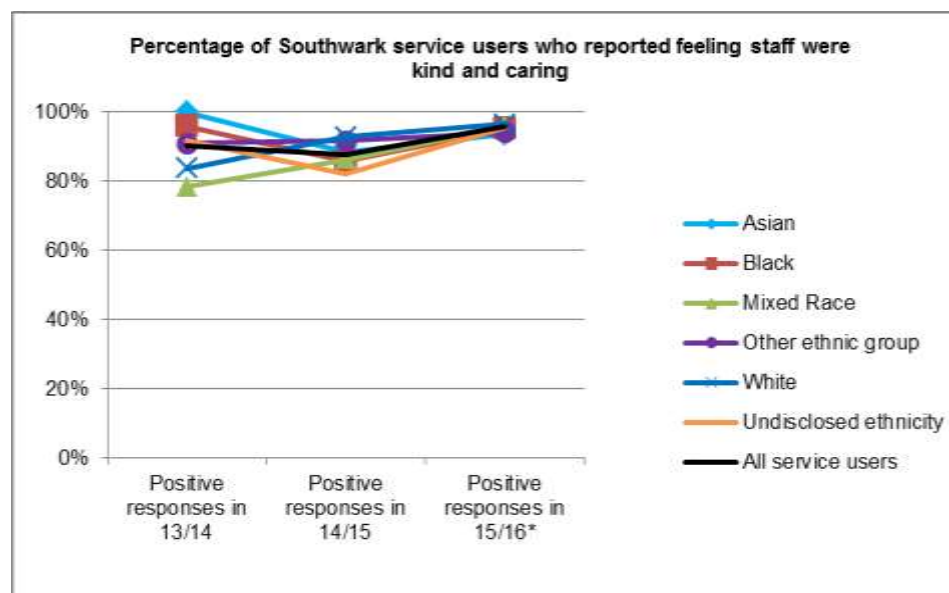
Do you feel involved in your care?								
	Financial year 2013-14		Financial year 2014-15			Financial year 2015-16*		
	Number of responses in 13/14	Positive responses in 13/14	Number of responses in 14/15	Positive responses in 14/15	Changes in positive responses between 13/14 and 14/15	Number of responses in 15/16*	Positive responses in 15/16*	Changes in positive responses between 14/15 and 15/16*
Asian	Below 10	80.0%	29	75.9%	-4.1%	62	91.9%	16.0%
Black	144	89.6%	229	82.5%	-7.1%	249	91.2%	8.7%
Mixed race	23	78.3%	55	81.8%	3.6%	93	89.2%	7.4%
Other ethnic group	11	81.8%	24	83.3%	1.5%	33	90.9%	7.6%
White	263	87.5%	387	85.3%	-2.2%	536	89.6%	4.3%
Undisclosed ethnicity	83	84.5%	74	78.4%	-6.2%	62	91.9%	13.5%
<b>All service users</b>	<b>529</b>	<b>83.6%</b>	<b>798</b>	<b>81.2%</b>	<b>-2.4%</b>	<b>1035</b>	<b>90.2%</b>	<b>9.0%</b>





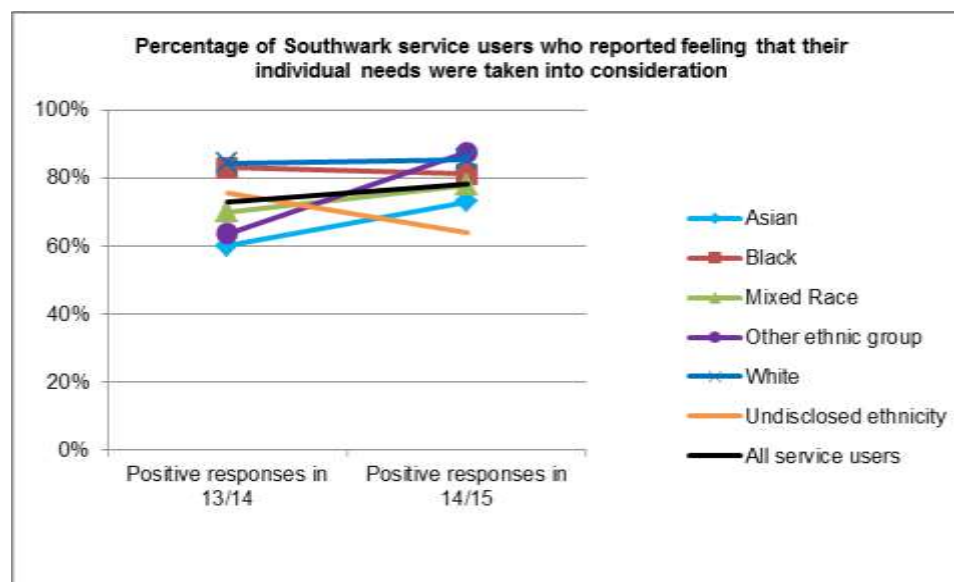
### 3.5 Kind and caring staff

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	Below 10	100.0%	26	88.5%	-11.5%	61	93.4%	4.9%
Black	145	95.9%	211	85.8%	-10.1%	249	95.2%	9.4%
Mixed race	23	78.3%	51	86.3%	8.0%	95	95.8%	9.5%
Other ethnic group	11	90.9%	24	91.7%	0.8%	34	94.1%	2.4%
White	264	83.6%	360	92.8%	9.2%	536	96.5%	3.7%
Undisclosed ethnicity	73	91.8%	67	82.1%	-9.7%	65	95.4%	13.3%
<b>All service users</b>	<b>521</b>	<b>90.1%</b>	<b>739</b>	<b>87.8%</b>	<b>-2.2%</b>	<b>1040</b>	<b>95.8%</b>	<b>8.0%</b>



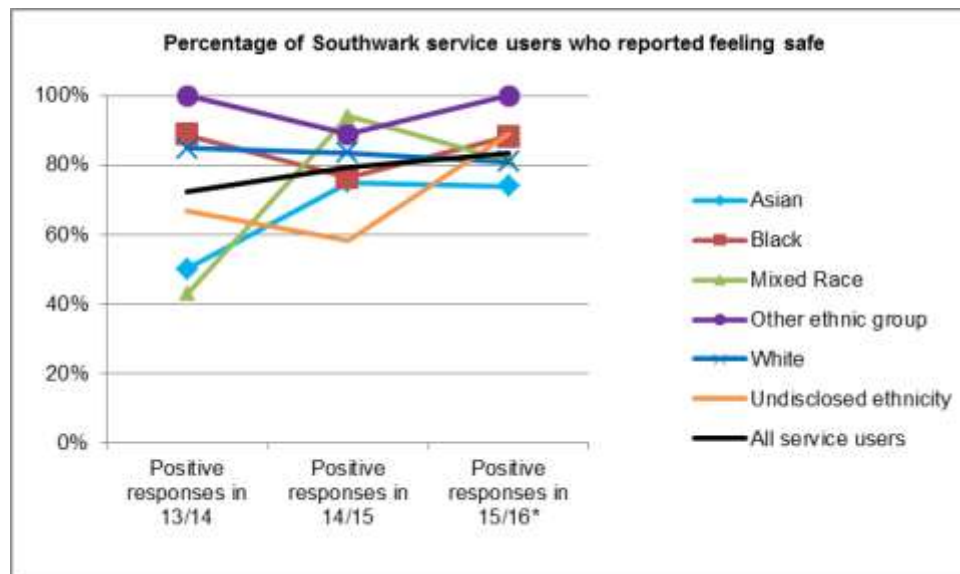
### 3.6 Consideration of individual needs

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	Below 10	60.0%	26	73.1%	13.1%	60	88.3%	15.2%
Black	141	83.0%	206	81.1%	-1.9%	246	90.7%	9.6%
Mixed race	20	70.0%	50	78.0%	8.0%	93	94.6%	16.6%
Other ethnic group	11	63.6%	24	87.5%	23.9%	33	93.9%	6.4%
White	244	84.4%	328	85.4%	0.9%	530	93.0%	7.6%
Undisclosed ethnicity	70	75.7%	61	63.9%	-11.8%	64	87.5%	23.6%
<b>All service users</b>	<b>491</b>	<b>72.8%</b>	<b>695</b>	<b>78.2%</b>	<b>5.4%</b>	<b>1026</b>	<b>92.0%</b>	<b>13.8%</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	Below 10	50.0%	Below 10	75.0%	25.0%	23	73.9%	-1.1%
Black	35	88.6%	76	76.3%	-12.3%	84	88.1%	11.8%
Mixed race	Below 10	42.9%	17	94.1%	51.3%	32	81.3%	-12.9%
Other ethnic group	Below 10	100.0%	Below 10	88.9%	-11.1%	13	100.0%	11.1%
White	53	84.9%	85	83.6%	-1.3%	147	81.0%	-2.6%
Undisclosed ethnicity	12	66.7%	24	58.3%	-8.3%	18	88.9%	30.6%
<b>All service users</b>	<b>112</b>	<b>72.2%</b>	<b>219</b>	<b>79.4%</b>	<b>7.2%</b>	<b>317</b>	<b>83.6%</b>	<b>4.2%</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 Southwark 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.

The IAPT recorded a greater proportion of ethnicity in November. There was a lower proportion of ethnicity recorded by Southwark CAMHS community teams, the Assessment and Liaison team, Memory services and older adult community mental health teams in November.

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 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 shows a higher proportion of White service users accessing inpatient service in November.

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

Where ethnicity was disclosed, overall experience has generally improved in the last three years. 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 improved experience for service users of all ethnicities in relation to involvement, kind and caring staff and consideration of individual need than in the year before. But some ethnicities report poorer experiences than the year before in relation to the friends and family test and safety.

It will be important to continue to monitor this to identify 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, MAP Assessment & Liaison teams, Memory Services and older adult community mental health teams 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 Southwark. 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.
- Work in partnership with Southwark 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 Southwark in January 2017, as part of our annual equality information to show what we have done and what has changed during 2016.