

Meeting the public sector equality duty at SLaM

2019/20 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

This ethnicity report provides information that can help to inform improvements to the quality of the services that South London and Maudsley provides. The importance of this work is reflected in the Trust's [Changing Lives Strategy](#) which focuses on working in partnership with service users, carers, families and communities in order to make improvements to what matters most to service users.

Our staff work hard to deliver equitable access, experience and outcomes for all of our communities by providing compassionate, safe and effective services for everyone who needs them. However, we know that there is a lack of confidence and trust about this in some Black, Asian and minority ethnic (BAME) communities, and that this, in turn, can lead to reluctance from some BAME communities to seek help from some of our services at an early stage.

This is a serious problem because we also know that a lot of factors in society result in a higher risk of people from BAME backgrounds developing severe mental illness. Because of these factors and the diversity of our local population, we see high proportions of ethnic minority service users in our services for people with severe mental illness. It is vital that these services provide the best possible quality of care and keep improving what matters to all service users, carers and families.

The information in this report does not provide all of the answers to the issue of delivering equitable access, experience and outcomes for all, however it does provide information that can be used to stimulate thinking and generate questions that will help us to understand issues impacting equality and concentrate our efforts.

We recognise the importance of sharing this information with service users, carers, families, communities and stakeholders, and of the importance of working in partnership with them. Ultimately, we want all local communities to have trust and confidence in the services we provide.

Similar reports for Lambeth, Lewisham and Southwark and other Trust-wide equality information is available on our website at: [our equality information](#).

2. Croydon 2019/20 headlines

2.1 Access

- The high level of unknown ethnicity data in CAMHS community services, OASIS, Early Intervention, Assessment and Liaison, Mental Health Liaison and Home Treatment makes it difficult to use caseload data to understand access to services.
- The ethnicity profile of services are broadly similar to last year:
 - There might be potential barriers for some ethnic minority people accessing CAMHS community services, OASIS, Assessment and Liaison, Treatment, Mental Health Liaison and Recovery and Rehabilitations services.

- The caseloads of adult acute wards and forensic services continue to have a high proportion of Black service users.
- The ethnicity profile of older adult community mental health service caseloads remain broadly similar to the ethnicity profile of local residents.
- Croydon services continue to make a high volume of interpreter bookings to communicate with service users who require this support.

2.2 Experience

- There are some variations in experience reported by ethnic minority service users. No ethnicity reports consistently poorer experiences in Croydon services.
- Collection of more survey responses from ethnic minority service users will improve the representativeness of experience data.

2.3 Outcomes

- Croydon IAPT improvement rate and recovery rates data fluctuate over time for different ethnicities.

3. Explanation of the information in this report

3.1 Information included in this report

This report provides information on the following:

Access to services:

- Caseload data to show the ethnicity of service users who accessed the Trust's services in Croydon between 1st April 2019 and 31st March 2020 and how this has changed from the previous year. This data was sourced from the electronic system used by the Trust to record clinical information (this is known as the electronic patient journey system or ePJS).
- Data on referrals, people entering first treatment and waiting times to Improving Access to Psychological Therapies (IAPT) services in Croydon and how these have changed from the previous year. This was sourced from [NHS Digital](#) and covers the period between January 2019 and December 2019. NHS Digital has not yet published data for quarter 4 of 2019/20 (January to March 2020).
- Interpreting data was sourced from the Trust's language service providers and covers the period between 1st April 2019 and 31st March 2020.

Experience in services:

- Friends and Family Test (FFT) data on whether Croydon service users of different ethnicities would recommend these services to friends or family. This data was sourced from anonymised patient experience surveys (PEDIC) completed by or on behalf of service users in Croydon services in the last three years. We have used this longer period to show how experience has changed over time.

Outcomes of services:

- Recovery and improvement rate data on outcomes from Croydon IAPT services. This data was sourced from the NHS Digital. The data covers the period between January 2019 and December 2019.

3.2 Explanation of how the information is presented in this report

The data in this report is grouped into the following six sections:

1. Community mental health services for children and young people
2. Adult services providing psychological therapies
3. Community mental health services for adults with severe mental illness
4. Crisis and acute mental health services for adults with severe mental illness
5. Community dementia and mental health services for older adults
6. Forensic offender mental health services

Each section contains the following information:

- A short summary of what the services do and where they get referrals. Where possible, a link to further information on our service finder is provided.
- Tables and charts to show the ethnicity profile of who is accessing the services, how this changed from the year before and who has given FFT feedback about those services.
- Tables to show the top ten languages of interpreters booked by the services.
- Tables and charts to show what percentage of service users of different ethnicities would recommend the services to friends or family.
- Initial views of what the data suggests, examples of what services have done or are doing about this and ideas for other potential next steps for services.

3.3 Limitations of the information presented in this report

The information in this report provides useful insight into the access, experience and outcomes of service users of different ethnicities and what services are doing to improve this. However, it is important to acknowledge the limitations of what this data alone can tell us.

Limitations of access information

In some services, the level of unknown ethnicity makes it difficult to make meaningful comparisons about access. The ethnicity may be unknown because it has not been recorded or because a service user stated they did not want this recorded.

[Census 2011 data](#) has been used as a comparator for the ethnicity profile of service caseloads. This is because it provides the ethnicity profile of people living in the boroughs who may need these services. However, for some services, it is not always possible to draw conclusions about access from Census data alone.

The uneven incidence of some mental health problems across different ethnic groups is an important factor to consider for access to services for adults with severe mental illness. Psymaptic data has been used as an additional comparator for access to these services. The Psymaptic model is a national tool that predicts cases of first episode psychosis in each borough for people of certain demographic groups.

Another factor to consider is that some services do not accept self-referrals. A more appropriate comparator for access to these services is the ethnicity profile of the services that they receive referrals from.

Limitations of experience information

The report contains data from the FFT question in anonymised surveys undertaken in each service. This data does not explain the reasons why service users would or would not recommend the service to friends or family if they needed it.

In some cases the sample sizes for some ethnic groups are very low. It is important to consider the number of respondents as well as the percentage responding positively when reviewing the experience information in this report.

This experience data provides some insight into the experience of the survey respondents in the sample. However, whatever the sample size, it cannot automatically be considered indicative of the experience of all service users from this ethnic group.

The report 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.

Limitations of outcomes information

The report only contains outcomes data from the IAPT service. These are clinical measures that are defined nationally. The report does not include information on other clinical outcomes or non-clinical outcomes relating to other aspects relevant to the mental wellbeing of service users.

4. Community mental health services for children and young people

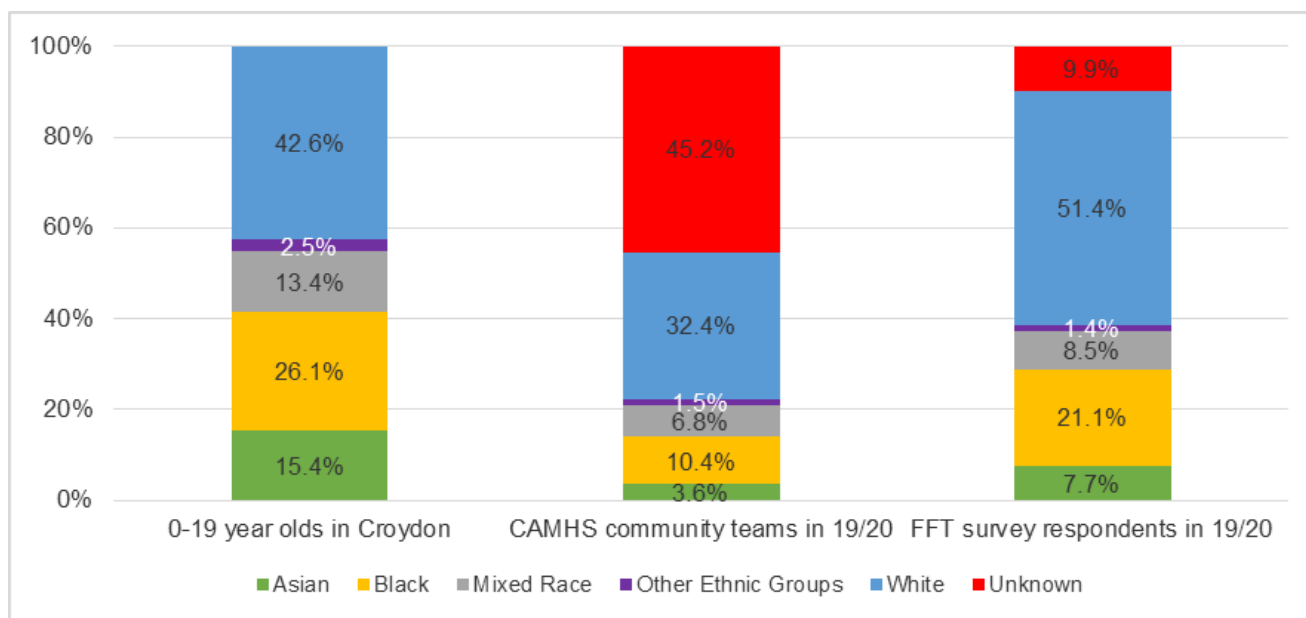
The Trust’s Child and Adolescent Mental Health Services (CAMHS) directorate delivers [Child and Adolescent Specialist Services](#) and a range of [Child and Adolescent Targeted Services](#) in Croydon. These services get their referrals from GPs and schools.

3.1 Access

The table and chart below show data from the period between April 2019 and March 2020 on the ethnicity of service users in CAMHS Community services in Croydon, the ethnicity of FFT survey respondents to CAMHS community services and how these changed from the year before.

	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 caseload in 2019/20 (ePJS)	3.6%	10.4%	6.8%	1.5%	32.4%	45.2%
Change from the previous year	0.0%	+0.1%	+0.4%	+0.1%	-6.8%	+6.0%

FFT survey respondents to CAMHS Community Services surveys in 2019/20 (PEDIC)	7.7%	21.1%	8.5%	1.4%	51.4%	9.9%
Change from the previous year	+2.1%	+4.4%	-8.5%	-0.3%	+3.5%	-1.2%



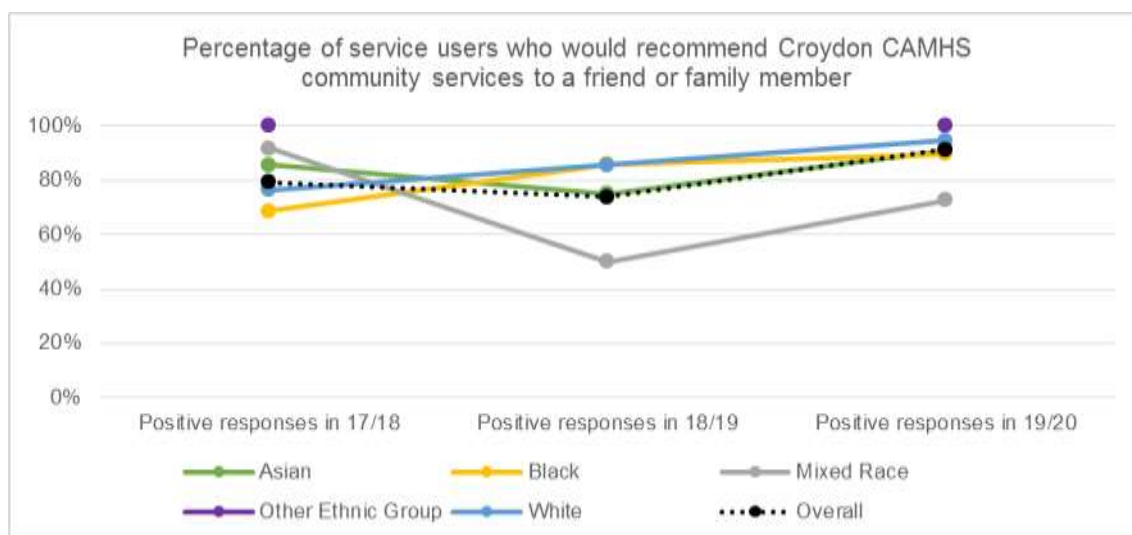
Between April 2019 and March 2020 Croydon CAMHS community services made 298 face to face interpreter bookings for 28 different languages to help communication between staff, service users and carers. This was an increase from the 174 bookings for 24 languages made in the year before. The table below shows the top ten languages of face to face interpreters booked by Croydon CAMHS community teams between April 2019 and March 2020.

Language	Number of bookings
Pashtu	112
Polish	25
Tigrinya	21
Spanish	18
Dari	17
Arabic	13
Tamil	13
Farsi (Persian)	10
Cantonese	10
Turkish	7

3.2 Experience

The table and chart below show the number of Croydon CAMHS community service FFT respondents in each ethnic group and the proportion responding positively.

How likely are you to recommend Croydon CAMHS community services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 17/18	Positive responses in 17/18	Number of responses in 18/19	Positive responses in 18/19	Number of responses in 19/20	Positive responses in 19/20
Asian	Below 10	85.7%	Below 10	75.0%	11	90.9%
Black	16	68.8%	10	85.7%	29	89.7%
Mixed Race	12	91.7%	10	50.0%	11	72.7%
Other ethnic group	Below 10	100.0%	Below 10	0.0%	Below 10	100.0%
White	55	76.4%	22	85.0%	73	94.5%
Overall	101	79.2%	58	73.9%	126	91.3%



3.3 What does the data suggest?

Access:

- The level of unknown ethnicity in Croydon CAMHS community services increased in 2019/20. This poorer recording of ethnicity makes the data less useful for understanding access for ethnic minority service users. CAMHS have identified the need to improve access to community services for Asian and Black young people, as an equality objective.
- Croydon CAMHS community services made more interpreting bookings than the year before to meet the communication needs of service users, family members and carers.

Experience:

- Most FFT respondents of all ethnicities reported positive experiences of Croydon CAMHS community services. There has been variation in the levels of positive experience over the last three year. In the last two years, the small number of Mixed Race FFT respondents reported less positive experiences than those of other ethnicities.

5. Adult services providing psychological therapies

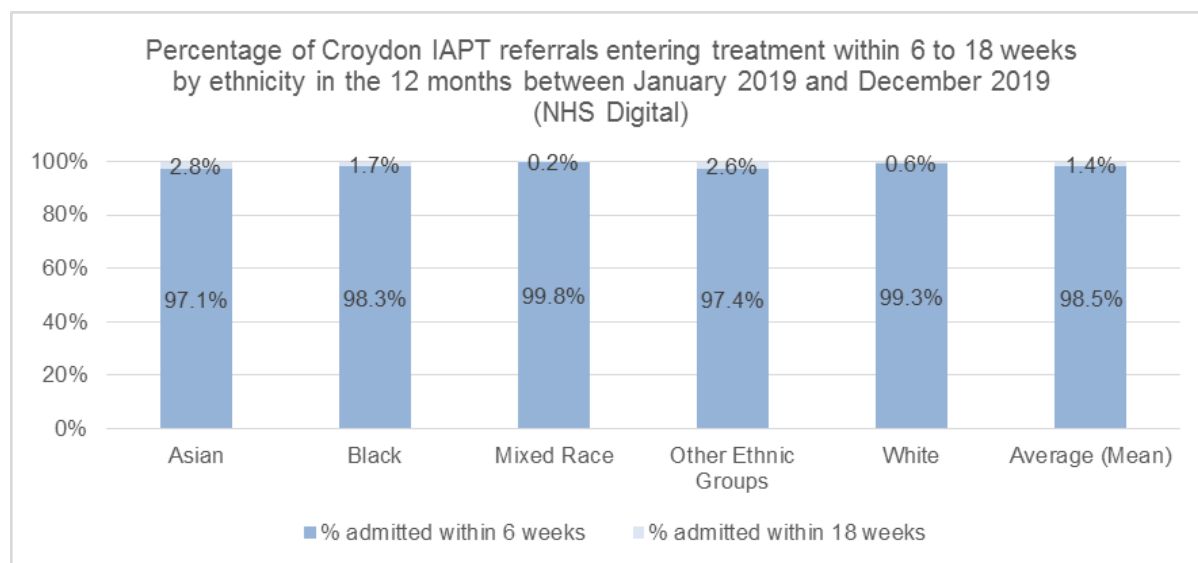
Psychological therapy services provided by the in Croydon include the following:

- [Croydon IAPT](#) is a primary care service for people, aged over 18. It provides guided self-help or individual and Cognitive Behavioural Therapy for people with common mental health problems, usually anxiety and or depression. Referrals are received from GPs and self-referrals.
- [Croydon Psychological Therapy Service](#) (CIPTS) is a specialist psychological therapy service (secondary care) that provides assessment, treatment and care for adults 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.

4.1 Access

The table and chart below shows the percentage of Croydon IAPT referrals entering treatment within 6 and 18 weeks by ethnicity between January 2019 and December 2019.

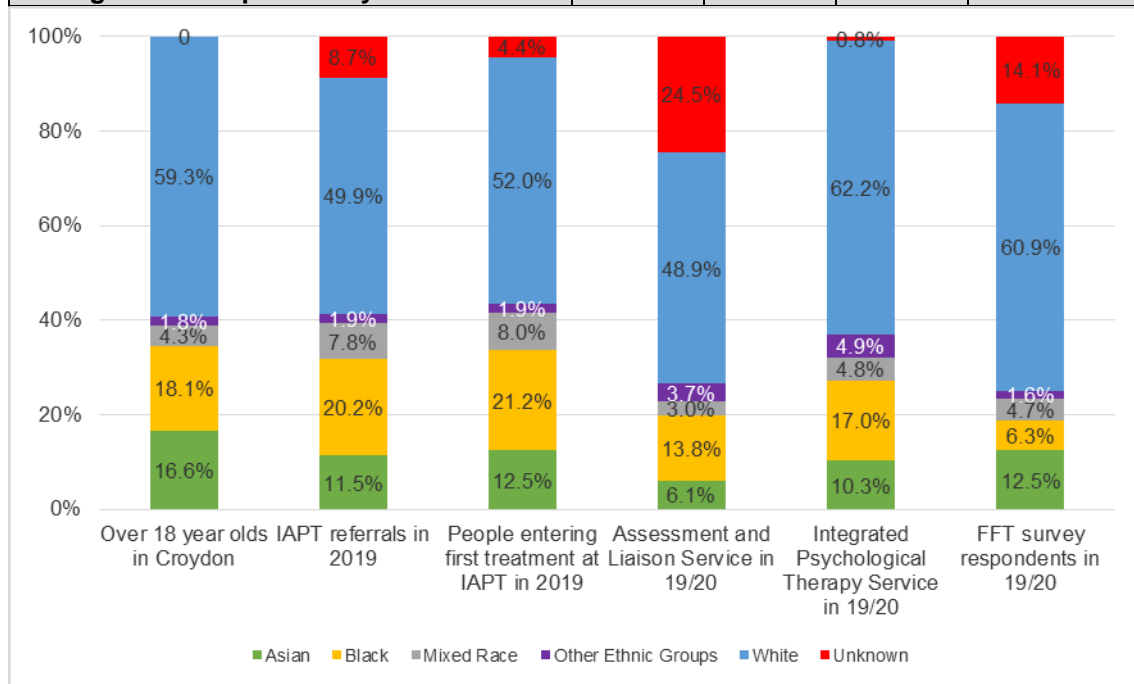
	Asian	Black	Mixed Race	Other Ethnic Group	White
Percentage of Croydon IAPT referrals entering treatment with 6 weeks in 2019	97.1%	98.3%	99.8%	97.4%	99.3%
Change from the previous year	-0.5%	+1.0%	+1.2%	+2.6%	+2.7%
Percentage of Croydon IAPT referrals entering treatment with 18 weeks in 2019	99.9%	100.0%	100.0%	100.0%	99.9%
Change from the previous year	-2.8%	-1.7%	-0.2%	-2.6%	-0.6%



The table and chart below show the ethnicity of referrals and people entering treatment at Croydon IAPT (between January 2019 and December 2019) in comparison with the ethnicity of over 18 year olds in Croydon, the caseloads of Assessment and Liaison (A&L) and Integrated Psychological Therapy (IPT) services (between April 2019 and March 2020) and the ethnicity of FFT respondents in Croydon Integrated Psychological Therapy service and how these have changed from the year before.

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown

Over 18 year olds in Croydon (Census 2011)	16.6%	18.1%	4.3%	1.8%	59.3%	0.0%
Croydon IAPT referrals in 2019 (NHS Digital)	11.5%	20.2%	7.8%	1.9%	49.9%	8.7%
Change from the previous year	+1.4%	+1.8%	+1.3%	0.0%	+0.1%	-4.7%
People entering first treatment at Croydon IAPT in 2019 (NHS Digital)	12.5%	21.2%	8.0%	1.9%	52.0%	4.4%
Change from the previous year	+1.2%	+0.9%	+1.4%	-0.3%	-2.7%	-0.5%
Croydon A&L service caseload in 2019/20 (ePJS)	6.1%	13.8%	3.0%	3.7%	48.9%	24.5%
Change from the previous year	-0.3%	+0.8%	+0.5%	+0.5%	+5.1%	-6.6%
Croydon IPT service caseload in 2019/20 (ePJS)	10.3%	17.0%	4.8%	4.9%	62.2%	0.8%
Change from the previous year	+2.5%	+2.4%	+0.3%	-0.4%	-1.3%	-3.5%
Croydon IPT FFT survey respondents in 2019/20	12.5%	6.3%	4.7%	1.6%	60.9%	14.1%
Change from the previous year	+3.6%	-0.4%	+0.2%	-0.7%	+7.6%	-10.4%



Between April 2019 and March 2020 Croydon IAPT and Integrated Psychological Therapy services made 1,441 face to face interpreter bookings for 44 different languages to help communication between staff, service users and carers. This was an increase from the 1,026 bookings for 42 languages made in the year before.

The table below shows the top ten languages of face to face interpreters booked by Croydon IAPT and Integrated Psychological Therapy services between April 2019 and March 2020.

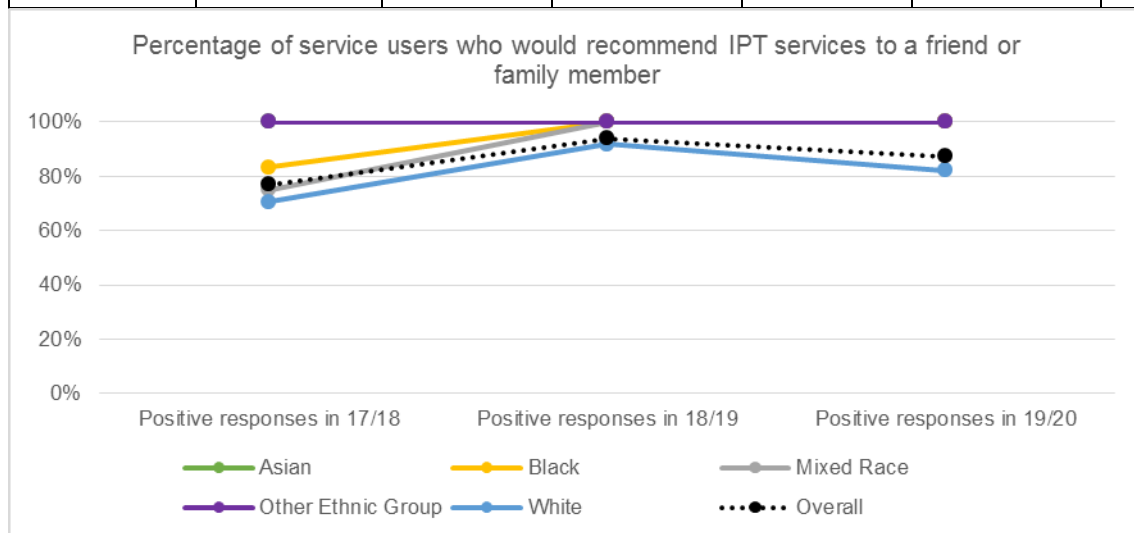
Language	Number of bookings
Tamil	190
Portuguese	136
Urdu	135

Spanish	126
Turkish	92
Polish	86
Albanian	85
Farsi (Persian)	75
Arabic	55
Pashtu	54

4.2 Experience

The table and chart below show the number of Croydon Integrated Psychological Therapy service FFT respondents in each ethnic group and the proportion that responded positively.

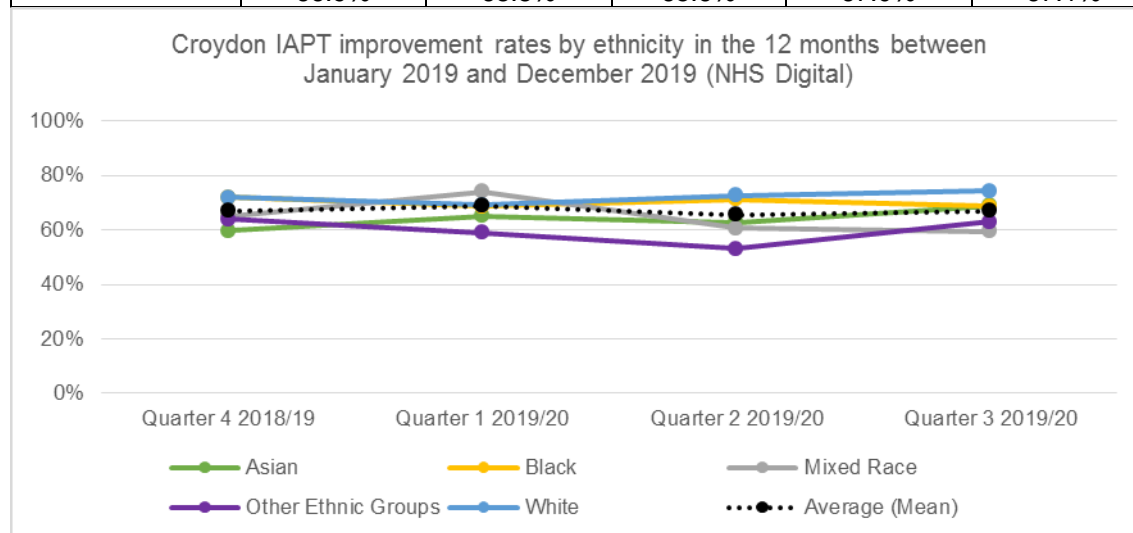
How likely are you to recommend Croydon Integrated Psychological Therapy services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 17/18	Positive responses in 17/18	Number of responses in 18/19	Positive responses in 18/19	Number of responses in 19/20	Positive responses in 19/20
Asian	Below 10	100.0%	Below 10	100.0%	Below 10	100.0%
Black	Below 10	83.3%	Below 10	100.0%	Below 10	100.0%
Mixed Race	Below 10	75.0%	Below 10	100.0%	Below 10	100.0%
Other ethnic group	Below 10	100.0%	Below 10	100.0%	Below 10	100.0%
White	34	70.6%	24	91.7%	39	82.1%
Overall	52	76.9%	33	93.9%	55	87.3%



4.3 Outcomes

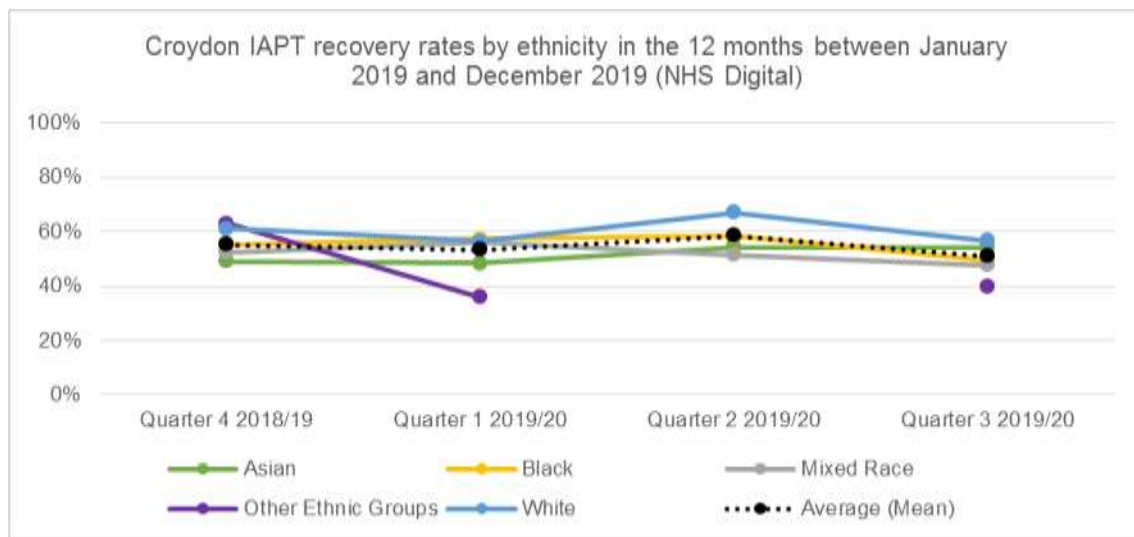
The table and chart below show Croydon IAPT improvement rates for service users of different ethnicities between January 2019 and December 2019 and how the average improvement rate for each ethnicity in 2019 changed from the previous year.

	Jan 19 to Mar 19	Apr 19 to Jun 19	Jul 19 to Sep 19	Oct 19 to Dec 19	Average for 2019	Change from the previous year
Asian	59.7%	65.0%	62.8%	68.8%	64.1%	+1.6%
Black	72.0%	68.7%	71.3%	68.7%	70.2%	+6.0%
Mixed Race	65.2%	74.0%	60.7%	59.5%	64.9%	-2.3%
Other ethnic groups	64.0%	59.0%	53.0%	63.0%	59.8%	-1.3%
White	72.0%	69.0%	72.7%	74.3%	72.0%	+6.8%
Overall	66.9%	68.8%	65.6%	67.0%	67.1%	+3.1%



The table and chart below show the Croydon IAPT recovery rates for service users of different ethnicities between January 2019 and December 2019 and how the average recovery rate for each ethnicity in 2019 changed from the previous year.

	Jan 19 to Mar 19	Apr 19 to Jun 19	Jul 19 to Sep 19	Oct 19 to Dec 19	Average for 2019	Change from the previous year
Asian	49.0%	48.3%	54.3%	54.3%	51.5%	+2.7%
Black	55.3%	57.3%	58.3%	49.3%	55.1%	+9.1%
Mixed Race	52.3%	56.0%	51.5%	47.7%	51.9%	-0.5%
Other ethnic groups	63.0%	36.0%		40.0%	46.3%	-1.3%
White	61.0%	56.3%	67.0%	56.6%	60.2%	+7.8%
Overall	55.1%	53.3%	58.4%	50.9%	54.4%	+5.5%



4.4 What does the data suggest?

Access:

- Waiting times to enter Croydon IAPT treatment were broadly similar for different ethnic groups and to waiting times in the previous year. In comparison to the year before, a slightly higher proportion of service users of all ethnicities, except Asian, entered treatment within 6 weeks and a slightly lower proportion of all ethnicities entered treatment within 18 weeks.
- The proportion of unknown ethnicity within Croydon IAPT referrals and people entering first treatment reduced in 2019. The proportion Asian, Black and Mixed Race people being referred and entering treatment increased slightly from the previous year.
- The ethnicity profile of the Croydon Integrated Psychological Therapy service was broadly similar to the year before. The service improved its recording of ethnicity to reduce the proportion on unknown ethnicity in the caseload. This makes the data more useful for understanding access to this service.
- Croydon adult psychological therapy services made more interpreting bookings than the year before to meet the communication needs of service users, family members and carers.

Experience:

- IAPTs do not use PEDIC surveys. The small numbers of Croydon Integrated Psychological Therapy service FFT respondents makes it difficult to draw conclusions from the data. However there has been variation in the levels of positive experience over the last three years. White respondents reported the least positive experience in each of the last three years. Respondents from other ethnic groups reported the most positive experience in each of the last three years.

Outcomes:

- Improvement rate and recovery rate data show that these fluctuate over time for different ethnicities. The data does not show consistently lower improvement or recovery rates for any particular ethnicity during 2019.
- Compared to the year before, the largest improvement in average annual improvement rate was for White service users and the largest increase in average annual recovery rate was for Black service users. The largest decrease in average annual recovery rate was for Mixed Race service users and the largest decrease in average annual recovery rate was for service users from other ethnic groups.

6. Community mental health services for adults with severe mental health

The Trust provides a range of community mental health services for adults with severe mental health problems in Croydon. These include the following:

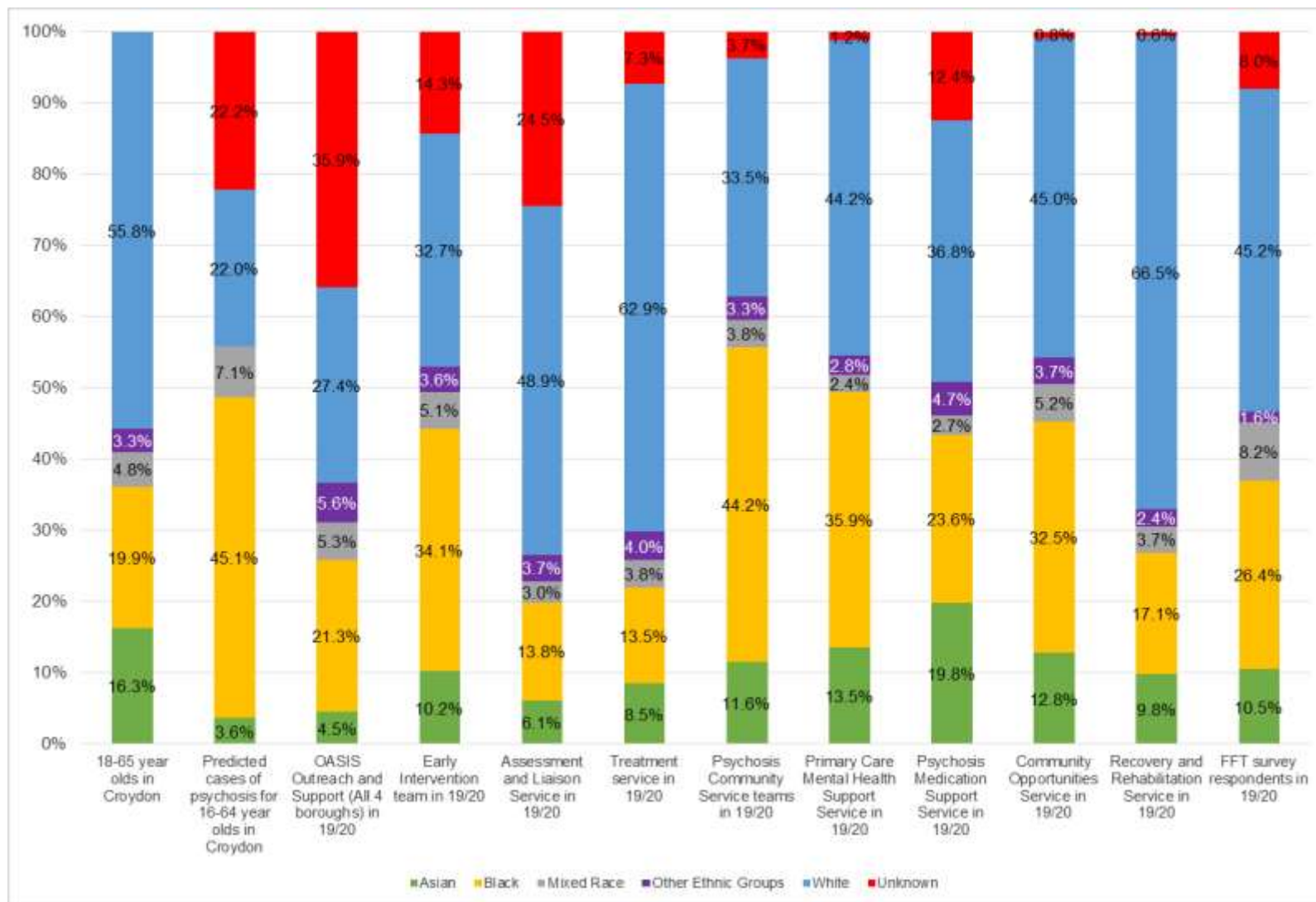
- The [Assessment and Liaison Service \(Croydon\)](#) provide services for people, aged 18-65, who have a main diagnosis of a non-psychotic mental illness. Referrals come from GPs, the IAPT and other Trust services.
- [OASIS](#) is a health service for supporting young people aged 14-35 who are experiencing psychological distress. Referrals come from a range of sources and the team accepts self-referrals.
- The [Early Intervention Service \(Croydon\)](#) provides support to people aged 16-64 when they first begin to develop the symptoms of mental illness. Referrals come from GPs, schools and other Trust services.
- Psychosis Promoting Recovery Community Services have a range of services that provide care and support for adult with severe mental illnesses who live in Croydon. Referrals come from GPs, the IAPT and other Trust services. These include the Primary Care Mental Health and Psychosis Medication Support services. The [Croydon Community Opportunities Service](#) provides vocational support for mental health service users with a strong focus on responding to individual cultural and ethnic needs.
- The [Recovery and Rehabilitation \(R&R\) Service \(Croydon\)](#) provides intensive community-based rehabilitation, care and support for adults, with severe and long-term mental illness. Referrals come from other Trust services.

5.1 Access

The table and chart below shows data from the period between April 2019 and March 2020 on the ethnicity of service users in Croydon community mental health services in comparison with the ethnicity of 18-65 year olds in Croydon, the percentage of predicted cases of psychosis for 16-64, the ethnicity of FFT survey respondents to those services and how these changed from the year before.

	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%
Predicted cases of psychosis for 16-64 year olds in Croydon (Psymaptic)	3.6%	45.1%	7.1%	0.0%	22.0%	22.2%

OASIS Outreach and Support caseload in 2019/20 (ePJS) (Note: Caseload for all 4 boroughs)	4.5%	21.3%	5.3%	5.6%	27.4%	35.9%
Change from the previous year	-0.7%	-0.5%	-0.5%	+2.1%	-4.0%	+3.6%
Early Intervention team caseload in 2019/20 (ePJS)	10.2%	34.1%	5.1%	3.6%	32.7%	14.3%
Change from the previous year	-0.7%	+3.8%	+2.4%	+0.5%	+4.0%	-10.0%
Assessment and Liaison Service caseload in 2019/20 (ePJS)	6.1%	13.8%	3.0%	3.7%	48.9%	24.5%
Change from the previous year	-0.3%	+0.8%	+0.5%	+0.5%	+5.1%	-6.6%
Treatment Service caseload in 2019/20 (ePJS)	8.5%	13.5%	3.8%	4.0%	62.9%	7.3%
Change from the previous year	-0.7%	-0.5%	-0.8%	+0.3%	+1.9%	-0.3%
Psychosis Community Service caseload in 2019/20 (ePJS)	11.6%	44.2%	3.8%	3.3%	33.5%	3.7%
Change from the previous year	+0.1%	+0.2%	0.0%	+0.6%	-1.6%	+0.8%
Primary Care Mental Health Support Service caseload in 2019/20 (ePJS)	13.5%	35.9%	2.4%	2.8%	44.2%	1.2%
Change from the previous year	-0.3%	0.0%	-1.7%	-0.3%	+3.2%	-0.9%
Psychosis Medication Support Service caseload in 2019/20 (ePJS)	19.8%	23.6%	2.7%	4.7%	36.8%	12.4%
Change from the previous year	+8.2%	-8.2%	-0.6%	-0.3%	-10.7%	+11.6%
Community Opportunities Service caseload in 2019/20 (ePJS)	12.8%	32.5%	5.2%	3.7%	45.0%	0.8%
Change from the previous year	+2.9%	-3.1%	-0.2%	0.0%	+2.7%	+5.0%
Recovery and Rehabilitation Service caseload in 2019/20 (ePJS)	9.8%	17.1%	3.7%	2.4%	66.5%	0.6%
Change from the previous year	+0.8%	-0.8%	+0.5%	-0.8%	-0.2%	+0.6%
FFT survey respondents to Croydon adult community mental health service surveys in 2019/20 (PEDIC)	10.5%	26.4%	8.2%	1.6%	45.2%	8.0%
Change from the previous year	+0.1%	+4.0%	+1.4%	+0.2%	-3.2%	-2.5%



Between April 2019 and March 2020 Croydon adult community mental health services made 522 face to face interpreter bookings for 40 different languages to help communication between staff, service users and carers. This is a slight decrease from the 534 bookings for 38 languages made in the year before.

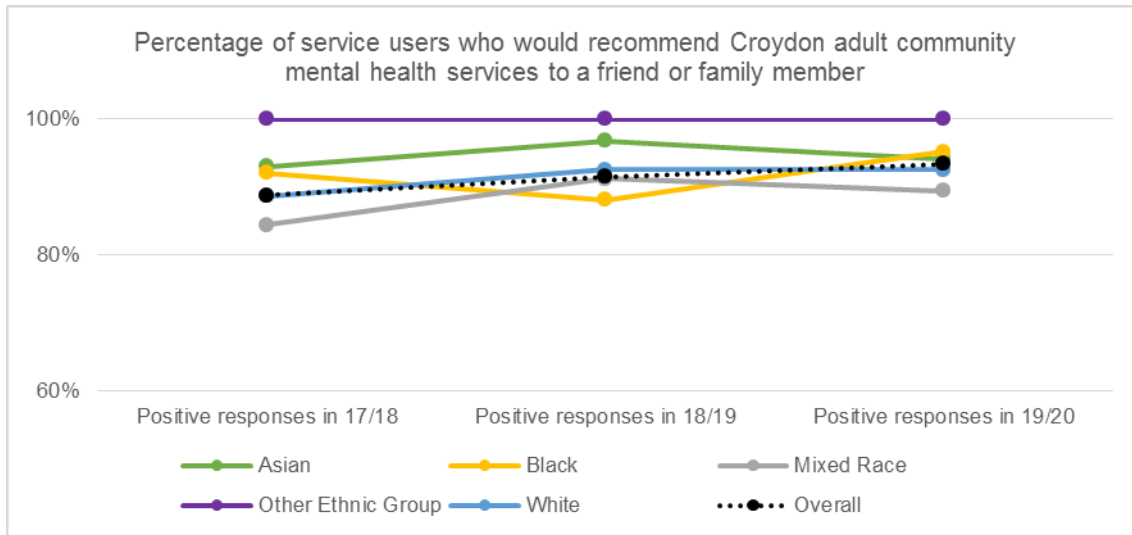
The table below shows the top ten languages of face to face interpreters booked by Croydon adult community mental health services between April 2019 and March 2020.

Language	Number of bookings
Portuguese	56
Polish	53
Urdu	53
Tamil	40
Farsi (Persian)	38
Pashtu	31
Malayalam	27
Spanish	20
BSL (British Sign Language)	20
Turkish	18

5.2 Experience

The table and chart below show the number of Croydon adult community mental health service FFT respondents in each ethnic group and the proportion that responded positively.

How likely are you to recommend Croydon adult mental health community services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 17/18	Positive responses in 17/18	Number of responses in 18/19	Positive responses in 18/19	Number of responses in 19/20	Positive responses in 19/20
Asian	57	93.0%	62	96.8%	51	94.1%
Black	152	92.1%	118	88.1%	125	95.2%
Mixed Race	45	84.4%	34	91.2%	38	89.5%
Other ethnic group	14	100.0%	Below 10	100.0%	Below 10	100.0%
White	327	88.7%	199	92.5%	214	92.5%
Overall	667	88.8%	484	91.5%	436	93.3%



5.3 What does this data suggest?

Access:

- The ethnicity profile of Croydon adult community mental health services are broadly similar to the year before.
- The level of unknown ethnicity in OASIS, Early Intervention and the Assessment and Liaison services makes it difficult to come to conclusions about access for ethnic minority service users. The proportion of unknown ethnicity increased slightly for OASIS which suggests there was less recording of ethnicity by this service in 2019. The proportion of unknown ethnicity decreased in the Early Intervention and Assessment and Liaison services which suggests there was more recording of ethnicity by these services in 2019.
- Most Croydon adult community mental health services have high proportions of ethnic minority services users accessing their services. This is consistent with the psymaptic data on the ethnicity profile of incidence of psychosis. However the OASIS, Assessment and Liaison, Treatment and Recovery and Rehabilitation service seem to have lower proportions of Black service users in comparison with psymaptic data.
- Croydon community mental health services continue to make a high number of interpreter bookings. However, the number of interpreter bookings slightly decreased in comparison to the year before.

Experience:

- Most FFT respondents of all ethnicities reported positive experiences of Croydon adult community mental health services. There has been variation in the levels of positive experience over the last three years. The small number of respondents from other ethnic groups reported more positive experiences than those of other ethnicities in each of the previous three years.

7. Crisis and acute mental health services for adults with severe mental health

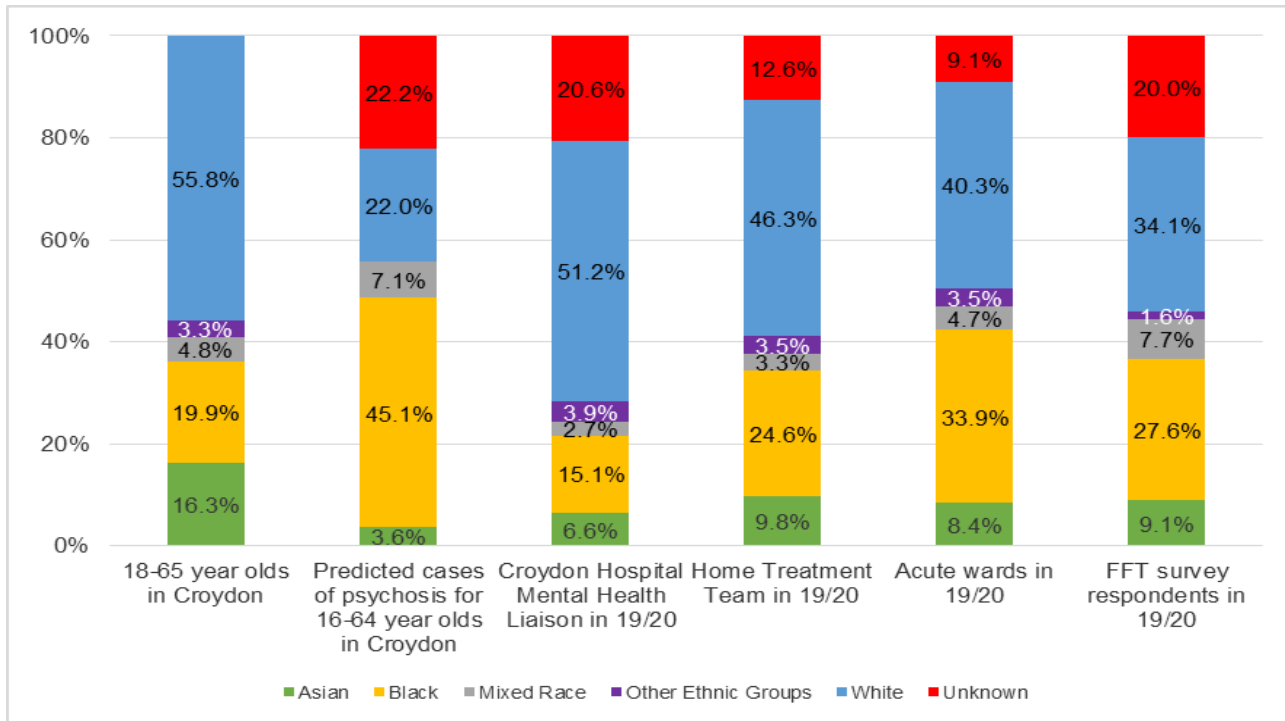
The Trust provides a range of crisis and acute mental health services for adults with severe mental health problems in Croydon. These include the following:

- The [Mental Health Liaison Service \(Croydon University Hospital\)](#) provides psychiatric assessments for people, aged 16-65, to determine if they need mental health care and treatment.
- [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.
- Acute mental health inpatient wards that support people in Croydon, aged 18 to 65 years old, who need inpatient crisis or acute mental health care. These include [Fitz Mary 1](#), [Tyson West 1](#), [Gresham Ward 1](#) and [Gresham Ward 2](#).

6.1 Access

The table and chart below show data from the period between April 2019 and March 2020 on the ethnicity profile of Croydon adult crisis and acute mental health service caseloads compared to the ethnicity profile of 18-65 year olds in Croydon, the percentage of predicted cases of psychosis for 16-64, the ethnicity of FFT respondents to these services and how these changed from the year before.

	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%
Predicted cases of psychosis for 16-64 year olds in Croydon (Psymaptic)	3.6%	45.1%	7.1%	0.0%	22.0%	22.2%
Croydon Hospital Mental Health Liaison caseload in 2019/20 (ePJS)	6.6%	15.1%	2.7%	3.9%	51.2%	20.6%
Change from the previous year	-1.0%	-0.1%	0.0%	+1.1%	-0.3%	+0.3%
Croydon Home Treatment Team caseload in 2019/20 (ePJS)	9.8%	24.6%	3.3%	3.5%	46.3%	12.6%
Change from the previous year	-0.2%	-0.1%	+1.0%	+1.2%	+5.2%	-7.1%
Croydon Acute wards caseload in 2019/20 (ePJS)	8.4%	33.9%	4.7%	3.5%	40.3%	9.1%
Change from the previous year	-1.0%	-2.0%	+0.7%	+0.9%	+3.4%	-2.1%
FFT survey respondents to Croydon crisis and acute mental health service surveys in 2019/20 (PEDIC)	9.1%	27.6%	7.7%	1.6%	34.1%	20.0%
Change from the previous year	+1.0%	-1.4%	-0.2%	-0.4%	-2.6%	+3.7%



Between Croydon between April 2019 and March 2020 Croydon adult crisis and acute mental health services made 112 face to face interpreter bookings for 34 different languages to help communication between staff, service users and carers. This was a decrease from the 190 bookings for 19 languages made in the year before.

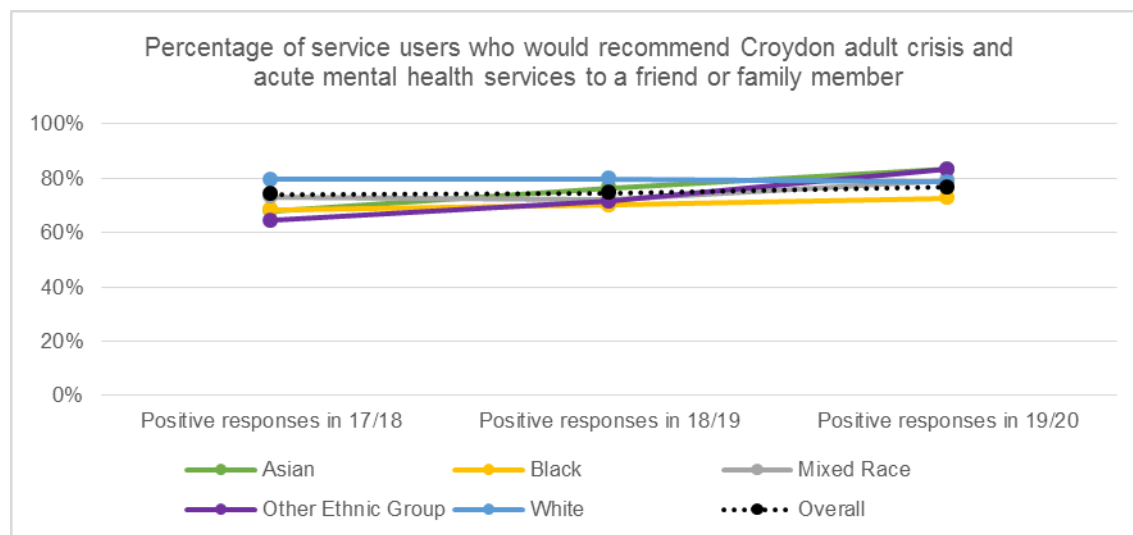
The table below shows the top ten languages of face to face interpreters booked by Croydon adult crisis and acute mental health services between Croydon between April 2019 and March 2020.

Language	Number of bookings
Kurdish / Kurdish Sorani	19
German	18
Polish	10
Vietnamese	10
Tigrinya	10
Portuguese	9
Urdu	8
Tamil	6
Arabic	3
Albanian	3

6.2 Experience

The table and chart below show the number of Croydon adult crisis and acute mental health service FFT respondents in each ethnic group and the proportion that responded positively.

How likely are you to recommend Croydon crisis and acute mental health services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 17/18	Positive responses in 17/18	Number of responses in 18/19	Positive responses in 18/19	Number of responses in 19/20	Positive responses in 19/20
Asian	78	67.9%	55	76.4%	24	83.3%
Black	205	68.3%	211	70.1%	153	72.5%
Mixed Race	52	73.1%	68	72.1%	29	79.3%
Other ethnic group	14	64.3%	21	71.4%	Below 10	83.3%
White	277	79.4%	286	79.7%	177	78.5%
Overall	769	74.0%	751	74.6%	389	76.6%



6.3 What does this data suggest?

Access:

- The ethnicity profile of Croydon adult crisis and acute mental health services are broadly similar to the year before.
- In comparison with psymaptic data, services such as mental health liaison and home treatment, seem to have a lower than anticipated proportion of Black service users accessing them. However, the level of unknown ethnicity in these services' caseload data makes it difficult to come to definitive conclusions about this. The proportion of unknown ethnicity decreased for the Home Treatment service which suggests there was more recording of ethnicity by these services in 2019 than in the year before

- Croydon adult crisis acute mental health services made fewer interpreter bookings to meet the communication needs of service users, family members and carers than they did the year before.

Experience:

- Most FFT respondents of all ethnicities reported positive experiences of Croydon adult crisis and acute mental health services. Respondents of different ethnicities have reported broadly similar levels of positive experience over the last three years.

8. Community dementia and mental health services for older adults

The Trust provides a range of dementia and older adult community mental health services in Croydon. These include the following:

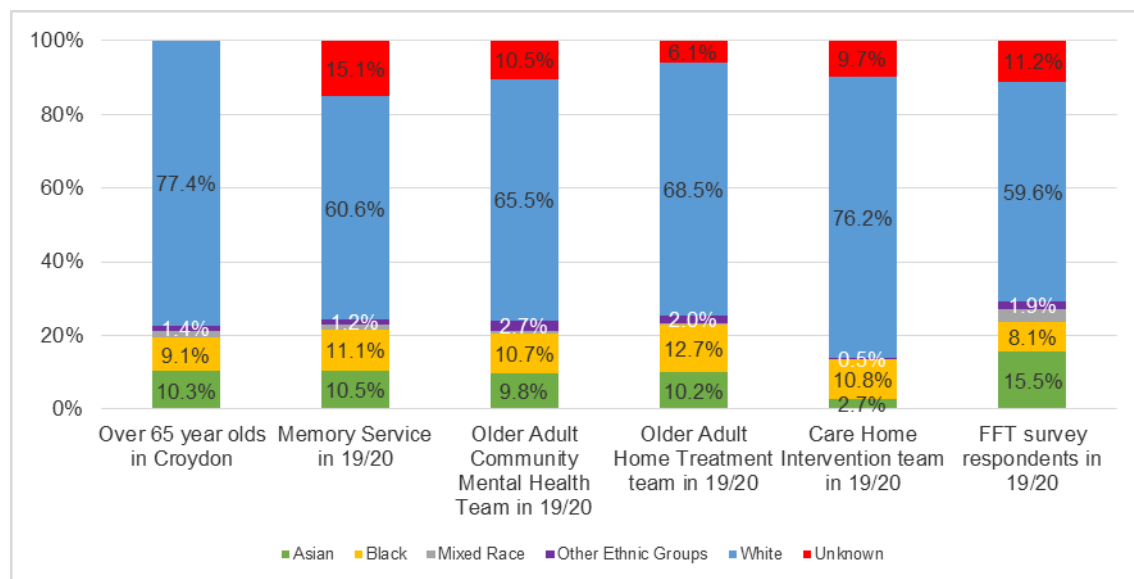
- [Memory Service \(Croydon\)](#) provides early assessment, treatment and care for people, over 18, who have memory problems that may be associated with dementia. The service gets referrals from GPs.
- [Community Mental Health Team for Older Adults](#) provides community-based assessment, treatment 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.
- [Older Adults Home Treatment \(Croydon\)](#) 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.
- [Care Home Intervention Service \(Croydon\)](#) support people aged 65 and over, whose behaviour has become challenging in the context of a dementia or mental illness and they are currently living in a day care, residential or nursing home setting.

7.1 Access

The table and chart below show data for the period between April 2019 and March 2020 on the ethnicity profile of Croydon dementia and older adult community mental health service caseloads compared to the ethnicity profile of over 65 year olds in Croydon, the ethnicity of FFT respondents to these services and how these changed from the year before.

	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 caseload in 2019/20 (ePJS)	10.5%	11.1%	1.5%	1.2%	60.6%	15.1%
Change from the previous year	+0.6%	+3.3%	+0.9%	-0.5%	-17.4%	+13.2%
Croydon Older Adult Community Mental Health Team caseload in 2019/20 (ePJS)	9.8%	10.7%	0.8%	2.7%	65.5%	10.5%
Change from the previous year	-0.5%	+0.8%	+0.1%	-0.4%	+0.6%	-0.6%
Croydon Older Adult Home Treatment team caseload in 2019/20 (ePJS)	10.2%	12.7%	0.5%	2.0%	68.5%	6.1%
Change from the previous year	+0.6%	+1.9%	-0.8%	+0.1%	+4.2%	-6.0%

Croydon Care Home Intervention team caseload between Apr 18 and Mar 19 (ePJS)	2.7%	10.8%	0.0%	0.5%	76.2%	9.7%
Change from the previous year	+0.7%	+2.3%	-1.0%	-3.0%	-2.9%	+3.7%
FFT survey respondents to Croydon older adult service surveys between Apr 16 and Mar 19 (PEDIC)	15.5%	8.1%	3.7%	1.9%	59.6%	11.2%
Change from the previous year	+2.9%	-0.4%	+2.3%	+1.1%	-7.8%	+1.9%



Between April 2019 and March 2020 Croydon dementia and older adult community mental health services made 166 face to face interpreter bookings for 29 different languages to help communication between staff, service users and carers. This is a slight increase from the 140 bookings for 19 languages made in the year before.

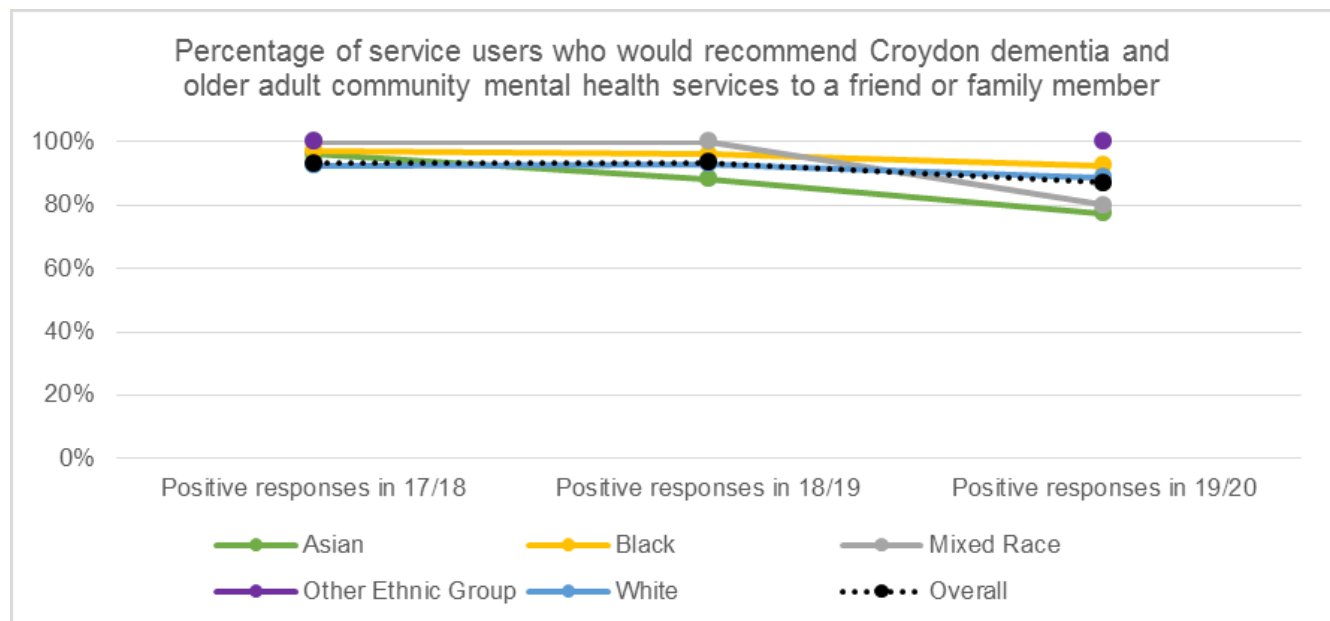
The table below shows the top ten languages of face to face interpreters booked by Croydon dementia and older adult community mental health services between April 2019 and March 2020.

Language	Number of bookings
Urdu	32
Gujarati	19
Tamil	16
Uzbek	14
Turkish	11
Cantonese	7
Punjabi	7
Arabic	5
Malayalam	5
Spanish	5

7.2 Experience

The table and chart below show the number of Croydon dementia and older adult community mental health services FFT respondents in each ethnic group and the proportion that responded positively.

How likely are you to recommend Croydon community dementia or older adult mental health services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 17/18	Positive responses in 17/18	Number of responses in 18/19	Positive responses in 18/19	Number of responses in 19/20	Positive responses in 19/20
Asian	50	96.0%	34	88.2%	22	77.3%
Black	35	97.1%	25	96.0%	13	92.3%
Mixed Race	Below 10	100.0%	Below 10	100.0%	Below 10	80.0%
Other ethnic group	Below 10	100.0%	0	-	Below 10	100.0%
White	289	92.4%	200	93.0%	88	88.6%
Overall	409	93.2%	282	93.3%	131	87.0%



7.3 What does this data suggest?

Access:

- The ethnicity profile of Croydon dementia and older adult community mental health services are broadly similar to the year before. In comparison with Census data, the caseloads of dementia and older adult community mental health services appear broadly reflective of the ethnicity of older people in Croydon.

- The proportion of unknown ethnicity in the Memory services increased from the year before making it harder to come to conclusions about access for ethnic minority service users. This suggests there was less recording of ethnicity by this service in 2019 than in the year before.
- Other borough memory services have identified the need to encourage earlier access to memory services for older Black African and Caribbean service users. This activity may provide useful learning for consideration by Croydon memory service.
- Croydon dementia and older adult community mental health services made slightly more interpreter bookings to meet the communication needs of service users, family members and carers than they did the year before.

Experience:

- Most FFT respondents of all ethnicities reported positive experiences of Croydon dementia and older adult community mental health services. There has been variation in the levels of positive experience over the last three years. No ethnicity has reported consistently more positive or poorer experience during this period.

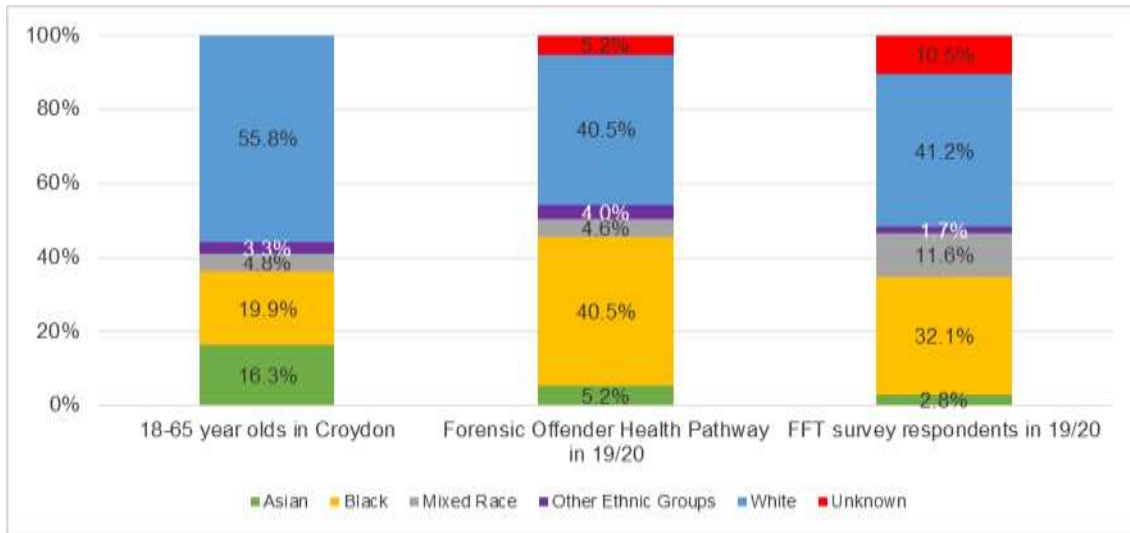
9. Forensic offender mental health services

The Trust provides a range of medium, low secure and specialist inpatient forensic services at [River House](#). [The Community Forensic Service \(Croydon\)](#) provides community-based assessment, treatment and care for people, aged 18-65, who have severe mental health problems and who may be a risk to themselves and others.

8.1 Access

The table and chart below show data for the period between April 2019 and March 2020 on the ethnicity profile of Croydon CCG service users in forensic offender mental health services compared to the ethnicity profile of 18-65 year olds in Croydon, the ethnicity of all Forensic service FFT respondents and how this changed from the year before.

	Asian	Black	Mixed Race	Other Ethnic Group	White	Unknown
18-65 year olds in Croydon	16.3%	19.9%	4.8%	3.3%	55.8%	0.0%
Croydon CCG Forensic Offender Health Pathway caseload in 2019/18 (ePJS)	5.2%	40.5%	4.6%	4.0%	40.5%	5.2%
Change from the previous year	-0.3%	4.6%	-0.4%	1.5%	-3.2%	-2.1%
Trust-wide FFT survey respondents to Forensic services surveys in 2019/20 (PEDIC)	2.8%	32.1%	11.6%	1.7%	41.2%	10.5%
Change from the previous year	-0.8%	-2.9%	+2.3%	+0.1%	+3.8%	-2.5%



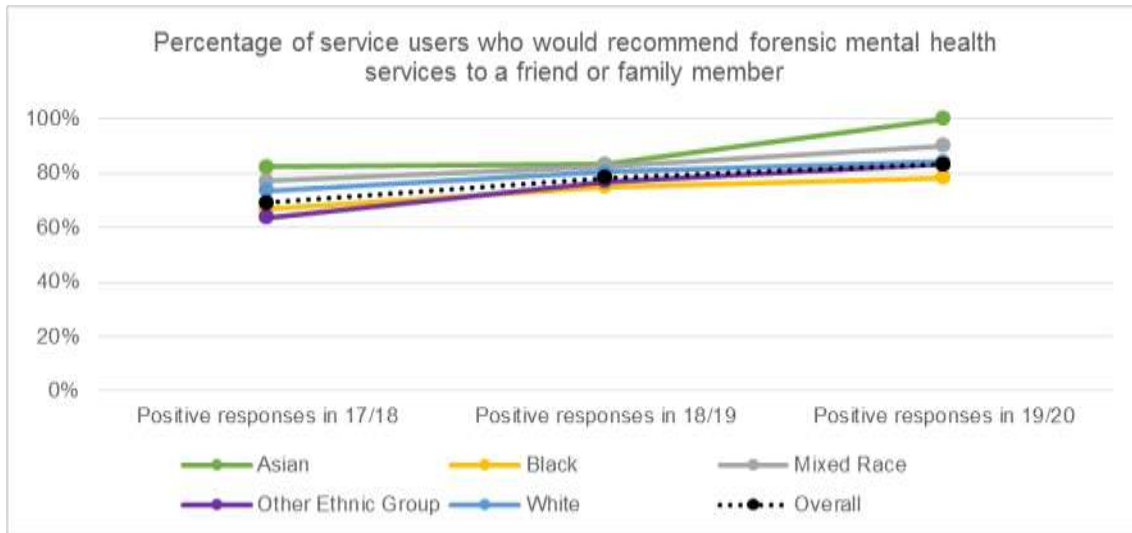
Our interpreting data does not enable us to identify the borough that Forensic service users are from; therefore, the following information spans the whole forensic service. Between April 2019 and March 2020 all the Trust’s forensic services made 82 bookings for 6 different languages. This is a decrease from the 108 bookings for 9 languages made in the year before.

The top three languages of face to face interpreters booked for forensic service users were Portuguese (42 bookings), Amharic (18 bookings) and Romanian (17 bookings).

8.2 Experience

It is not possible to identify Croydon CCG forensic service users in the anonymised FFT surveys. The table and chart below show the number of all Forensic service FFT respondents in each ethnic group and the proportion that responded positively.

How likely are you to recommend forensic mental health services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 17/18	Positive responses in 17/18	Number of responses in 18/19	Positive responses in 18/19	Number of responses in 19/20	Positive responses in 19/20
Asian	34	82.4%	24	83.3%	10	100.0%
Black	232	66.8%	203	74.9%	110	78.2%
Mixed Race	57	77.2%	57	82.5%	40	90.0%
Other ethnic group	11	63.6%	13	76.9%	Below 10	83.3%
White	299	73.6%	200	80.5%	145	84.1%
Overall	709	69.1%	574	78.2%	311	83.3%



8.3 What does this suggest?

Access:

- The ethnicity profile of Croydon Forensic services is broadly similar to the year before. Black services continue to represent a high proportion of service users in these services.
- Forensic services made fewer interpreter bookings to meet the communication needs of service users, family members and carers than they did the year before.

Experience:

- Most FFT respondents of all ethnicities reported positive experiences of forensic services. There has been variation in the levels of positive experience over the last three years. No ethnicity has reported consistently more positive or poorer experience during this period.

10. What will we do next?

During 2020/21, the Trust will:

- Use this report to encourage staff to consider and analyse ethnicity data (on access, experience and outcomes) so services can respond to any potential race equality issues that are identified. Recommendations for staff include:
 - Use this report to consider how your service is providing the best possible services to ethnic minority service users. This is an issue that BAME communities repeatedly tell us they are concerned about.
 - Improve recording of the ethnicity of service users to improve the data available to monitor and improve access to services.
 - Encourage more survey responses from ethnic minority carers and service users to provide better data to understand the experience of services for different ethnic groups.
- Continue to deliver the [Trust's integrated equalities action plan \(2018-21\)](#)

- Continue to encourage Croydon staff to attend cultural competency training developed and delivered in partnership with BME CDWs from Off The Record Croydon and Croydon BME Forum.
- [Partnership working with members of Croydon IAG through quarterly Joint Working Groups.](#)
- Seek feedback on this report from stakeholders and staff to identify how it can be improved.
- Work with staff in the Trust's operational directorates to develop another local ethnicity report for Croydon covering the 2020/21 financial year. This will be published in June 2021, as part of our annual equality information to show what we have done and what has changed.