

# Meeting the public sector equality duty at SLaM

2019/20 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.

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

## 2. Southwark 2019/20 headlines

### 2.1 Access

- The high level of unknown ethnicity data in CAMHS community services, OASIS, Early Intervention, Assessment and Liaison and Mental Health Liaison 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, Improving Access to Psychological Therapies, Integrated Psychological Therapy Service, OASIS, Early Intervention, Assessment and Liaison, Treatment and Mental Health Liaison 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. However the proportion of Black service users in Southwark and Lambeth Memory service decreased slightly.
- Southwark 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 Southwark services.
- Collection of more survey responses from ethnic minority service users will improve the representativeness of experience data.

## **2.3 Outcomes**

- Southwark 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 Southwark between 1<sup>st</sup> April 2019 and 31<sup>st</sup> March 2020 and how this 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 Southwark and how these 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 Southwark 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 Southwark 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 Southwark 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 and who has given FFT feedback about those services alongside a comparator.
- 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 of 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

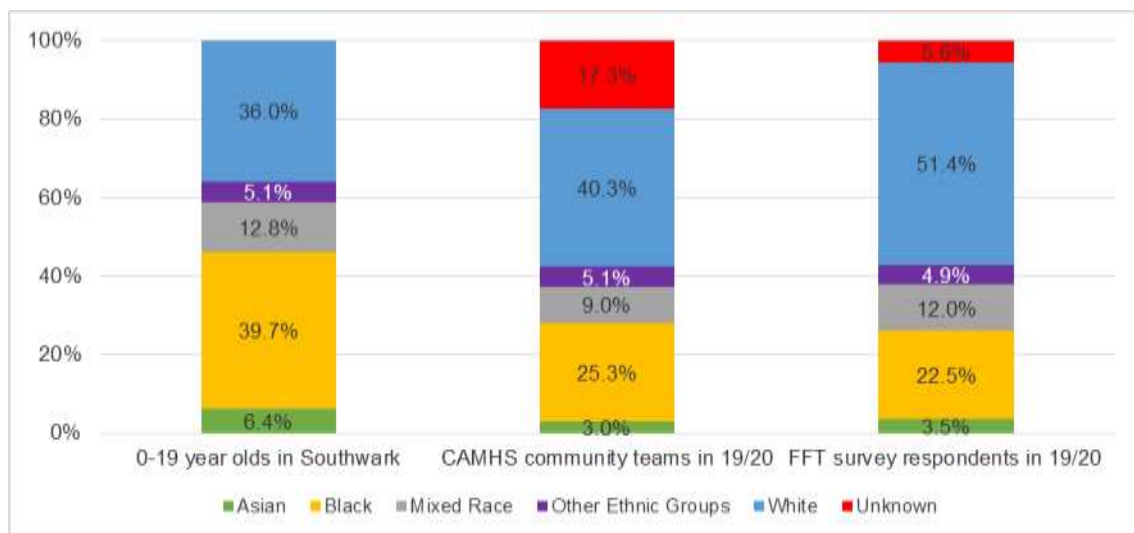
The Trust delivers a range of child and adolescent mental health services (CAMHS) community services in Southwark. This includes the [Child and Family Team](#); [Adolescent Team](#); [Neurodevelopmental Team](#); [Carelink \(Looked After Children\)](#); Early Help; [Functional Family Therapy](#) and Parental Mental Health. Referrals are received from GPs, schools and allied health professionals.

### 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 Southwark, 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 Southwark (Census 2011)	6.4%	39.7%	12.8%	5.1%	36.0%	0.0%
Southwark CAMHS Community Services caseload in 2019/20 (ePJS)	3.0%	25.3%	9.0%	5.1%	40.3%	17.3%
<b>Change from the previous year</b>	<b>-0.2%</b>	<b>+2.0%</b>	<b>+0.7%</b>	<b>+0.9%</b>	<b>+3.4%</b>	<b>-6.8%</b>

FFT respondents to CAMHS Community Services surveys in 2019/20 (PEDIC)	3.5%	22.5%	12.0%	4.9%	51.4%	5.6%
<b>Change from the previous year</b>	<b>+0.3%</b>	<b>+2.4%</b>	<b>-0.7%</b>	<b>+1.7%</b>	<b>-0.5%</b>	<b>-3.4%</b>



Between April 2019 and March 2020 Southwark CAMHS community services made 273 face to face interpreter bookings for 44 different languages to help communication between staff, service users and carers. This was a decrease from the 308 bookings for 25 languages made in the year before.

The table below shows the top ten languages of face to face interpreters booked by Southwark CAMHS community teams between April 2019 and March 2020.

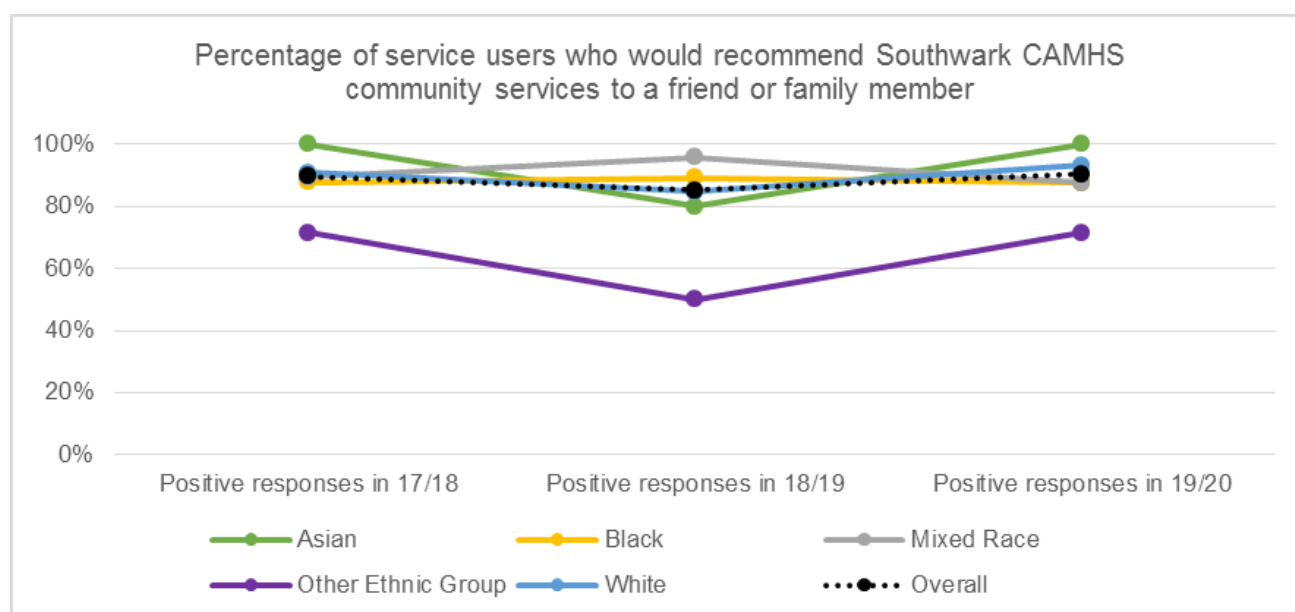
Language	Number of bookings
Spanish	55
Vietnamese	27
Tigrinya	22
Amharic	21
Portuguese	21
Turkish	19
Kurdish / Kurdish Sorani	19
Arabic	18
Pashtu	17
BSL (British Sign Language)	12

### 3.2 Experience

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

How likely are you to recommend Southwark CAMHS community services to friends and family if they needed similar care or treatment?
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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	80.0%	Below 10	100.0%
Black	65	87.7%	37	89.2%	32	87.5%
Mixed Race	19	89.5%	23	95.7%	16	87.5%
Other ethnic group	Below 10	71.4%	Below 10	50.0%	Below 10	71.4%
White	129	90.7%	97	84.5%	73	93.2%
<b>Overall</b>	242	89.7%	181	85.1%	133	90.2%



### 3.3 What does this data suggest?

#### Access:

- The level of unknown ethnicity in Southwark CAMHS community services decreased in 2019/20. This improved recording of ethnicity makes the data more useful in 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.
- Southwark CAMHS community services made fewer interpreting bookings than in 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 Southwark CAMHS community services. There has been variation in the levels of positive experience over the last three years. In the last three years, the small number of FFT respondents from other ethnic groups reported less positive experiences than those of other ethnicities.



## 5. Adult services providing psychological therapies

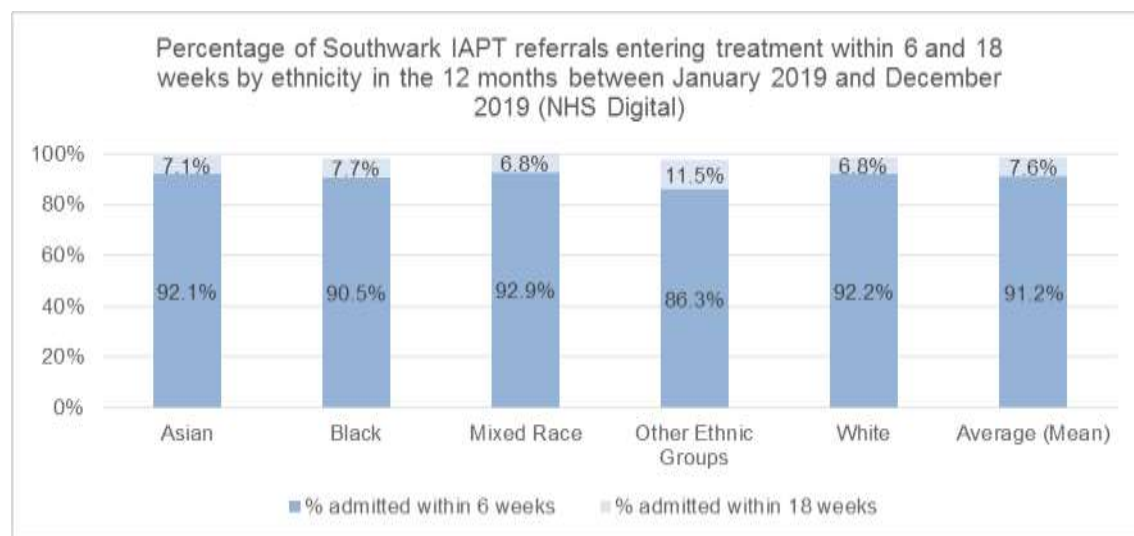
Psychological therapy services provided by the in Southwark include the following:

- [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.
- [Integrated Psychological Therapy Team \(Southwark\)](#) is a specialist (secondary care) psychological therapy service that provides assessment, care and treatment for people aged 18 and above who have severe and complex mental health needs.

### 4.1 Access

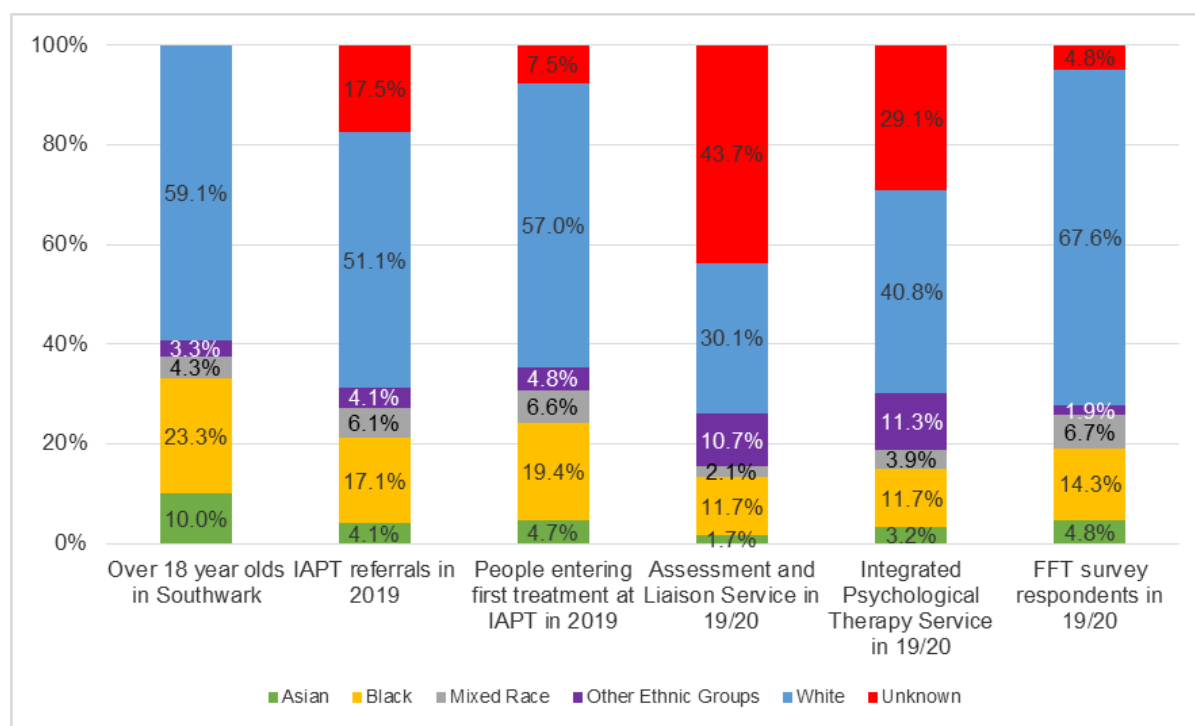
The table and chart below shows the percentage of Southwark IAPT referrals entering treatment within 6 and 18 weeks by ethnicity between January 2019 and December 2019.

	Asian	Black	Mixed Race	Other Ethnic Group	White
Percentage of Southwark IAPT referrals entering treatment with 6 weeks in 2019	92.1%	90.5%	92.9%	86.3%	92.2%
<b>Change from the previous year</b>	<b>-1.0%</b>	<b>+1.5%</b>	<b>-0.6%</b>	<b>+9.1%</b>	<b>0.0%</b>
Percentage of Southwark IAPT referrals entering treatment with 18 weeks in 2019	99.2%	98.2%	99.7%	97.8%	99.0%
<b>Change from the previous year</b>	<b>-0.8%</b>	<b>-0.7%</b>	<b>+1.4%</b>	<b>+4.6%</b>	<b>-0.2%</b>



The table and chart below show the ethnicity of referrals and people entering treatment at Southwark IAPT (between January 2019 and December 2019) in comparison with the ethnicity of over 18 year olds in Southwark, 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 Southwark 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 Southwark (Census 2011)	10.0%	23.3%	4.3%	3.3%	59.1%	0.0%
IAPT referrals in 2019 (NHS Digital)	4.1%	17.1%	6.1%	4.1%	51.1%	17.5%
<b>Change from the previous year</b>	<b>+0.6%</b>	<b>+1.3%</b>	<b>0.0%</b>	<b>+0.4%</b>	<b>+2.3%</b>	<b>-4.6%</b>
People entering first treatment at IAPT in 2019 (NHS Digital)	4.7%	19.4%	6.6%	4.8%	57.0%	7.5%
<b>Change from the previous year</b>	<b>+0.6%</b>	<b>-0.1%</b>	<b>-0.3%</b>	<b>+0.2%</b>	<b>-1.5%</b>	<b>+1.1%</b>
Southwark A&L service caseload in 2019/20 (ePJS)	1.7%	11.7%	2.1%	10.7%	30.1%	43.7%
<b>Change from the previous year</b>	<b>-0.3%</b>	<b>-0.2%</b>	<b>0.0%</b>	<b>-10.4%</b>	<b>-3.0%</b>	<b>+13.9%</b>
Southwark IPT service caseload in 2019/20 (ePJS)	3.2%	11.7%	3.9%	11.3%	40.8%	29.1%
<b>Change from the previous year</b>	<b>+0.5%</b>	<b>-0.8%</b>	<b>+0.9%</b>	<b>-4.0%</b>	<b>-3.0%</b>	<b>+6.4%</b>
Southwark IPT FFT survey respondents in 2019/20 (PEDIC)	4.8%	14.3%	6.7%	1.9%	67.6%	4.8%
<b>Change from the previous year</b>	<b>-2.0%</b>	<b>-1.6%</b>	<b>+2.4%</b>	<b>+1.9%</b>	<b>+3.2%</b>	<b>-7.1%</b>



Between April 2019 and March 2020 Southwark IAPT and the Integrated Psychological Therapy Service made 307 face to face interpreter bookings for 39 different languages to help communication between staff, service users and carers. This was a decrease from the 358 bookings for 39 languages made in the year before.

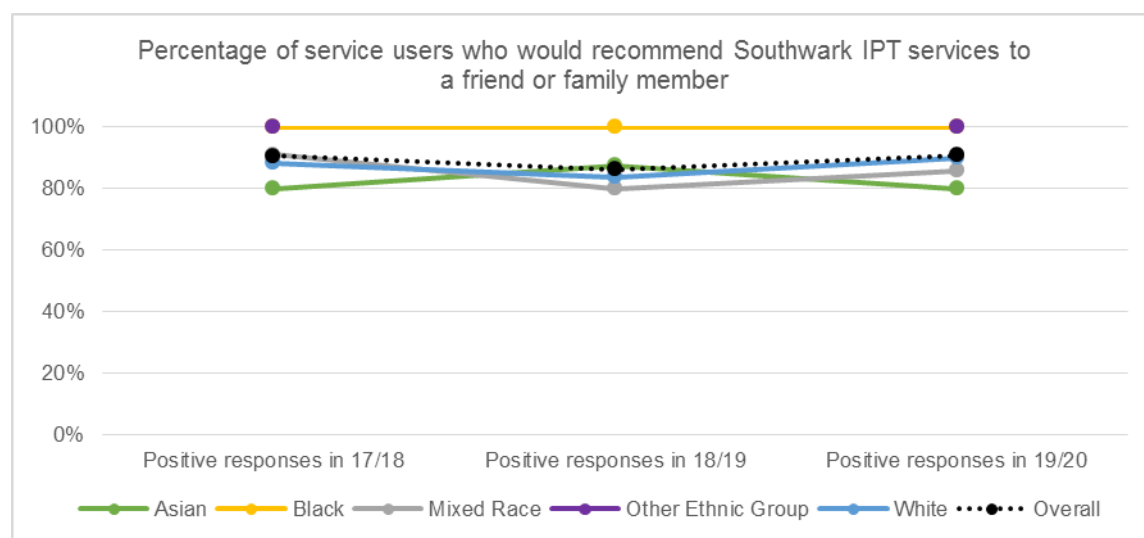
The table below shows the top ten languages of face to face interpreters booked by Southwark IAPT and Integrated Psychological Therapy Service between April 2019 and March 2020.

Language	Number of bookings
Arabic	40
Portuguese	28
Kurdish / Kurdish Sorani	26
Vietnamese	25
Mandarin	20
Farsi (Persian)	18
BSL (British Sign Language)	18
Pashtu	17
Swahili	16
Amharic	10

## 4.2 Experience

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

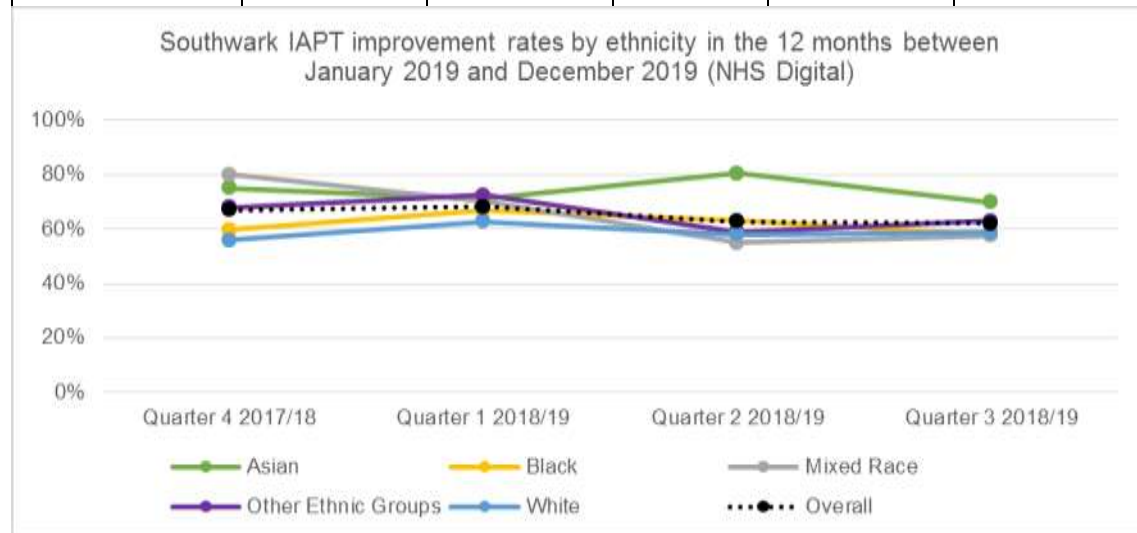
How likely are you to recommend Southwark Integrated Psychological Therapy services to friends and family if they needed similar care or treatment?						
Ethnicity	Number of responses in 17/18	Positive responses in 17/18	Number of responses in 18/19	Positive responses in 18/19	Number of responses in 19/20	Positive responses in 19/20
Asian	Below 10	80.0%	Below 10	87.5%	Below 10	80.0%
Black	16	100.0%	15	100.0%	14	100.0%
Mixed Race	11	90.9%	Below 10	80.0%	Below 10	85.7%
Other ethnic group	Below 10	100.0%	0	-	Below 10	100.0%
White	60	88.3%	74	83.8%	70	90.0%
<b>Overall</b>	95	90.5%	102	86.3%	98	90.8%



### 4.3 Outcomes

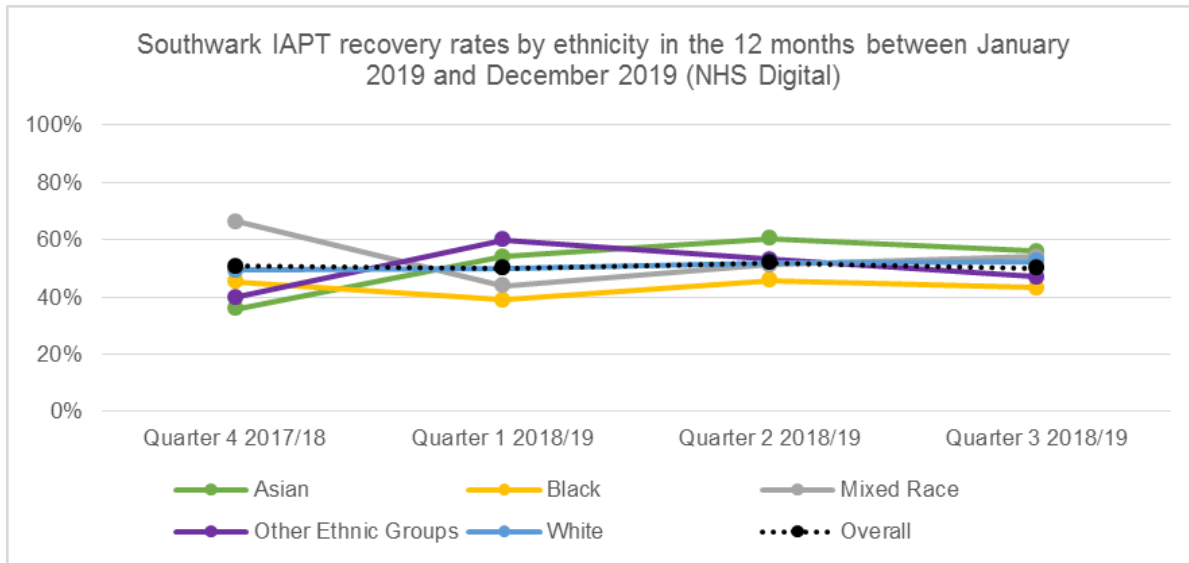
The table and chart below show Southwark IAPT improvement rates for service users of different ethnicities between January 2019 and December 2019 and how the average improvement rate for each ethnicity in 2019 changed from the previous year.

	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	75.0%	71.3%	80.3%	69.8%	74.1%	+7.1%
Black	59.7%	66.7%	63.0%	58.0%	61.9%	+0.4%
Mixed Race	80.0%	70.0%	55.0%	57.5%	65.6%	+3.1%
Other ethnic groups	68.0%	72.5%	59.0%	63.0%	65.6%	+1.6%
White	56.0%	62.7%	58.0%	58.7%	58.9%	-2.7%
Overall	67.1%	68.2%	62.8%	62.1%	65.1%	+2.9%



The table and chart below show the Southwark 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	36.0%	54.0%	60.5%	56.0%	51.6%	-15.4%
Black	45.3%	39.0%	45.7%	43.3%	43.3%	+3.1%
Mixed Race	66.3%	44.0%	51.3%	54.0%	53.9%	+0.7%
Other ethnic groups	40.0%	60.0%	53.0%	47.0%	50.0%	-5.5%
White	49.3%	50.0%	51.8%	52.3%	50.9%	+4.0%
Overall	50.8%	50.0%	51.8%	50.1%	50.7%	+5.0%



#### 4.4 What does this data suggest?

##### Access:

- Waiting times to enter Southwark IAPT treatment were broadly similar for different ethnic groups and to waiting times in the previous year. However a higher proportion of service users from other ethnic groups entered treatment within 6 weeks as well as within 18 weeks.
- The proportion of ethnic minority people being referred to Southwark IAPT and entering treatment in 2019 was broadly similar to the year before.
- The proportion of ethnic minority service users in Southwark Integrated Psychological Therapy service was broadly similar to the year before. However the proportion of unknown ethnicity in referrals increased making this data less useful for understanding access to this service.
- Despite a decrease from the year before, Southwark adult psychological therapy services continue to make a large number of interpreting bookings to meet the communication needs of service users, family members and carers.

##### Experience:

- IAPTs do not use PEDIC surveys. The small numbers of Southwark 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. Black respondents reported the most positive experience in each of the last three years.

##### Outcomes:

- Southwark IAPT Improvement rate and recovery rates data fluctuate over time for different ethnicities. The data does not show consistently lower improvement rates for any particular ethnicity during 2019. The recovery rate for Black service users in 2019 was slightly lower than for other ethnicities in the last 9 months.

- Compared to the annual average improvement rate in the year before, the largest increase (+7.1%) was for Asian service users and the largest decrease (-2.7%) was for White service users.
- Compared to the annual average recovery rate in the year before, the largest increase (+4.0%) was for White service users and the largest decrease (-15.4%) was for Asian service users. This could be skewed by only 3 (rather than 12) months of data being available for Asian service users in 2018.

## 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 Southwark. These include the following:

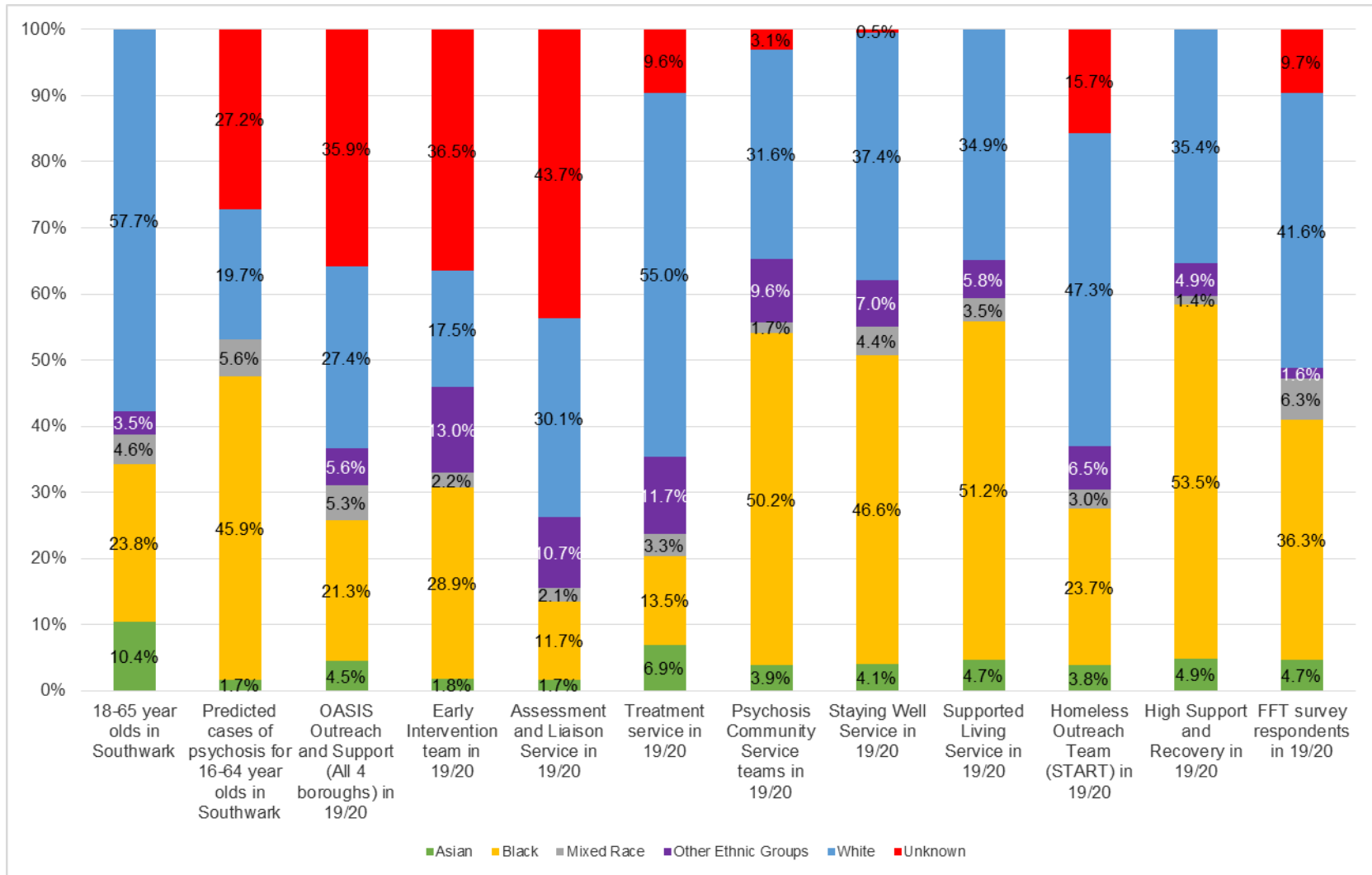
- Assessment and Liaison service receive referrals from the Southwark Hub, GPs and other health and social care workers. They are for people age 18-65 and they refer people to appropriate mental health service.
- The Treatment service offers safe and effective treatment in the community to people experiencing severe depression, anxiety and/or personality disorders. People are referred to this team by Assessment and Liaison service.
- [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.
- [Early Intervention Service \(Southwark\)](#) supports people, aged 14-65, 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.
- Psychosis Promoting Recovery Community Services in [Southwark Central](#), [Southwark North East](#), [Southwark North West](#), and [Southwark South](#) provide care for adults, aged 18-65, who have a psychotic illness. There is also a Staying Well service, a Supported Living service, a [Homeless Outreach service \(START\)](#).
- The High Support and Recovery Team provide intensive community-based rehabilitation, care and support for adults with severe and long-term mental illness who live in Southwark.

### 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 Southwark community mental health services in comparison with the ethnicity of 18-65 year olds in Southwark, 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 Southwark (Census 2011)	10.4%	23.8%	4.6%	3.5%	57.7%	0.0%
Predicted cases of psychosis for 16-64 year olds in Southwark	1.7%	45.9%	5.6%	0.0%	19.7%	27.2%
OASIS Outreach and Support caseload in 2019/20 (ePJS) (All 4 boroughs)	4.5%	21.3%	5.3%	5.6%	27.4%	35.9%

<b>Change from the previous year</b>	<b>-0.7%</b>	<b>-0.5%</b>	<b>-0.5%</b>	<b>+2.1%</b>	<b>-4.0%</b>	<b>+3.6%</b>
Early Intervention team caseload in 2019/20 (ePJS)	1.8%	28.9%	2.2%	13.0%	17.5%	36.5%
<b>Change from the previous year</b>	<b>-1.4%</b>	<b>-5.3%</b>	<b>-0.1%</b>	<b>-4.4%</b>	<b>-2.5%</b>	<b>+13.6%</b>
Assessment and Liaison Service caseload in 2019/20 (ePJS)	1.7%	11.7%	2.1%	10.7%	30.1%	43.7%
<b>Change from the previous year</b>	<b>-0.3%</b>	<b>-0.2%</b>	<b>0.0%</b>	<b>-10.4%</b>	<b>-3.0%</b>	<b>+13.9%</b>
Treatment team caseload in 2019/20 (ePJS)	6.9%	13.5%	3.3%	11.7%	55.0%	9.6%
<b>Change from the previous year</b>	<b>+0.3%</b>	<b>-3.5%</b>	<b>-1.2%</b>	<b>-1.8%</b>	<b>+2.2%</b>	<b>+4.0%</b>
Psychosis Community Service caseload in 2019/20 (ePJS)	3.9%	50.2%	1.7%	9.6%	31.6%	3.1%
<b>Change from the previous year</b>	<b>-0.1%</b>	<b>+0.8%</b>	<b>+0.1%</b>	<b>-0.8%</b>	<b>-1.4%</b>	<b>+1.6%</b>
Staying Well Service caseload in 2019/20 (ePJS)	4.1%	46.6%	4.4%	7.0%	37.4%	0.5%
<b>Change from the previous year</b>	<b>0.0%</b>	<b>-0.9%</b>	<b>+2.8%</b>	<b>-5.3%</b>	<b>+5.4%</b>	<b>-2.0%</b>
Supported Living Service caseload in 2019/20 (ePJS)	4.7%	51.2%	3.5%	5.8%	34.9%	0.0%
<b>Change from the previous year</b>	<b>+0.2%</b>	<b>+2.3%</b>	<b>-0.4%</b>	<b>+0.2%</b>	<b>-2.2%</b>	<b>0.0%</b>
Homeless Outreach service (START) caseload in 2019/20 (ePJS)	3.8%	23.7%	3.0%	6.5%	47.3%	15.7%
<b>Change from the previous year</b>	<b>+0.3%</b>	<b>-4.2%</b>	<b>+0.8%</b>	<b>+0.7%</b>	<b>+3.4%</b>	<b>-1.0%</b>
High Support and Recovery service caseload in 2019/20 (ePJS)	4.9%	53.5%	1.4%	4.9%	35.4%	0.0%
<b>Change from the previous year</b>	<b>+1.0%</b>	<b>+3.2%</b>	<b>+0.8%</b>	<b>+1.7%</b>	<b>-6.5%</b>	<b>0.0%</b>
FFT survey respondents to Southwark adult community services surveys in 2019/20 (PEDIC)	4.7%	36.3%	6.3%	1.6%	41.6%	9.7%
<b>Change from the previous year</b>	<b>+0.2%</b>	<b>+7.7%</b>	<b>-0.4%</b>	<b>-0.7%</b>	<b>-6.8%</b>	<b>0.0%</b>





Between April 2019 and March 2020 Southwark adult community mental health services made 319 face to face interpreter bookings for 26 different languages to help communication between staff, service users and carers. This was a decrease from the 543 bookings for 32 languages made in the year before.

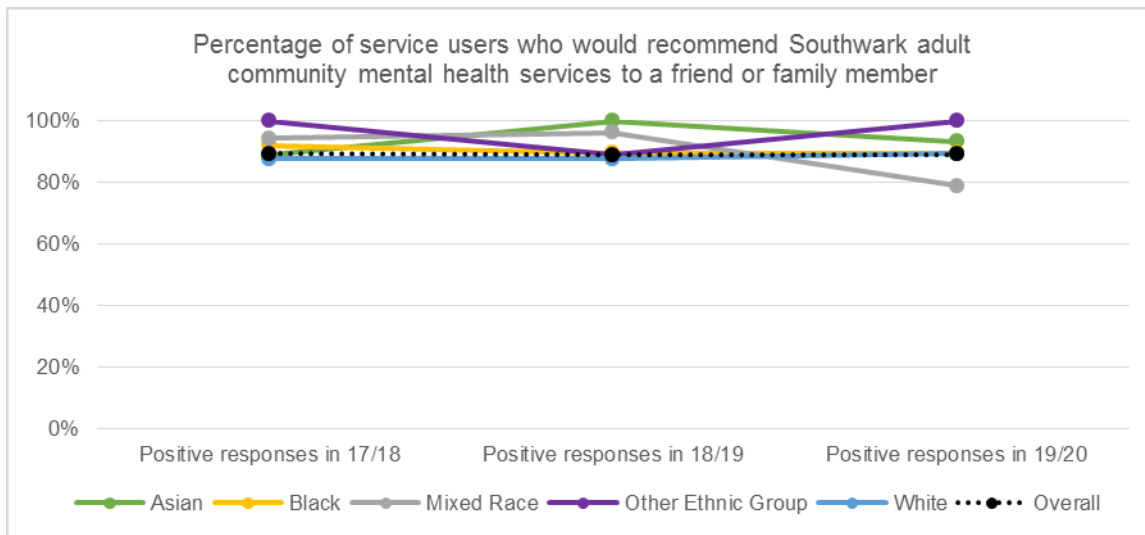
The table below shows the top ten languages of face to face interpreters booked by Southwark adult community mental health services between April 2019 and March 2020.

Language	Number of bookings
Spanish	95
Arabic	39
Somali	25
Bengali	25
Farsi (Persian)	20
Pashtu	17
French	15
Turkish	12
Polish	9
Cantonese	9

## 5.2 Experience

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

How likely are you to recommend Southwark 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	66	88.9%	88	100.0%	15	93.3%
Black	319	92.0%	234	89.6%	114	89.5%
Mixed Race	93	94.4%	57	96.3%	19	78.9%
Other ethnic group	20	100.0%	15	88.9%	Below 10	100.0%
White	557	87.8%	355	87.6%	132	89.4%
<b>Overall</b>	1199	89.4%	821	89.0%	285	89.1%



### 5.3 What does this data suggest?

#### Access:

- The ethnicity profile of Southwark 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 all these caseloads which suggests there was less recording of ethnicity by these services in 2019 than in the year before.
- Most Southwark 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 START service seem to have lower proportions of Black service users in comparison with psymaptic data.
- Southwark community mental health services continue to make a high number of interpreter bookings. However the number of interpreter bookings decreased in comparison to the year before.

#### Experience:

- Most FFT respondents of all ethnicities reported positive experiences of Southwark 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.

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

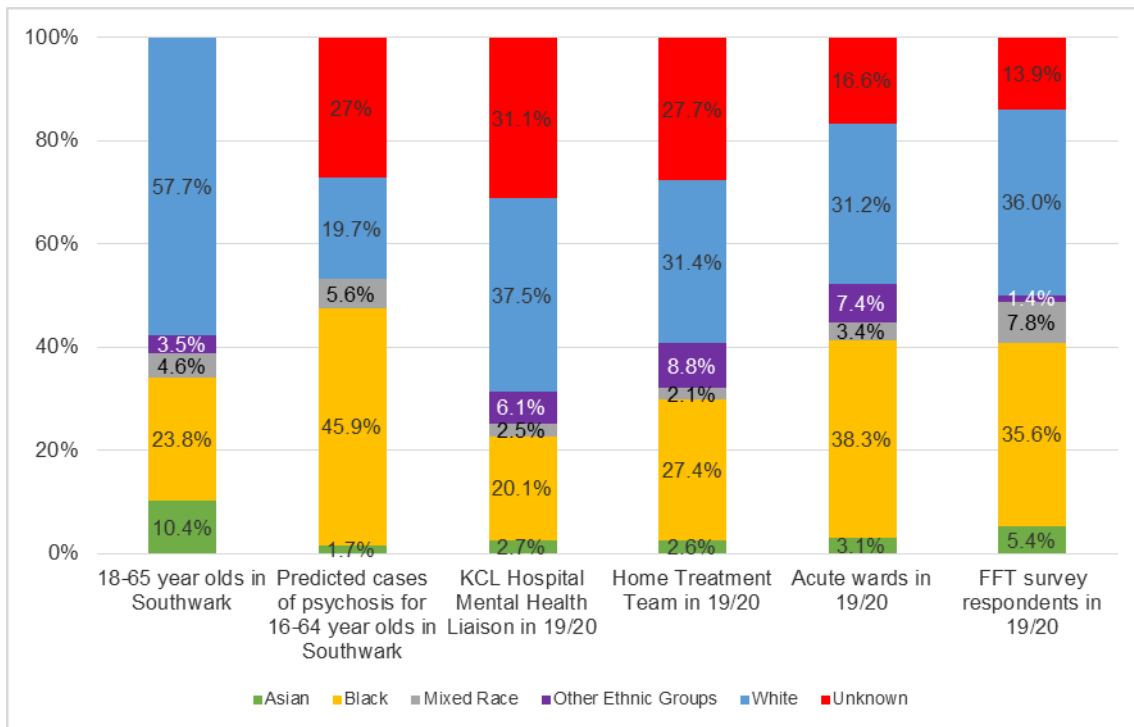
The Trust provides a range of crisis and acute mental health services for adults with severe mental health problems in Southwark. These include the following:

- The [Mental Health Liaison Service \(Kings College Hospital\)](#) assesses people to determine if they need mental health care and treatment and refers them to the appropriate clinical services.
- [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.
- Acute mental health inpatient wards 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 Female \(PICU\)](#) and the [Jim Birley Unit](#).

## 6.1 Access

The table and chart below show data from the period between April 2019 and March 2020 on the ethnicity profile of Southwark adult crisis and acute mental health service caseloads compared to the ethnicity profile of 18-65 year olds in Southwark, 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 Southwark (Census 2011)	10.4%	23.8%	4.6%	3.5%	57.7%	0.0%
Predicted cases of psychosis for 16-64 year olds in Southwark (Psymaptic)	1.7%	45.9%	5.6%	0.0%	19.7%	1.7%
Kings College Hospital Mental Health Liaison caseload in 2019/20 (ePJS)	2.7%	20.1%	2.5%	6.1%	37.5%	31.1%
<b>Change from the previous year</b>	<b>-0.5%</b>	<b>-1.5%</b>	<b>+0.1%</b>	<b>-1.5%</b>	<b>-6.0%</b>	<b>+9.4%</b>
Southwark Home Treatment Team caseload in 2019/20 (ePJS)	2.6%	27.4%	2.1%	8.8%	31.4%	27.7%
<b>Change from the previous year</b>	<b>-1.0%</b>	<b>-1.4%</b>	<b>-0.6%</b>	<b>-2.5%</b>	<b>-5.4%</b>	<b>+10.9%</b>
Southwark Acute wards caseload in 2019/20 (ePJS)	3.1%	38.3%	3.4%	7.4%	31.2%	16.6%
<b>Change from the previous year</b>	<b>-0.8%</b>	<b>-2.7%</b>	<b>-0.2%</b>	<b>-1.1%</b>	<b>-0.5%</b>	<b>+5.3%</b>
FFT survey respondents to Southwark crisis and acute mental health service surveys in 2019/20 (PEDIC)	5.4%	35.6%	7.8%	1.4%	36.0%	13.9%
<b>Change from the previous year</b>	<b>-0.1%</b>	<b>+0.6%</b>	<b>-4.2%</b>	<b>-0.1%</b>	<b>+0.8%</b>	<b>+3.1%</b>



Between April 2019 and March 2020 Southwark crisis and acute mental health services made 606 face to face interpreter bookings for 33 different languages to help communication between staff, service users and carers. This was a significant increase from the 435 bookings for 31 languages made in the year before.

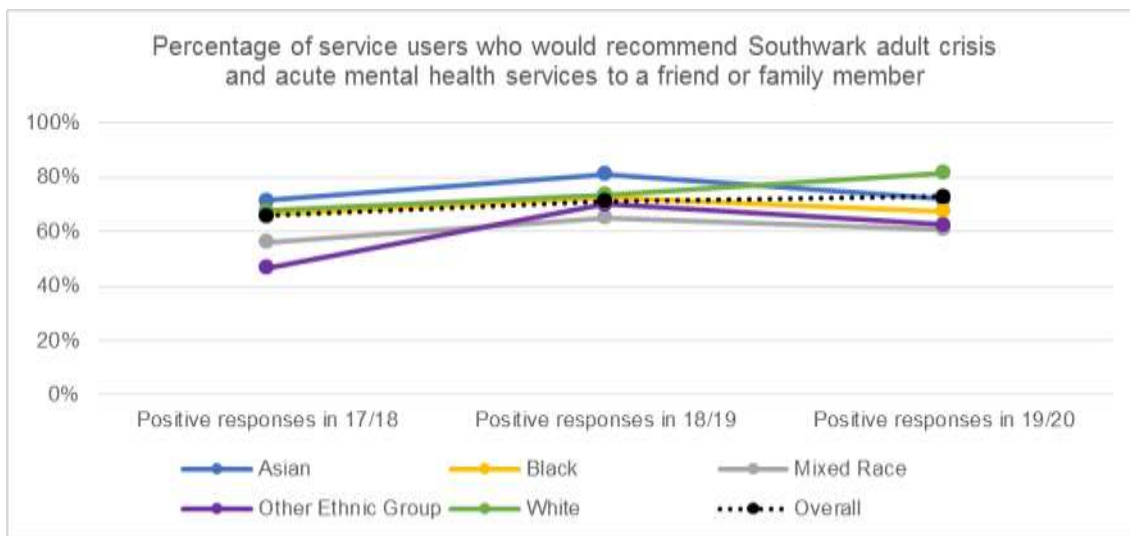
The table below shows the top ten languages of face to face interpreters booked by Southwark crisis and acute mental health services between April 2019 and March 2020.

Language	Number of bookings
Spanish	214
Albanian	56
French	44
Polish	30
Bengali	28
Arabic	27
Mandarin	23
Greek	22
Somali	19
Farsi (Persian)	18

## 6.2 Experience

The table and chart below show the number of Southwark 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 Southwark crisis or 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	49	71.4%	37	81.1%	32	71.9%
Black	235	66.4%	235	72.3%	209	67.5%
Mixed Race	48	56.3%	80	65.0%	46	60.9%
Other ethnic group	15	46.7%	10	70.0%	Below 10	62.5%
White	257	67.7%	235	73.6%	211	81.5%
<b>Overall</b>	<b>723</b>	<b>65.7%</b>	<b>669</b>	<b>71.2%</b>	<b>506</b>	<b>72.9%</b>



### 6.3 What does this data suggest?

#### Access:

- The ethnicity profile of Southwark 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 increased for both these which suggests there was less recording of ethnicity by these services in 2019 than in the year before.
- Southwark adult crisis and acute mental health services made significantly 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 Southwark adult crisis and acute 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.

## 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 Southwark. These include the following:

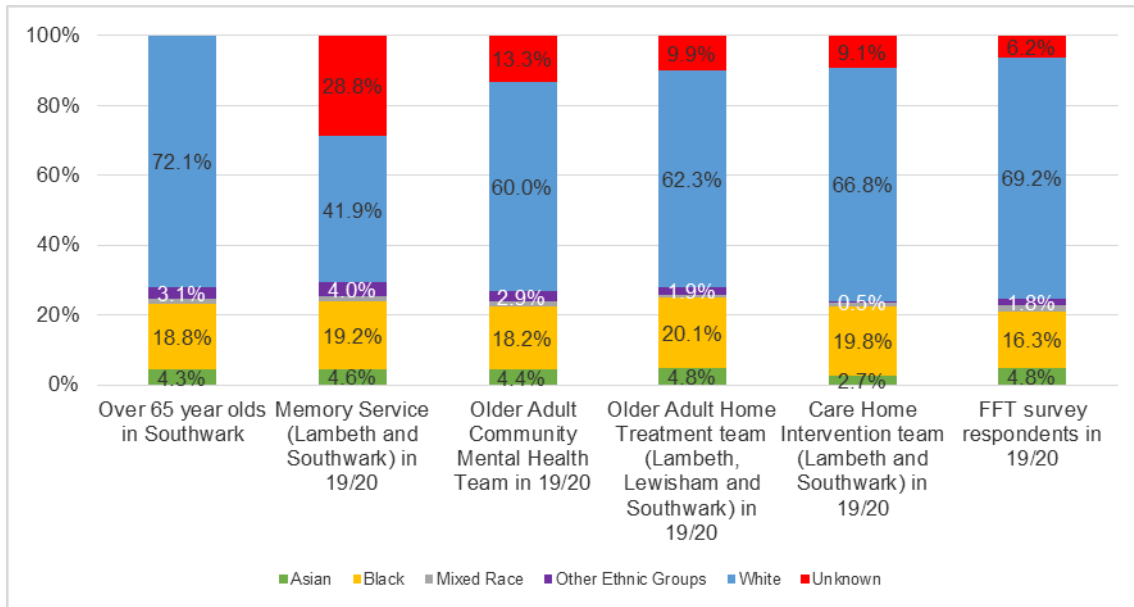
- [The Southwark and Lambeth Integrated Memory Service \(SLIMS\)](#) offers comprehensive assessment, treatment and support options to anyone over the age of 18 with mild to moderate memory problems likely to indicate dementia. Referrals are received from GPs.
- The Older Adults Mental Health Community 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 \(Lambeth, Southwark and Lewisham\)](#) 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.
- Care Home Intervention Service (Lambeth and Southwark) 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 Southwark dementia and older adult community mental health service caseloads compared to the ethnicity profile of over 65 year olds in Southwark, 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 Southwark (Census 2011)	4.3%	18.8%	1.7%	3.1%	72.1%	
Southwark and Lambeth Memory Service caseload in 2019/20 (ePJS)	4.6%	19.2%	1.5%	4.0%	41.9%	28.8%
<b>Change from the previous year</b>	<b>-1.8%</b>	<b>-4.8%</b>	<b>+0.5%</b>	<b>+0.5%</b>	<b>-10.7%</b>	<b>+16.4%</b>
Southwark Older Adult Community Mental Health Team caseload in 2019/20 (ePJS)	4.4%	18.2%	1.2%	2.9%	60.0%	13.3%
<b>Change from the previous year</b>	<b>+0.7%</b>	<b>-1.0%</b>	<b>+0.3%</b>	<b>0.0%</b>	<b>-3.0%</b>	<b>+3.0%</b>
Older Adult Home Treatment team (Lambeth, Southwark and Lewisham) caseload in 2019/20 (ePJS)	4.8%	20.1%	1.0%	1.9%	62.3%	9.9%
<b>Change from the previous year</b>	<b>+2.0%</b>	<b>+5.4%</b>	<b>0.1%</b>	<b>-2.7%</b>	<b>-8.3%</b>	<b>+3.5%</b>
Care Home Intervention team (Lambeth and Southwark) caseload in 2019/20 (ePJS)	2.7%	19.8%	1.1%	0.5%	66.8%	9.1%
<b>Change from the previous year</b>	<b>+0.5%</b>	<b>+1.2%</b>	<b>0.0%</b>	<b>-3.3%</b>	<b>+4.0%</b>	<b>-2.4%</b>

FFT survey respondents to Lambeth and Southwark older adult service surveys in 2019/20 (PEDIC)	4.8%	16.3%	1.8%	1.8%	69.2%	6.2%
<b>Change from the previous year</b>	<b>+2.2%</b>	<b>+1.3%</b>	<b>+1.0%</b>	<b>-0.1%</b>	<b>-2.0%</b>	<b>-2.4%</b>



It is not possible to distinguish interpreting bookings for Lambeth and Southwark service users of Southwark and Lambeth dementia and older adult community mental health services. Therefore, the data below is the combined bookings for service users in both boroughs.

Between April 2019 and March 2020 Lambeth and Southwark dementia and older adult community mental health services made 328 face to face interpreter bookings for 28 different languages to help communication between staff, service users and carers. This is a slight decrease from the 345 bookings for 36 languages made in the year before.

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

Language	Number of bookings
Portuguese	53
Cantonese	32
Spanish	30
Turkish	27
Bengali	21
Somali	19
Italian	17
Arabic	16

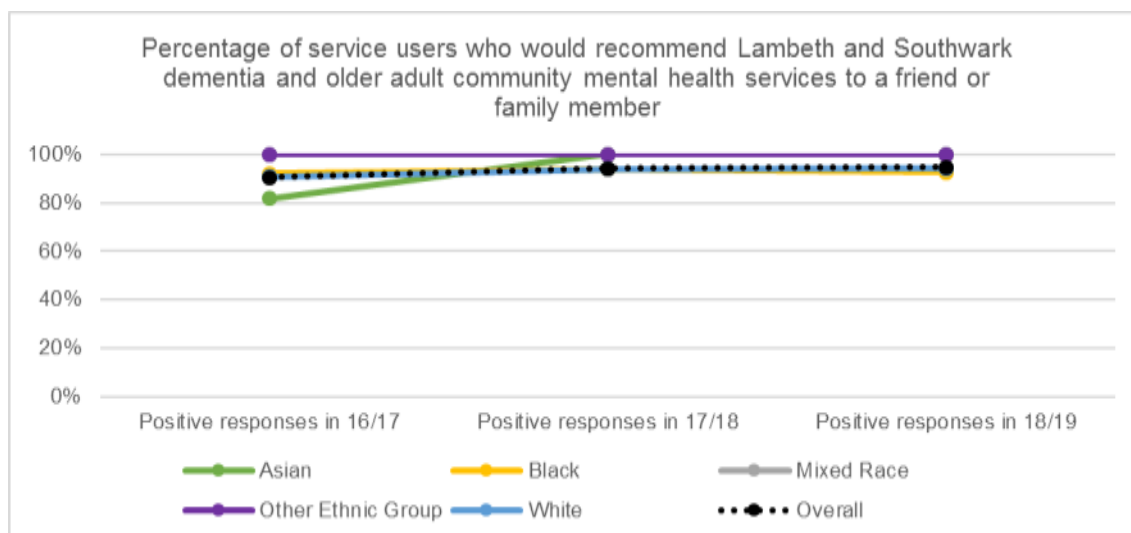
Vietnamese	14
Polish	12
Greek	12

## 7.2 Experience

It is not possible to distinguish feedback for Lambeth service users of Southwark and Lambeth Integrated Memory Service. Therefore, the data below is the combined bookings for dementia and older adult community mental health services in both boroughs.

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

How likely are you to recommend Southwark and Lambeth 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	11	81.8%	13	100.0%	Below 10	100.0%
Black	63	92.1%	50	94.0%	40	92.5%
Mixed Race	Below 10	100.0%	10	100.0%	Below 10	100.0%
Other ethnic group	Below 10	100.0%	Below 10	100.0%	Below 10	100.0%
White	173	90.8%	197	93.9%	188	94.1%
<b>Overall</b>	<b>306</b>	<b>90.5%</b>	<b>290</b>	<b>94.1%</b>	<b>263</b>	<b>94.7%</b>



## 7.3 What does this data suggest?

**Access:**



- The ethnicity profile of Lambeth and Southwark dementia and older adult community mental health services are broadly similar to the year before and appear broadly reflective of the ethnicity of older people in Southwark.
- The proportion of Black service users accessing Southwark and Lambeth Memory services decreased slightly from the year before. This service will continue its work to encourage earlier access to memory services for older Black African and Caribbean service users.
- The proportion of unknown ethnicity in the Older Adult Home Treatment service (Lambeth, Southwark and Lewisham) 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.
- Despite a small decrease, Lambeth Southwark dementia and older adult community mental health services continue to make a high number of interpreter bookings to meet the communication needs of service users, family members.

### Experience:

- Most FFT respondents of all ethnicities reported positive experiences of Lambeth and Southwark dementia and older adult community mental health services. Respondents of different ethnicities have reported broadly similar levels of positive experience over the last three years.

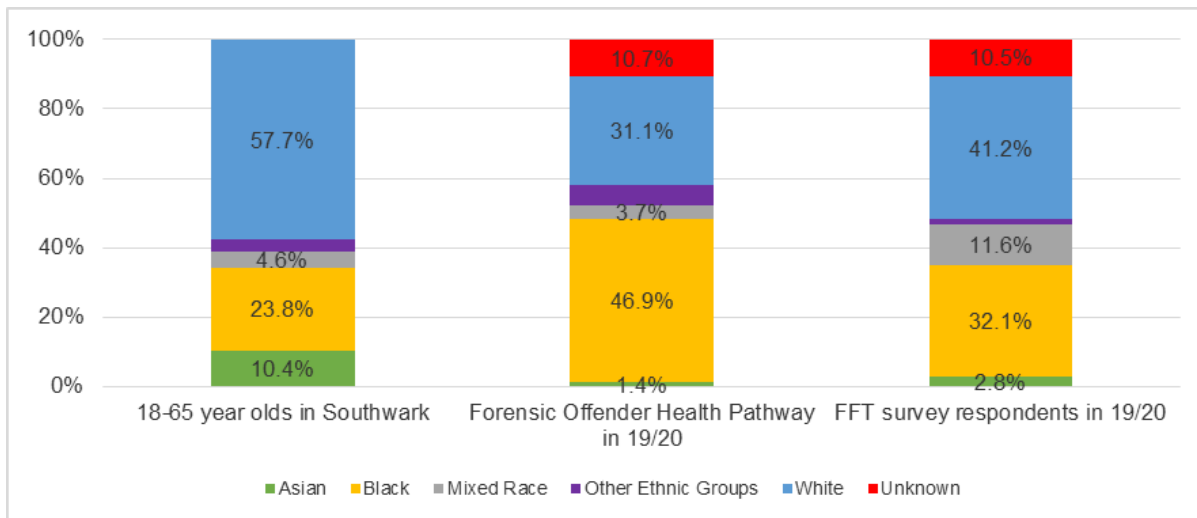
## 9. Forensic offender mental health services

The Trust provides a range of medium, low secure and specialist inpatient forensic services at [River House](#). The [Forensic High Support and Recovery Team \(Southwark\)](#) 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 Southwark CCG service users in forensic offender mental health services compared to the ethnicity profile of 18-65 year olds in Southwark, 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 Southwark	10.4%	23.8%	4.6%	3.5%	57.7%	0.0%
Southwark CCG Forensic Offender Health Pathway caseload in 2019/20 (ePJS)	1.4%	46.9%	3.7%	6.2%	31.1%	10.7%
<b>Change from the previous year</b>	<b>-0.4%</b>	<b>-2.1%</b>	<b>+0.9%</b>	<b>-0.3%</b>	<b>-2.1%</b>	<b>+3.9%</b>
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%
<b>Change from the previous year</b>	<b>-0.8%</b>	<b>-2.9%</b>	<b>+2.3%</b>	<b>+0.1%</b>	<b>+3.8%</b>	<b>-2.5%</b>



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.

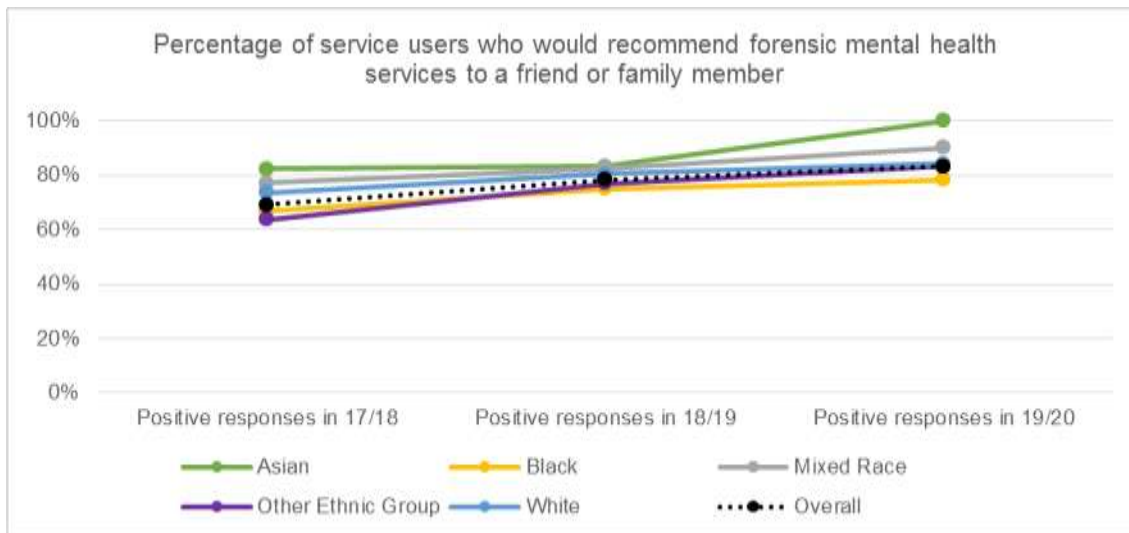
Between April 2019 and March 2020 all the Trust’s forensic services made 82 bookings for 6 different languages. This is a decrease from the 108 bookings for 9 languages made in the year before.

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 Southwark 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%
<b>Overall</b>	<b>709</b>	<b>69.1%</b>	<b>574</b>	<b>78.2%</b>	<b>311</b>	<b>83.3%</b>



### 8.3 What does this data suggest?

#### Access:

- The ethnicity profile of Southwark 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 are we doing about this?

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 Southwark staff to attend cultural competency training developed and delivered in partnership with BME Community Development Workers from Off The Record Croydon and Croydon BME Forum.

- [Partnership working with members of Southwark Independent Advisory Group 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 Southwark 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.