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Working with Minority Ethnic Communities



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Training for Change

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National network set up to support organisations trying to improve their services

Makes high quality training easily available to practitioners

Based on evidence about what cultural competence looks like in practice

Trains individuals and staff teams and also promotes organisation change

Supports people to make change happen on the ground



- Learning Disability Partnership Boards in England
- Measured work done to address needs of people from minority ethnic communities
- Findings showed
 - Poor levels of information and knowledge
 - Difficulties in engaging/finding people
 - Culturally insensitive services
 - Only a quarter had done Race Equality Impact Assessments



What is cultural competence?



Being sensitive to the needs, rights and cultural values of service users from minority ethnic communities

Working with individuals and organisations that represent their views and wishes

Planning and acting to make services appropriate and accessible

Monitoring and reviewing services across ethnic groups for:

- Service user satisfaction
- Service outcomes
- Cultural competence within the service



Model of Cultural Competence



Cultural competence

Compliance with the Race Relations (Amendment) Act 2000 and Disability Rights Act 2005

Reviewing services Measuring service user satisfaction and service outcomes, assessing and monitoring competence throughout the service

Planning and action Deciding with these partners how to make services appropriate and accessible

Engagement Local partnerships, improving information and policies. Reviewing resources, structures and vision statements. Employing people from minority ethnic and religious communities

Introduction Raising awareness of the needs, rights and cultural context of service users

Using research evidence as a basis for training



What can training achieve?

Training is only the first step

To make a long term difference it needs to support:



- Practical actions that can be taken at each level of cultural competence
- Partnerships with local minority ethnic groups and individuals
- Subgroups that can keep ethnicity on the agenda
- Decision-making that involves people from minority ethnic communities
- Training and follow-up at different stages of this process