

Improving Services for People with Learning Disabilities from Minority Ethnic Groups:

Appendix 3 Examples of Good Practice from a National Survey of Partnership Boards

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Introduction

From the publication of Valuing People onwards, it has been recognised that people with learning disabilities from minority ethnic communities receive a relatively poor deal from existing services (Department of Health, 2001, 2004; Mir et al., 2001). Valuing People has given Partnership Boards the responsibility for leading improvements in services for people with learning disabilities from minority ethnic communities.

Dr Stephen Ladyman, Parliamentary Secretary of State for Community at the Department of Health, asked the Valuing People Support Team to prepare a report concerning the progress made by PB in improving services for people with learning disabilities from minority ethnic communities. To assist in the production of the report, the Valuing People Support Team commissioned a national survey of PB, the results of which have been written up in a report (see Hatton, 2005).

This additional document to the report outlines some activities identified by the Partnership Board who took part in the survey as examples of good practice. This is not an exhaustive list of examples of good practice, as only half (51%) of Partnership Board returned completed survey questionnaires. In addition, many examples of good practice may not have been mentioned by Partnership Board as there was limited space available on the survey questionnaires.

The examples of good practice are organised according to the major headings outlined in Learning Difficulties and Ethnicity: A Framework for Action (DH/Valuing People Support Team, 2004), with additional headings for Partnership Boards:

- **Partnership Boards**
 1. Effective working
 2. Compliance with legislation
 3. Information
- **Supporting Family Carers**
- **Children**
- **Young People and Transition**
- **Health**
- **Choice and Control**
 1. Advocacy
 2. Person-centred planning
 3. Direct payments
- **Fulfilling Lives**
 1. Day services
 2. Employment
 3. Education and lifelong learning
 4. Leisure, social activities, friendships and relationships
 5. A place to live
 6. Benefits and entitlements

- **Workforce Training and Planning**

For each example of good practice, the Partnership Board and a brief description of the example of good practice is provided. Unfortunately, too few Partnership Board provided contact details for these to be consistently included.

Partnership Boards 1: Effective Working

| Partnership Board | Example of Good Practice |
|-------------------|---|
| Bolton | Set up an ethnicity subgroup of the Partnership Board, and appointed ethnicity reps to all other subgroups |
| Croydon | Set up an ethnicity subgroup and are developing an action plan |
| Liverpool | Set up a Race Equality Strategy Task and Action Group, and an Equal Access Team |
| Rotherham | Extended membership of the Ethnic Minorities Development Group and developed an action plan to improve information provision to people and families from minority ethnic groups (including a translation and interpreting strategy) |
| Salford | Set up a Valuing Diversity Task Group responsible to the Partnership Board |
| Sandwell | Set up an Equality and Diversity Subgroup and action plan |
| Tameside | Completed an Equalities Action Plan as part of Best Value Review |

Partnership Boards 2: Compliance with Legislation (Race Relations Amendment Act; Disability Discrimination Act)

| Partnership Board | Example of Good Practice |
|-----------------------|--|
| Bexley | Completion of Equality Impact Assessment for Adult Learning Disability Services |
| South Gloucestershire | Information Officer produced an accessible summary of the Race Relations Amendment Act |
| Suffolk | Started an Equality Impact Assessment on the Partnership Board |

Partnership Boards 3: Information

| Partnership Board | Example of Good Practice |
|--------------------|---|
| Bedfordshire | Expansion of Bedford Outreach project to the whole county |
| Birmingham | Funding a MENCAP project to run an information and advice service for people and their families from minority ethnic communities |
| Bolton | Partnership Board to follow in detail the lives of 12 people (including 5 from minority ethnic communities) to monitor progress and identify obstacles requiring individual and strategic action |
| Bournemouth | Set up a subgroup to look at getting better information concerning people from minority ethnic communities, including developing links with local minority ethnic communities for consultation purposes |
| Cheshire | Gaining detailed information on local Gypsy and traveller communities |
| Croydon | Recruited a development worker to carry out baseline research into the numbers and needs of people from minority ethnic communities |
| Dudley | Taking part in a joint health/social services initiative with local a Muslim radio station to provide information and raise awareness of services, using relevant languages |
| Durham | Produced a report for the Partnership Board on current service needs, service responses and strategies for improving services for people from minority ethnic communities |
| Hampshire | Commissioned research concerning the issues faced by people from minority ethnic communities in the county |
| Hertfordshire | Commissioned research to gain feedback from people from minority ethnic communities on the services they are using |
| Hertfordshire | Conducted a detailed audit of services with service users and carers from minority ethnic communities; changes to services as a result of this audit will be monitored |
| Hounslow | Commissioned MENCAP's Ethnic Minority Participation and Access Project |
| Morecambe Bay | Worked to improve the recording of ethnicity by operational teams |
| North Lincolnshire | Produced a video to raise awareness of services for people with learning disabilities across all communities |
| Sandwell | Obtained funding from Carers Grant for research concerning the needs of South Asian families |
| Wirral | Commissioned a research project to identify the numbers and needs of people from minority ethnic communities, with a view to developing proactive strategies to meet these needs |

Supporting Family Carers

| Partnership Board | Example of Good Practice |
|----------------------|--|
| Birmingham | Funding a MENCAP project to establish and support a carers group for South Asian women |
| Birmingham | Set up a drop-in respite service for families from minority ethnic communities |
| Devon | Holding on-going consultations with a focus group of carers from minority ethnic communities to better understand which services do and do not work, and to strategically develop services |
| Devon | Offered £200 cash to family carers of a person with learning disabilities: helped to identify new people from minority ethnic communities needing services |
| Dudley | Set up a group for carers from minority ethnic communities, with professional support, for mutual support and consultation |
| Greenwich | Developed specific support groups for carers from minority ethnic communities |
| Hertfordshire | Appointed an involvement worker for service users and carers from minority ethnic communities |
| Hounslow | Introduced “women-only weeks” in short-break services |
| Leicester City | Worked with carers and community groups to raise awareness of Valuing People amongst people from minority ethnic communities |
| North Lincolnshire | Invited carers from all ethnic groups to events and provided support for them to attend |
| Nottinghamshire | Short-break services redeveloped to meet the needs of all communities (e.g. same sex staff group available if necessary) |
| Rochdale | Flexible short-break service during the day for South Asian family carers who do not wish to use overnight short-term break services |
| Suffolk | Gained funding from Carers Grant to fund 0.5 worker to work with carers from minority ethnic communities |
| Windsor & Maidenhead | Gained funding from Day Opportunities fund to part-fund an outreach worker to make contact with and discover the needs of families from minority ethnic communities |
| Wolverhampton | Set up a task group for carers from minority ethnic communities |

Children

| Partnership Board | Example of Good Practice |
|-------------------|---|
| | No examples of good practice relating to children from minority ethnic communities were provided by Partnership Board participating in the survey |

Young People and Transition

| Partnership Board | Example of Good Practice |
|-------------------|--|
| Birmingham | Funding a MENCAP project developing links with young people and their families from minority ethnic communities |
| South Tyneside | Trying to combine information giving with engaging family carers from minority ethnic communities in the transition process |
| Tameside | Conducted research to find out why young people from minority ethnic communities sometimes do not access services when leaving educational college |

Health

| Partnership Board | Example of Good Practice |
|-------------------|---|
| Camden | Involvement of learning disability services in local NHS "Vibrant Communities" initiative to improve the cultural competence of health services and increase the diversity of the NHS workforce |
| Camden | Multi-disciplinary health team working with local advocacy and interpreter agencies to share awareness and develop effective practice |
| Newham | Bilingual co-workers working with the health team |

Choice and Control 1: Advocacy

| Partnership Board | Example of Good Practice |
|-------------------|---|
| Birmingham | Developed local advocacy services to work with people from minority ethnic communities |
| Camden | Research and development work to ensure that local advocacy services are accessible and relevant to people from minority ethnic communities |
| Coventry | The development of a self-advocacy group for people from minority ethnic communities |
| Dudley | Set up a self-advocacy group for people from minority ethnic communities |
| Dudley | Obtained funding for a part-time worker to recruit advocates from minority ethnic communities |
| Leicester City | Commissioned advocacy services for people from South Asian communities |
| Newham | 1:1 advocacy service very popular with people from minority ethnic communities |
| Newham | People First running a self-advocacy group for people from minority ethnic communities |
| Oxfordshire | Part-funded a local self-advocacy group to work with people from minority ethnic communities |
| Tower Hamlets | Increased funding to a self-advocacy group to increase participation by people from minority ethnic communities |

Choice and Control 2: Person-Centred Planning

| Partnership Board | Example of Good Practice |
|-------------------|--|
| Halton | People from minority ethnic communities are a priority group for person-centred planning |
| Leicester City | Developed a good practice toolkit to promote person-centred planning amongst people from South Asian communities |
| Newham | Set up South Asian women's drop-in sessions to support person-centred planning, which is proving very successful with people from minority ethnic communities |
| Salford | Using person-centred planning with six people from minority ethnic communities to improve services both individually and strategically |
| Sefton | Person-centred planning work with individuals from minority ethnic communities already producing positive results, both for the individuals and more broadly across services |

Choice and Control 3: Direct Payments

| Partnership Board | Example of Good Practice |
|-------------------|---|
| Bromley | Ensuring that direct payments are available to people from minority ethnic communities who do not wish to use current services |
| Devon | Worked with people from minority ethnic communities to access direct payments |
| Dudley | One-off direct payments to family carers from minority ethnic communities |
| Westminster | Funding a direct payments officer: uptake of direct payments by people from minority ethnic communities has significantly increased |

Fulfilling Lives 1: Day Services

| Partnership Board | Example of Good Practice |
|------------------------|--|
| Cambridgeshire | Developments in day services including training, events with users and family carers and displays on religion and culture, work with speech therapy |
| Hyndburn & Ribblesdale | Set up a women-only satellite day service in an area with a large minority ethnic population; service caters for women from all ethnic groups |
| Leicester City | Commissioned a new community support service as an alternative to day centres for people from South Asian communities |
| Middlesbrough | Established a day service for people from minority ethnic communities (2 days a week, planning to move to 5 days a week) |
| Newham | The day opportunities service employs a South Asian resource worker |
| Rotherham | Redirected funding to provide day services for young South Asian women which reflect cultural needs and uphold young people's values about inclusion |
| South Gloucestershire | Two short-break services held women-only weekends |
| Tower Hamlets | Set up 2 day services for Bangladeshi women |
| Warwickshire | A day service for people with learning disabilities has linked up with a day service for people from minority ethnic communities |

Fulfilling Lives 2: Employment

| Partnership Board | Example of Good Practice |
|-------------------|--|
| Newham | Estimate that over half of people gaining paid employment are from minority ethnic communities |

Fulfilling Lives 3: Education and Lifelong Learning

| Partnership Board | Example of Good Practice |
|--|--------------------------|
| No examples of good practice relating to education and lifelong learning for people from minority ethnic communities were provided by Partnership Boards participating in the survey | |

Fulfilling Lives 4: Leisure, social activities, friendships and relationships

| Partnership Board | Example of Good Practice |
|-------------------|--|
| Birmingham | Funding a MENCAP project to liaise with local places of worship |
| Rochdale | Women from South Asian communities taking up diverse leisure and social activities individually and as a group |

Fulfilling Lives 5: A Place To Live

| Partnership Board | Example of Good Practice |
|---|--------------------------|
| No examples of good practice relating to a place to live for people from minority ethnic communities were provided by Partnership Board participating in the survey | |

Fulfilling Lives 6: Benefits and entitlements

| Partnership Board | Example of Good Practice |
|--|--------------------------|
| No examples of good practice relating to benefits and entitlements for people from minority ethnic communities were provided by Partnership Boards participating in the survey | |

Workforce Training and Planning

| Partnership Board | Example of Good Practice |
|--------------------------|--|
| Birmingham | Set up a joint initiative between the NHS and a local provider agency to attract staff from minority ethnic communities, including access to a skills escalator scheme |
| Bolton | Employed a development worker to work with people from minority ethnic communities |
| Bolton | Increased recruitment of staff from minority ethnic communities throughout services |
| Camden | Involvement in local initiative with health professionals to promote awareness of careers in schools with a high proportion of minority ethnic pupils |
| Cheshire | Providing information for staff about minority ethnic groups, cultures and religions |
| Devon | Focus in local newsletter for learning disability staff on services for people from minority ethnic communities |
| Dudley | Employed a specialist worker to improve services for people from minority ethnic communities |
| Greenwich | Recruitment of a development worker to help local teams meet the needs of people across diverse ethnic groups |
| Hyndburn & Ribble Valley | Day centre working hard to recruit more staff from minority ethnic communities |
| Shropshire | Significantly increased the number of learning disability staff from minority ethnic communities, and involved some of these staff in training staff across services |
| South Gloucestershire | Recruitment of a community development worker to work with people from minority ethnic communities |
| South Gloucestershire | Diversity training being organised for all frontline staff |
| Stockport | Council-led diversity training |
| Telford & Wrekin | Have advertised and recruited under section 5/2 for the JCLDT and Mental Impairment Team |
| Torbay | Council-led diversity training received by all staff in social services for people with learning disabilities |
| Wakefield | Adult placement service has made contact with the local South Asian community using multiple methods (targeted mailshots, local Asian radio, community newspapers, link workers) and recruited a South Asian women willing to offer respite care |

References

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