

FINAL DRAFT
Swindon Black and Minority Ethnic
Health and Well Being Conference
Report

On

Thursday 22 April 2010,

Park South Community Centre,
Swindon

Swindon Borough Council

Acknowledgement

We would like to thank all those individuals who contributed, attended and supported the BME Health and Well Being Conference in Swindon. We would particularly like to thank Miriam Morgan, Equality Lead South West region for her continued support for the BME conference to be held in Swindon as well as Frances Mayes for her useful advice, support and suggestions throughout. Vlademiro Rocas CDW from NHS Dorset, for agreeing to be part of the planning group and his contributions to the preparing and planning of the Conference programme.

Thanks to Claire Allen, Mental Health Commissioner, Swindon NHS for agreeing to chair the conference; Dr Harries, Kathleen Aitken, June Sadd, Paul Daley, Jennifer Laibach and Jaginda Bassi and Julie Thomas for their excellent presentations. Our thanks goes to Ged Cassell, and all Learning and Engagement and Community Premises team members as well as the Clusters Assistant for making the conference success. Our special thanks goes to Pam Pixton for her support before, during and after the conference

Background

The number of people from black and minority ethnic (BME) communities in Swindon has increased in the past few years, and the new arrivals include refugees and asylum seekers from Eritrea, Somalia, Afghanistan, Iraq, as well as Kenya, and West Africa. Furthermore, new migrants have come from former East European countries namely Poland,

Everyone, regardless of their background should expect to receive an equitable standard of care from health services, including mental health services but the experience of BME patients in the mental health system does show that this does not always happen, and there is a need to meet the specific mental health needs of people from local BME communities.

Nationally, the need to address the mental health needs of local BME communities was highlighted and linked through several policies including: Health Inequalities Strategy; World Class Commissioning; Choice, and Personalisation policies. Delivering Race Equality in Mental Health Care was a 5 year programme (2005 -2010) which aimed to improve access, improve experience of service users, and improved outcomes. These ambitions continue to be highlighted through the New Horizons strategy.

The Community Directorate, Swindon Borough Council plays a key role in delivering these ambitions, in collaboration with local NHS organisations in the South West region. Swindon completed their conference to address the mental health and well being needs of local BME communities on Thursday **22nd April 2010**.

Breaking Through Barriers Regional Event

The overall objective of Breaking Through Barriers is to improve understanding of mental illness and reduce stigma and discrimination in Black and Minority Ethnic and Refugee (BMER) communities. It seeks to provide the tool of using film as an additional medium to persuade and influence service providers/commissioners, community groups and individuals on the issues surrounding mental health problems.

Community Development Workers were provided with training to understand and handle sensitive issues that film can evoke from a target audience taking place in November and December 2009. Regional and local engagement events were organised in the South West Region network it was decided that three regional conferences/events will be held in Bristol, Plymouth, and Swindon. Funding proposals were prepared by South West Race Equality Lead and submitted to *Shift*, (The National Mental Health Development Unit's anti-stigma programme), in partnership with the Mental Health Equalities programme (MHEP). Both Shift and the MHEP are part of the National Mental Health Development Unit which is tasked by the Department of Health to take

forward the New Horizons framework on mental health by the regional CSIP in the South West.

In Swindon BME Health and Well Being Conference planning group was formed and facilitated by the BME community development team based in Swindon Borough Council. This consisted of:

Nan Bains Community Development Officer - **BME Women**
Joanne Laing - Community Development Officer - **Caribbean Communities**
Mohamoud Ibrahim - Community Development Officer - **BME Communities**
Vlademiro Rocas - Community Development Worker NHS Dorset - **Criminal Justice System**

The planning group discussed and agreed the aims and objectives of the conference, appropriate date, and venue and as well as outline of the programme (see attached). Also it was decided which DVD to show *Open Secrets*, on a compilation DVD. The DVD shows both the negative and positive experiences of BMER individuals across a small range of BMER communities.

The planning group ensured the following key stakeholders were invited:

- BME community groups,
- Primary Care Trusts representatives
- Strategic Health Authorities representatives
- Local Authorities representatives
- Communication with local media

The aim was to challenge stigma and raise awareness of mental health issues, particularly among the local minority ethnic communities, by showing the films and encouraging discussion around them.

Also, the planning attempted to convey the following messages:

- CDWs have a key role in Breaking Through Barriers around stigma linked to mental health issues.
- It's everybody's business to create equal mental health services including people from BMER groups.
- Sharing the experiences of the BMER communities in the health and social care arena gives the consumer a voice to challenge, change, and help develop future mental health services.
- Ensure that a community leader gives a key note speech at the event
- Provide information on local support networks and help lines for emotional and psychological support in case audience members need to access advice following the event. E.g. about domestic violence, mental health services etc.

The *Shift* and Mental Health Equalities team will also provided:

Copies of the films

Template posters, flyers and press releases for the event

Feedback forms

The sub group responsible for planning having met several times put together and prepared the following conference information to be circulated widely through local community groups and organisations as well as regional networks.

The proposed BME health conference explored the following issues:

Firstly to bring together representatives from local BME groups, health workers, and users of services, with a view to sharing information about mental health and well being of the local BME communities.

Views will be exchanged in the conference about the ways of promoting mental health and well –being of the communities, Delivering Race Equality in mental health and New Horizons Mental health issues facing local BME communities Information about local mental health services and how to access them. Local BME support groups and organisations and how partnership working between voluntary and statutory agencies can be improved.

The event will include presentation from local NHS Showcase of the community development workers work within the South West Stands and displays of information from local organisations offer mental health support such as Swindon Mind, Rethink & PALS. The invite list would include but not exclusive to: representatives from the local BME communities, Health workers from both statutory and non–statutory agencies, users of the mental health services, Individuals from organisations or groups that represent Carers Children services, Asylum team, ,Professionals from local Criminal Justice System

Conference Presentations: Summaries

Entertainment was provided over the lunch period by

Sound of Africa

Diseases and Diversity:

By Dr Jenny Harries Joint Director, Public Health

Dr Jenny Harries, Joint Director of Public Health, Swindon NHS and Swindon Borough Council gave a presentation entitled “Diseases and Diversity”.

The following summarises the main topic areas covered:

Dr Harries highlighted the lack of data about the local Black and Minority communities In Swindon, including the sizes of the BME communities, and the 2001 census indicated that the size of the local BME population is around 4.8%, and many consider the number of local BME communities now to be much higher.

It was reported that within the local BME communities there are variations from one health condition to the next e.g. CVD versus Cancer, and that small proportion of ill health among the local BME communities are genetic related and that these ill health are linked to deprivation which is preventable.

The need for more data sources and correct public health information about the local BME communities was highlighted, and the need for understanding about the complexity behind ethnic health and inequalities in health and how deprivation and poverty contribute to the ethnic differentials in health.

Dr Harries informed the meeting initiatives that currently underway in Swindon including health checks being rolling out now to ethnic minority groups as a priority. Carfax Health Centre will be used by travellers & refugees; Reviewing health data (health needs assessments) – improved understanding; Health ambassadors, outreach BME; smoking cessation projects, Reviewing programmes to check on access and uptake – health equity and diversity audits ; Working more closely with GPs to understand people’s health within their communities

Finally Dr Harries reported that there are a number of things that everyone can do including raising awareness of ethnic health inequalities, encouraging screening and other preventative lifestyle changes, understanding and breaking down barriers

BME Community Development Officer, Roles and Achievements: By Jennifer Laibach, Citizen Engagement Manager, Swindon Borough Council

Jennifer Laibach, Citizen Engagement Manager, SBC gave an overview of the roles, achievements, and the impact of the BME Community Development Officers. Jennifer informed the conference, that there are currently **3** BME Community Development Officers, based in Swindon Borough Council, and placed within the Learning and Engagement Team.

The main roles of the BME Community Development Officer include; supporting the development of the local BME communities by identifying barriers facing local BME communities access services and working with others to identify ways of breaking down those barriers, and so far the Officers have supported over 27 BME community groups, and initiated and supported the establishment and development of a number of important strategic forums networks e.g. BME Women's Health Forum & Event; Multi Agency Forum for Asylum Seekers, Refugees & Migrant workers & Refugee Voice; Black Minority & Ethnic Forum; Delivering Race Equality Steering Group.

Also, the main achievements of the BME community development officers are setting up and facilitation of the following training initiatives; Mental Health Awareness Training; Capacity Building Interpreters course.

Community Development Officers have been part of a regional network to learn and develop skills based on best practice.

BME MENTAL HEALTH CRIMINAL JUSTICE SYSTEM VLADAMIRO ROCAS, COMMUNITY DEVELOPMENT WORKER,

Vlademiro gave thought provoking presentation about BME mental health and the UK criminal Justice System and he actively encouraged participants to take part his presentation by answering a number of questions.

The following summarises Vlademiro's presentation:

Research studies and data monitoring showed that the Black and Minority Ethnic (BME) groups in Britain are disproportionately represented in both the criminal justice and the mental health system. In UK, 10% are people from the BME communities and represent 25% of the prison population.

Vlademiro explained that it was the David Bennett Inquiry, which led to the Delivering Race Equality 2005 – 2010 National Programme this led into further discussion around other types of discrimination.

BME Communities in Swindon: Challenges and Opportunities. **Jaginder Bassi, Director, Swindon Racial Equality Council,**

Jaginder informed participants that this was the third such conference in Swindon to explore the mental health issues of BME communities. The first was held in 1990 which raised a number of issues which are still relevant today. These were:

- Racism is a reality
- Lack of access to information and services
- Stigma of mental health problems
- Clear policies on equal opportunities and race equality
- Complete lack of recognition of facts of mental illness and how it affects different cultures.

He invited the audience to draw their own observations to assess progress of these issues.

The second was organised by Swindon REC and the Swindon Resource Centre in 1997 and again expressed similar concerns. He stated that people should not be surprised that some BME communities have become a little sceptical with such events.

Jaginder referred to the growing BME population in Swindon and estimated that it was probably nearer to 20% and yet services and planners were still using data from 2001 census!

Finally he commented on the “glass ceiling” of resources being targeted for BME services and warned of the dangers of creating animosity between established BME communities and those who are newly arrived in Swindon. He was concerned about the heightened tensions that this was creating and decision makers need to be mindful of these anomalies.

The Roles of the Equalities Ambassadors in the South West **June Sadd and Paul Daley**

June and Paul gave a brief presentation about the role and aims of the Equalities Ambassadors Programme and challenges facing them to the conference

The conference was informed that the aims of the equalities ambassadors are firstly, to coordinate the involvement of service users and carers, secondly, to

ensuring the voice of BME service users and carers influences the decision-makers at all levels – strategic and operational.

June and Paul clearly explained how Equalities ambassadors intend to achieve the above and they reported that equalities ambassadors have action plans to achieve the above through; a) Enabling service users and carers to influence local/ regional/national Health and Social Care Strategies through our shared peer experience; b) Consulting and advising on key areas for the Equalities Programme at local and regional levels; c) Sharing information with, and gain the views of service users and communities in our regions to develop a national consensus on progress under the Equalities Programme

The highlighted what supports equalities ambassadors need to carry out their work including resources and contacts

The challenges facing equalities ambassadors were noted, and establishing structures for linking service users, carers with decision makers and how CDW's role will be supported as DRE programme has come to and, as well as equalities ambassadors role were listed as main challenges

BME Communities and Taking New Horizon Strategy Forward **Kathleen Aitken, Director Swindon Mind**

Kathleen Aitken, Director, Swindon Mind, spoke briefly about the New Horizon Strategy, and currently initiatives underway locally to implement it and involvement of the others as partners

Kathleen informed the conference that New Horizon is a cross – government programme of actions with the twin aims to improve the mental health and well being of the population, and to improve the quality and accessibility of services for people with poor mental health. It is an ambitious programme that puts a significant focus on promoting public mental health and prevention of mental ill health, and along side proven treatment methods for those who need it.

Kathleen said Mind along in collaboration with other organisations that provide support to people with mental health issues as well as representative from NHS, BME Community Development Officers have set up small steering group to look into how best to implement new Horizons Strategy locally and it was reported that Swindon NHS commissioner allocated 15k to recruit consultant to support writing business plan and help with more fund raising.

The steering group is currently working with the consultant to develop this further and anyone interested in could contact Kathleen Aitken in Swindon Mind.

General Discussion

It is widely accepted that, the number of BME communities in Swindon have increased sharply in the past decade and it would appear the next census will clearly show this increase , provided local BME communities are actively encouraged to take part the next census.

Throughout the conference, it became apparent that access to local mental health services is an issue and despite the fact that many local BME communities in Swindon have been in here for a long time, participants in the conference highlighted that, many still are unaware, did not understand or have enough knowledge about local mental health services and how to access them.

To improve access those attending the conference emphasised partnership working between service providers and local BME community groups to promote services and to encourage involvement of representatives from the BME communities in service planning, design and delivery of the services.

Using community champions, role models, having single point of information user-friendly information and avoiding the use of jargon, holding open days are other examples suggested to promote services and increase uptake of the services. Also it was confirmed, that representatives from local BME community groups and organisations are willing to work in partnership with local service providers with a view to breaking down barriers facing local community groups.

The lack of reliable, and accurate data about the size of the local BME communities as well as their unmet health and social needs have been cited as one of the main challenges facing the local Services providers, and the need for gathering reliable data locally was highlighted in the conference, and local initiative was announced to address the lack of the data. The conference delegates also discussed the significance of developing services that takes into account the views of service users and the use of personnel-centred approach of delivering mental health services.

During the conference, the issue of stigma and fear of being stigmatised for those suffering mental ill and their families came up, and what steps are needed to be taken to address this. The DVD shown in the conference “**Open Secrets**” have clearly demonstrated the devastating impact that stigma and stigmatisation has on those with mental health problems and their families. Many suggested educating local BME communities about mental ill health is one of ways stigma issue could be addressed. To improve access conference delegates suggested staff training on cultural awareness was considered

Under the broader BME health and well being it was reported in the conference a number of initiatives currently underway in Swindon such as the use of Carfax Health Centre by travellers and refugees, reviewing health data, smoke cessation, BME Community Development Officers, and monitoring uptake of services.

Conclusion and Recommendation

The preliminary analysis of the feedback from the conference delegates clearly indicate that the conference was a success and it that the overall of the conference were achieved. However, there are a number of outstanding issues that participants raised during the conference, and hence the following recommendations are based on the outstanding issues raised

Conclusion and Recommendation

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Breaking Barriers and Promoting Access

As part of our working role the CDO's proactively work with our BME populations as:

- **Change agents** who identify gaps in services and develop innovative practice
- **Service developers** by promoting joint working, education and training
- **Capacity builders** in BME communities

- **Access facilitators** to services to understand, respect and meet their needs. The work they do helps to make sure that services are personalised around their linguistic and cultural characteristics.

We propose as part of breaking down barriers leading on from our DRE work and the conference findings we will be promoting access to services by:

Change Agents:

Training

- Work with MIND to promote mental health first aid course to community members to build on last year's success.
- Work with community members to update the resources pack on cultural information and disseminate as widely as possible. This will be in partnership with AWP.
- Work with PCT/SBC to highlight areas of organisational development based on the needs of our BME Communities. For Example Refugee Health Care Awareness Training to SBC/PCT Staff.

Service Developers:

We will continue to meet as the steering group and the newly formed working group with AWP to focus on ways to work better together. This will include a continued focus on working with the Early Intervention and Psychosis Service, Crisis and Home treatment Service, Assertive Outreach, Primary Care psychology and secondary Psychology Service.

Capacity Builders:

Continue with our generic community development work. Currently we work with 27 different community groups to help recognise and develop their ability and potential and organise themselves to respond to problems and needs which they share.

A potential project for development is based on the outcomes from the conference facilitated workshops and community development initiatives is the development of a social enterprise for community interpreters. This has the ability to reduce the cost of currently utilised translating services, capacity building within the community and creating sustainable local resources.

Access Facilitators:

Partnership Working

- To continue with developing service, information and community development work which will inform key stakeholders. Our work will

update and help to formulate work streams with the following key stakeholders:

- Swindon BME communities in particular, Asian, African- Caribbean and Asylum Seekers and Refugees.
- The Mental Health Community in Swindon
- Avon & Wiltshire Mental Health Partnership Trust
- Swindon Primary Care Trust
- Swindon Borough Council
- Voluntary organisations including Carers Centre
- South West Development Centre
- Relevant Regional Forums.

Mental Health Promotion

Through our work with community groups & organisations and local services we will promote mental health and well-being at events we organise throughout the year. This will include inviting service users and services to promote their work. The specific projects we will hold include a celebration event during refugee week, which will focus on a better understanding between communities. Women's Health Event which will focus on raising awareness of Mental Health and improving access to support. The day will be facilitated by community members in association with local service providers in different languages so it is fully inclusive to all those who attend. We will also hold activities based around World Mental Health Day. To promote mental health and well being we will continue with our weekly drop in so individuals or groups can meet regularly with the team. So that the information from all of the communities we work with can be heard we will help to facilitate the BME forum and refugee voice.

We will also attend other community events to help raise awareness of the work we do and the promotion of mental health and well-being.

Gathering Reliable Data

We will continue to build on our working relationship with AWP to obtain data on the number of individuals from BME communities using AWP services to inform service developments.

Information Feedback:

All of the information gathered from the Conference will be fed back to the Planning and Priorities group to agree work streams, including the summaries below.

SUMMARY OF THE FEED BACK FROM THE WORKSHOPS

Q1) What are the barriers preventing people with mental health problems from getting support?

- Lack of Knowledge of Services/Mental Illness, and not enough knowledge, and not being aware of services available, not being able to understand about services available
- Afraid of being labelled, stigmatised and fear of being ostracised and alone, fear of being sectioned , fear of losing children
- Lack of awareness about mental illness
- Stigma and losing community status / and bringing shame to friends and family
- Professionals dismissing the signs as normal behaviour and no support from family
- Discrimination Long waiting lists /Interaction /Making access easier.
- Language /Information/(Front line workers),/Ignorance
- Dismissive system /Negative expectations

Q2) how can service providers improve access

- Promote services to the community Better contacts with community and Know your community well and Openness
- Educate staff and cultural awareness
- Use Other approaches including champions and shared client information
- Better to use of resources
- Early intervention

Q3) How can service providers, service users and carers work better together?

- Better knowledge & education

- Acknowledge service users needs and go the extra mile, and promote Service user led services
- Use good practice and model it to share (testimonials), and use Individual care plan and listening service users
- Realistic expectations
- Extended GP services = Psychology services

Q4

- Use role models
- Raise profile and issues and education
- Reduce time in between follow up services
- Open days and working together openly
- User-friendly information
- Single information point and contact number
- Network and map with partners and working together

ONE ACTION FOR SERVICE PROVIDERS TO TAKE AWAY FROM THE CONFERENCE

- Keep debate open and alive raise the profile of good practice
- Stop using jargon, value health & social care assessments, joint working with professionals
- Value the information the community provide
- Providers know what other providers offer & assist access listen to each other more and sit round a table to work together.

APPENDIX 1

Swindon Black and Minority Ethnic Health and Well-being Conference Swindon

Date Thursday	22 nd April 2010
Venue	Park South Community Centre,
Time	9:30am – 3:30pm

AGENDA

Outline of the Programme

09:30 - 10:00	Arrivals and Registration
10:00 - 10:10	Welcoming Remarks, Clare Allen, Chair

- 10:15 - 10:35** ***Key Note Speech,***
Jennifer Harries, Director of Public Health, NHS Swindon
- 10:40 - 11:05** ***BME Community Development Officers, Roles and Achievements***
Jennifer Laibach, Citizen Engagement Manager, Swindon Borough Council,
- BME Mental health: Criminal Justice System***
Vlademiro Rocas, Community Development Worker, NHS Dorset Community Health Services,
- 11:10 - 11:20** **Coffee break,**
- 11:25 - 12:45** **DVD Show: *Open Secrets***
- 11:45 -12:00** ***BME Communities in Swindon: Challenges and Opportunities.***
Jaginder Bassi, Director, Swindon Racial Equality Council,
- 12:00 - 12:15** ***Equalities Ambassadors Programme,***
June Sadd and Paul Grady
- 12:15 - 12:30** ***Working Together***
Julie Thomas, Executive Director for People, Lead for Equality and Diversity, Avon & Wiltshire Mental Health Partnership Trust
- 12:30 - 13:30** ***Lunch and live Entertainment***
- 13:45 - 14:35** ***Workshops: 4 Workshops.***
- 14:35 - 15:00** ***Feedback comments and suggestions***
- 15:00 - 15:15** ***BME Communities and Taking New Horizon Strategy Forward***
Kathleen Aitken, Director Swindon Mind
- 15:35 -** ***Concluding Remarks –Depart***