

# DELIVERING RACE EQUALITY (DRE) DASHBOARD

15 September 2008

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## **PURPOSE**

This note sets out the context for and outlines the Delivering Race Equality (DRE) in Mental Health Dashboard. It identifies headline priorities which support and enable the performance assessment of the progress of the Delivering Race Equality in Mental Health Programme.

The DRE programme is a five year action plan set up in 2005 by the Department of Health. Located within the Care Services Improvement Partnership ((CSIP) and the National Institute for Mental Health England (NIMHE), it is designed to reduce inequalities in how people from black and minority ethnic communities access, experience and achieve outcomes from mental health services. The DRE programme includes people of Irish or Mediterranean origin and East European migrants as well as refugees and asylum seekers and works across all age groups. See [www.mentalhealthequalities.org.uk](http://www.mentalhealthequalities.org.uk) for further information.

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# 1. CONTEXT

The DRE Dashboard was developed within the Delivering Race Equality (DRE) in Mental Health programme. Its purpose is to support measurement of progress in the DRE programme. It was signed off by the Department of Health Mental Health Programme Board (the accountable body for the DRE Programme) on the 26<sup>th</sup> June 2008.

It is intended for use in the following context:

**A.** As a detailed menu of measurement to support and guide strategic health authorities (SHAs), primary care trusts (PCTs) and mental health trusts in better understanding how to use the work generated through the DRE programme and service delivery generally to improve access, outcomes and experiences for people from black and minority ethnic (BME) communities.

The DRE programme is committed to working with statutory sector agencies through its national system of NIMHE/CSIP regional race equality leads (RELs); service users and carers; voluntary and community sector agencies and others to promote engagement with the DRE Dashboard.

The DRE Dashboard identifies six headline priorities to support local, regional and national monitoring of outcomes for BME communities. These are:

- **Access to early intervention**
- **Access to crisis resolution/home treatment**
- **Use of assertive outreach services**
- **Access to psychological therapies**
- **Implementation of Supervised Community Treatment (under the Mental Health Act 2007)**
- **Recruitment and impact of Community Development Workers (CDWs)**

These areas overlap with the overall DRE programme priorities of:

1. continued recruitment of CDWs
2. continuing work to ensure access to appropriate services
3. continuing work to increase satisfaction and confidence of people from BME communities in mental health services.

**B.** The DRE Dashboard is also intended as a tool for gathering detailed narrative information on the range of work undertaken within the DRE programme since its inception in 2005. The aim is to support service improvement and policy implementation to address the 12 characteristics for service change set out in the DRE Action Plan.

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## 2. PROGRESSING AND USING THE DRE DASHBOARD

The viability and usability of the DRE Dashboard is dependent on joint and collaborative work at national and regional levels.

Initial work to collect information which will establish a baseline on the headline priorities will be led centrally through the DRE programme. This will include work with SHA mental health leads, PCT mental health leads, the Department of Health, SHA equality leads and others.

The DRE Dashboard has identified a number of categories within which data can be collected. These include:

**2.1 Measuring current and potential data** - This includes data that can be monitored or potentially monitored over time. This is broken down into two further categories to take account of:

- One-off measurements – e.g., information collected as a result of DRE-commissioned work, and which can establish a baseline for future development to enable monitoring for outcomes; and
- Year-on-year measurements – i.e., data which is already collected or is capable of capture and analysis through improvements in systems, processes, mechanisms and linkages, e.g., through the mental health minimum dataset.

**2.2 One-off measurements** - based on discrete areas of work, including, e.g.

- Prescribing Audit (currently in progress through the DRE programme)
- Prison mental health care (Count Me In pilot projects in prisons, DRE work on pathways in progress)

**2.3 Year- on-year measurements**

- Early Intervention services
- Home Treatment Services
- Assertive Outreach Services
- Access to psychological therapies
- Referral routes e.g. from GP or criminal justice routes or others
- Admissions (**rates**)
- Section (**rates**)
- Community Treatment
- Confidence/Satisfaction (HCC survey)
- Suicides (of those in contact with mental health services)
- Deaths in restraint
- Deliberate Self Harm monitoring
- CDWs (**numbers**)
- Workforce (**ethnic diversity of staff; staff trained in RECC**)

**2.4 Measurable – through development** - with SHAs, PCTs and mental health trusts.

This would include:

- Admissions (**length of stay**)

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2.2 **One-off measurements**

2.3 **Year- on- year measurements**

2.4 **Measurable through development**

2.5 **Narrative outcomes**

- Delayed discharges
- GPs QOF data
- Objective experience
- Seclusion
- Confidence/Satisfaction – e.g. develop in relation to WCC, further CMI data
- Self-reported mental health
- PSA targets on social inclusion
- CDWs (**impact**)
- Workforce (**use of CDWs**)

## **2.5 Narrative outcomes**

This captures the richness of the qualitative and quantitative work occurring within the DRE programme. It will complement and help to tell a comprehensive 'story' in relation to a number of areas, including:

- Self-reported mental health
- Outcomes from the work of the 18 national Focused Implementation Sites (FIS)
- Outputs from the 80 national Community Engagement projects
- Outcomes from the 4 national Enhanced Pathways in to Care (EPIC) sites
- The work of the 20 national clinical trailblazer sites
- Work with 3rd Sector agencies, networks and initiatives
- How information is disseminated and used.

### **3. DRE 12 Characteristics**

The DRE Dashboard references the 12 DRE characteristics set out in the DRE Action Plan 2005-2010. The action plan states that DRE, in conjunction with other reforms in health and social care could lead to services characterised by:

- 1. less fear of mental health care and services among BME communities and BME service users;**
- 2. increased satisfaction with services;**
- 3. a reduction in the disproportionate rate of admission of people from BME communities to psychiatric inpatient units;**
- 4. a reduction in the disproportionate rates of compulsory detention of BME users in inpatient units;**
- 5. fewer violent incidents that are secondary to inadequate treatment of mental illness;**
- 6. a reduction in the use of seclusion in BME groups;**
- 7. the prevention of deaths in mental health services following physical intervention;**
- 8. an increase in the proportion of BME service users who feel they have recovered from their illness;**
- 9. a reduction in the proportion of prisoners from BME communities;**
- 10. a more balanced range of effective therapies such as peer support services, psychotherapeutic and counselling treatments, as well as pharmacological interventions that are culturally appropriate and effective;**
- 11. a more active role for BME communities and BME service users in the training of professionals, in the development of mental health policy, and in the planning and provision of services; and**
- 12. a workforce and organisation capable of delivering appropriate and responsive mental health services to BME communities.**

DRE Action Plan, p.19

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## 4. Frequently asked questions

(To be read in conjunction with the complete DRE DASHBOARD document)

### What is DRE?

The Delivering Race Equality (DRE) programme is a five year action plan set up in 2005 by the Department of Health. Located within the Care Services Improvement Partnership (CSIP), it is designed to reduce inequalities in how people from black and minority ethnic communities access, experience and achieve outcomes from mental health services. The DRE programme includes people of Irish or Mediterranean origin and East European migrants as well as refugees and asylum seekers and works across all age groups. See [www.mentalhealthequalities.org.uk](http://www.mentalhealthequalities.org.uk) for further information.

### What is the DRE Dashboard?

The DRE Dashboard a tool which is designed to support the measurement of key priorities within race equality and mental health.

### Why is the tool called the DRE Dashboard?

The dashboard concept arose from the idea of a car dashboard –the dials on a Dashboard indicate how far you have travelled, speed of travel and potential risks (e.g. low fuel, high temperatures etc).

The DRE Dashboard is designed as a framework which supports NHS organisations (the Department of Health, strategic health authorities, primary care trusts, mental health trusts and provider organisations) to:

1. Track their progress on race equality in mental health service delivery at a local and regional levels;
2. Contribute to national data around the 6 priority areas;
3. Measure the pace of change and identify areas for improvement;
4. Incorporate the learning from the national and regional workstreams within the DRE programme.

### Are the 6 priorities a set of government targets?

These are not formal PSA indicators. The aim is to build the DRE Dashboard indicators into a range of existing frameworks through local, regional and national negotiation and collaboration.

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## How can I use the DRE Dashboard?

Many of the indicators on the DRE Dashboard highlight the basic data needed to measure progress on improving access, experiences and outcomes in relation to mental health care and treatment for people from BME communities. Many of the indicators highlight the importance of ethnic monitoring in a particular part of the service, in others the focus is on the importance of equal access.

The example below describes some ways in which an indicator can be used:

### **For Example: 2.3 Early Intervention services indicator**

- A commissioner who is in the process of negotiating a new contract for an Early Intervention service includes a requirement to track all service users by ethnicity and to consistently record Duration of Untreated Psychosis (1.2 of Dashboard)
- The National EI service lead writes to all EI services to support consistent collation of data
- A primary care trust board formally agrees to use the DRE Dashboard tool as part of all planning processes.
- The regional Race Equality Lead ensures that SHAs are aware of the indicator and sets up a regionally led approach to support increased access to early intervention.
- The local CDW is aware of the EI indicator and supports a local community group to develop a leaflet to highlight the importance if EI services.
- The central DRE team has systems in place to collate the data nationally and report on progress.

The ultimate outcome is that the above indicators become a consistent thread in a range of planning and performance measurement processes relating to Early Intervention. This will lead us in the expected direction of travel highlighted in the DRE Dashboard – “an upward trend in the proportion of BME service users”.

## How does this document link to the Count Me In Census?

The DRE Dashboard is intended to help primary care trusts and mental health trusts to drill beneath the headline figures of the Census, in order to better determine how to improve outcomes for people from BME communities.

## How was the DRE Dashboard consulted on?

The DRE Dashboard was developed within the DRE programme. It underwent an iterative process of discussion and development which included input from users and carers, and other key stakeholders within the Department of Health, NIMHE, CSIP and regional and national colleagues involved with the programme.

## 5. The DRE Dashboard & Indicators Framework

**Table 1** following sets out the DRE Dashboard and indicator framework. It consists of:

- ✚ areas of service
- ✚ definition of indicators
- ✚ context for indicators – i.e., expected direction of travel to reflect measurement and progress
- ✚ data source(s) and coverage (nationally/locally).

The DRE Dashboard framework also sets out the feasibility of work and next steps to develop and populate its fields.

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