Mosaic Clubhouse

Community Conversation on Racial Inequalities

Produced by Dr Darren Sharpe

April 2021

Background and context

- **Research Activities:** This community conversation has been conducted remotely with Clubhouse members, staff and trustees to explore the communities lived experiences of social exclusion, specifically as it relates to racial inequalities experienced at the Clubhouse.

- **Timeframe**: October 2020 to March 2021

- **Output:** Community conversation briefing report providing insights in racial inequalities and recommendations for service improvement.

- **Outcomes:**

➢ Gaining direct insight into the different 'racialised' lived experiences of Clubhouse members and its workforce and its impact on their daily lives.

➢ Learning how the members and workforce perceive the Clubhouse level of 'racial' and ethnic awareness, sensitivity and cultural competence to promote racial inclusion.

➢ Gaining consensus on service improvements and recommendations to achieve inclusivity at the Clubhouse.

What do we know about BAME Clubhouse members?

## The referral, engagement and retention of 'BAME' Clubhouse members

Notes:

Definitions: 'Race' and Ethnicity

- A race is a human population that is believed to be distinct in some way from other humans based on real or imagined physical differences.
- Ethnicity, while related to race, refers not to physical characteristics but social traits that are shared by a human population

The report of the Commission on Race and Ethnic Disparities (2021) Recommendation 24: Disaggregate the term 'BAME'

- Stop using aggregated and unhelpful terms such as 'BAME', to better focus on understanding disparities and outcomes for specific ethnic groups.

Referrals by 'race' and ethnicity 2016-2020

Produced by Dr Darren Sharpe 2021
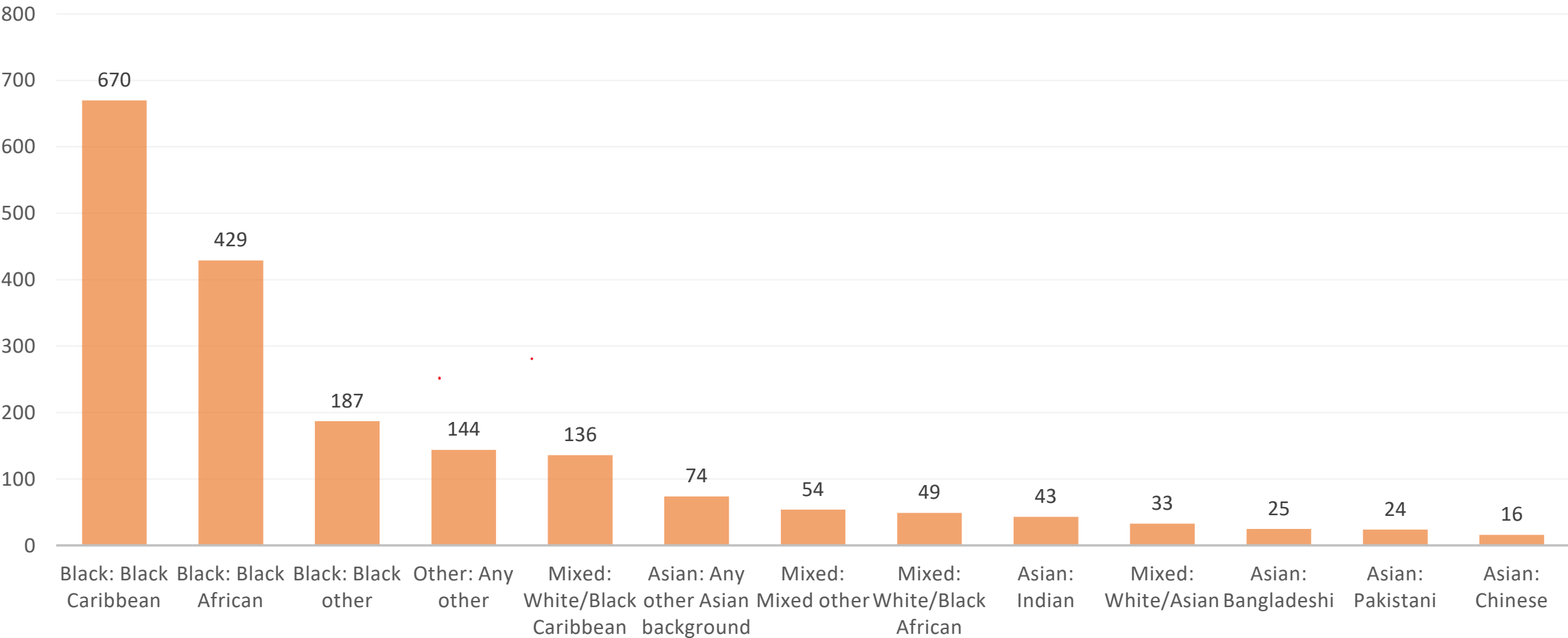
Referrals by 'race', ethnicity and Public or Third Sector agency (n=1,184) 2016-20

Produced by Dr Darren Sharpe 2021
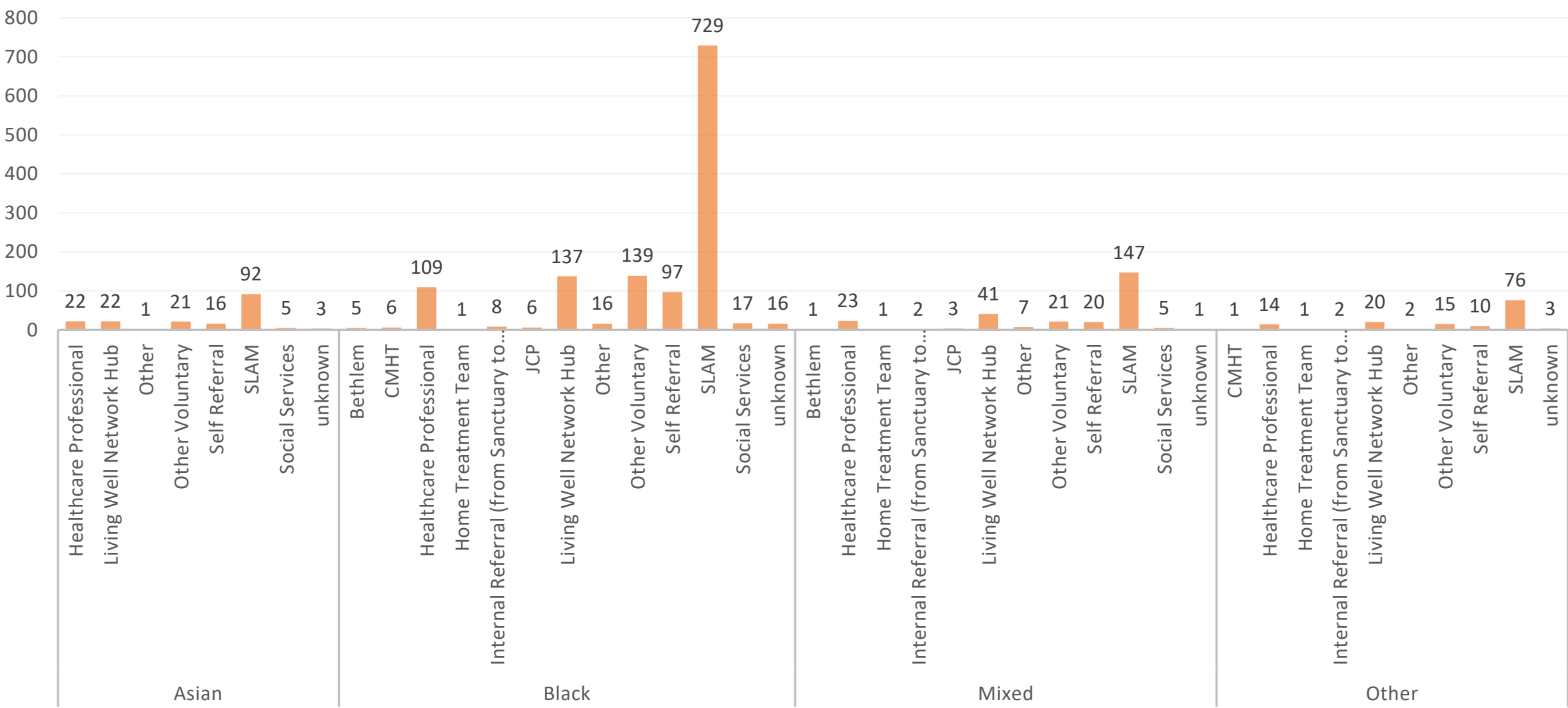
Referrals by 'race', ethnicity and location (n=1,884) 2016-20

Produced by Dr Darren Sharpe 2021
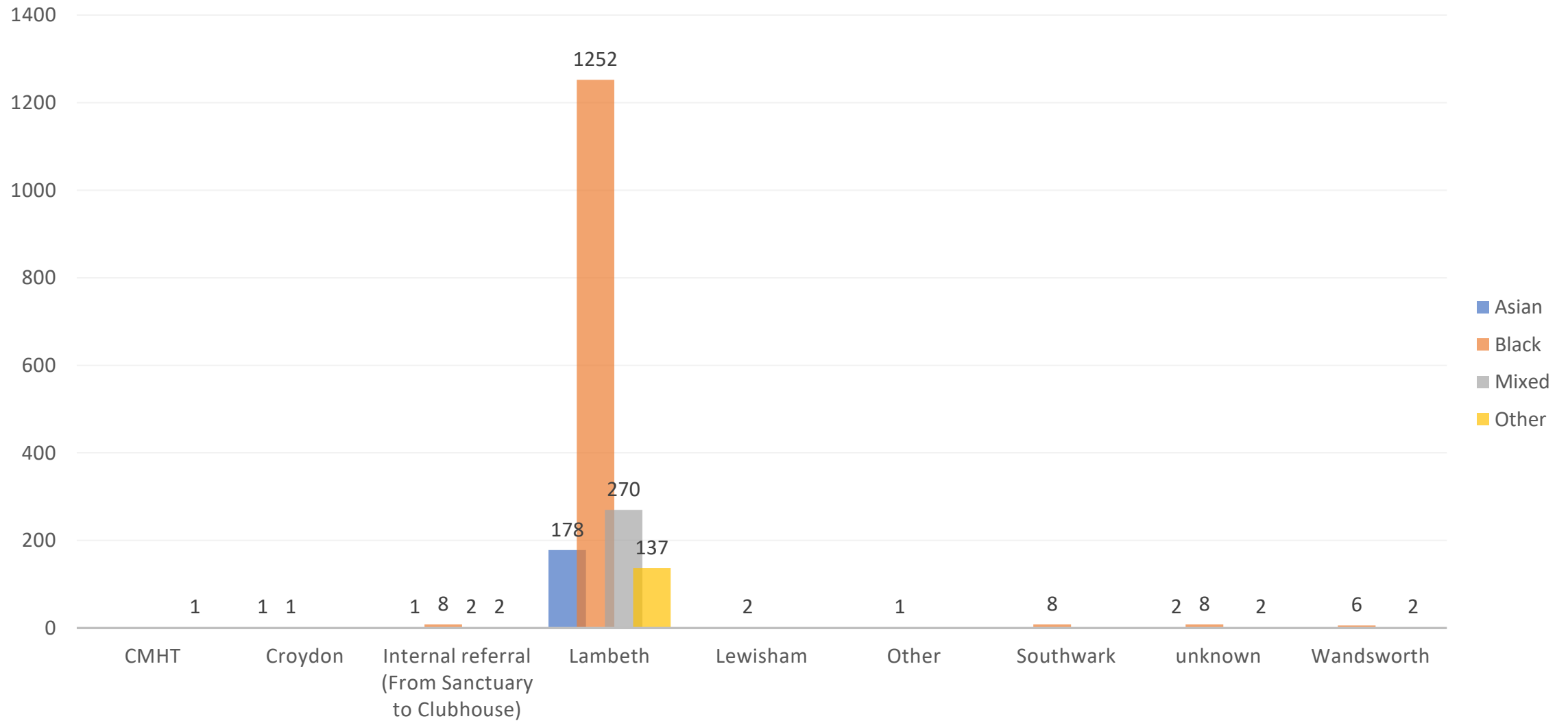
Clubhouse membership by 'race' and ethnicity (n= 999) 2016-20

Produced by Dr Darren Sharpe 2021
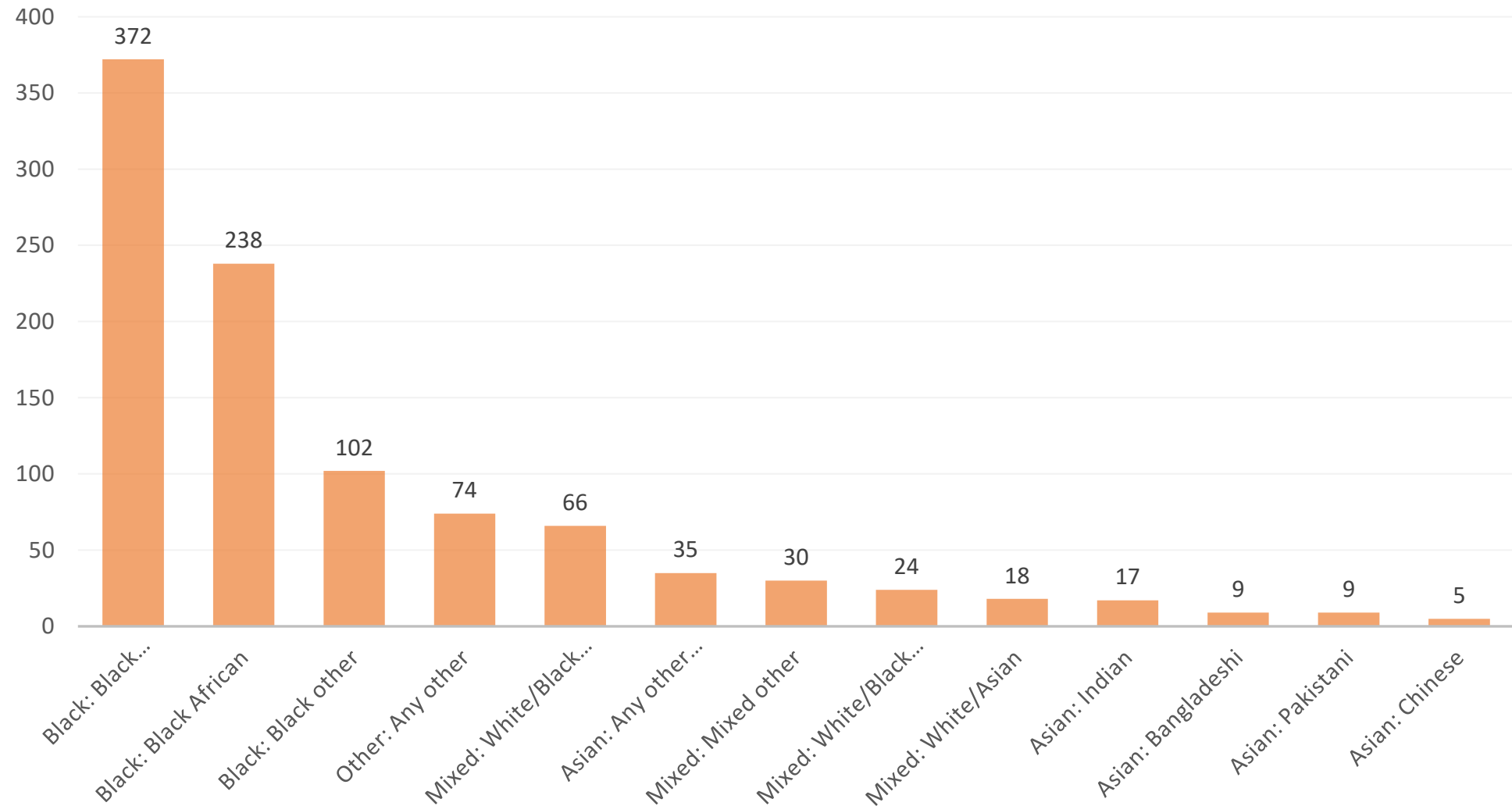
Membership of Clubhouse by 'race', ethnicity and gender (2016-20)

Produced by Dr Darren Sharpe 2021
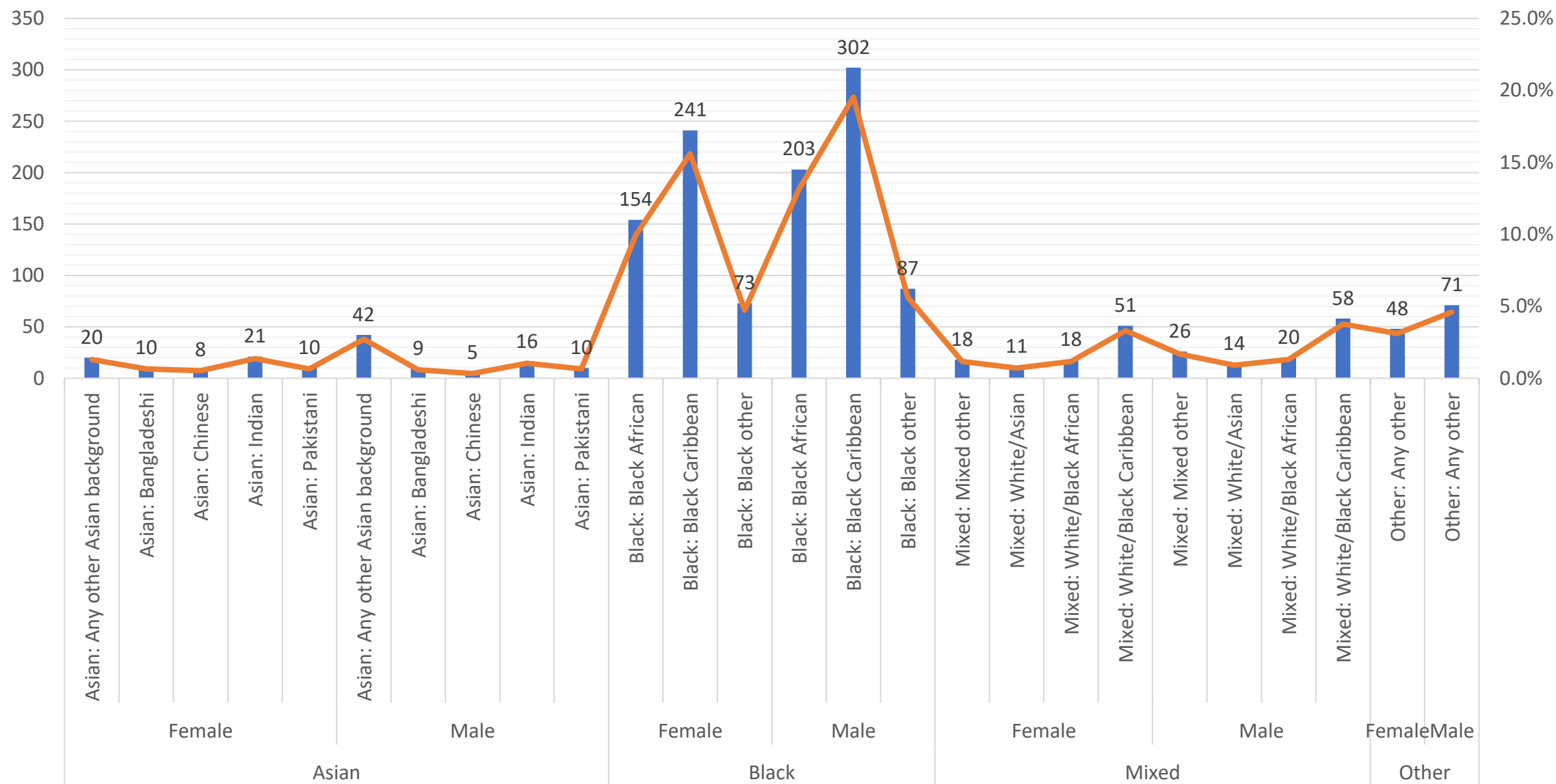
The total number of active members was **447** in February 2021.

Active Members
Ethnicity

Record Count

Ethnicity Group	Record Count
Black	172
White	159
Mixed	39
Asian	33
I do not wish to decla...	29
Other	15

View Report (ENGWRK: Ethnicity)
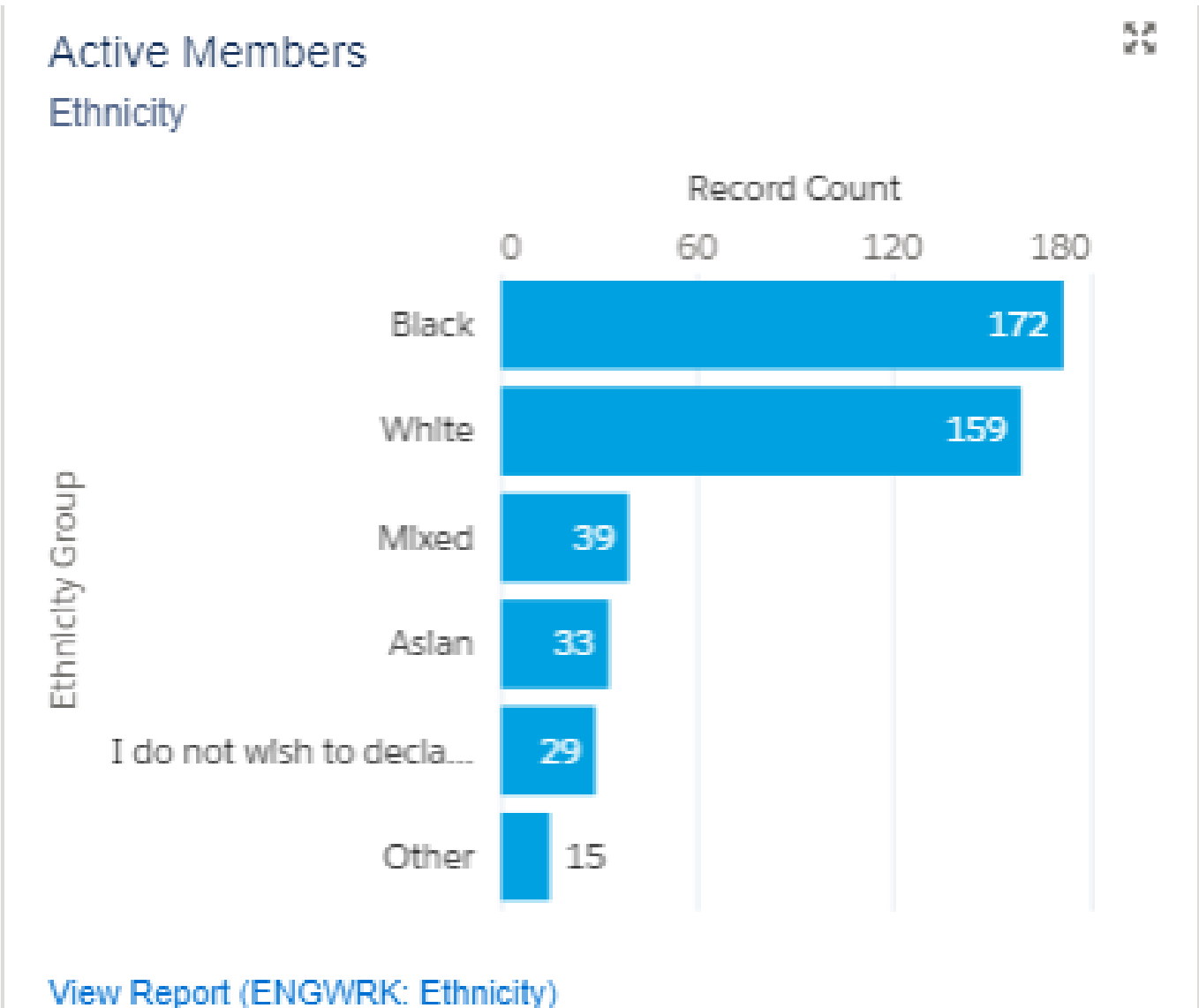
Community Conversation Methodology

Question

- **What works well, for whom and why in the promotion of 'racial' and ethnic inclusion?**

Methods

- Online survey (n= 44)
- In-depth semi-structured interviews (n=9)
- Desktop research examining internal/external BAME metrics

*Sample framework

- Members (n=48)
- Staff (n=5)
- Trustees (n=2)

Analytical framework

- Descriptive statistical analysis
- Thematic analysis

Ethics

- All the data is anonymised to protect the personal identities of participants.

*Both BAME and non-BAME workforce, trustees and members were all invited to take part in the community conversation.

Survey Insights

Survey data demographics

What is your gender?

Male 19 (46.3%)

Female 20 (48.8%)

Prefer not to say 2 (4.9%)
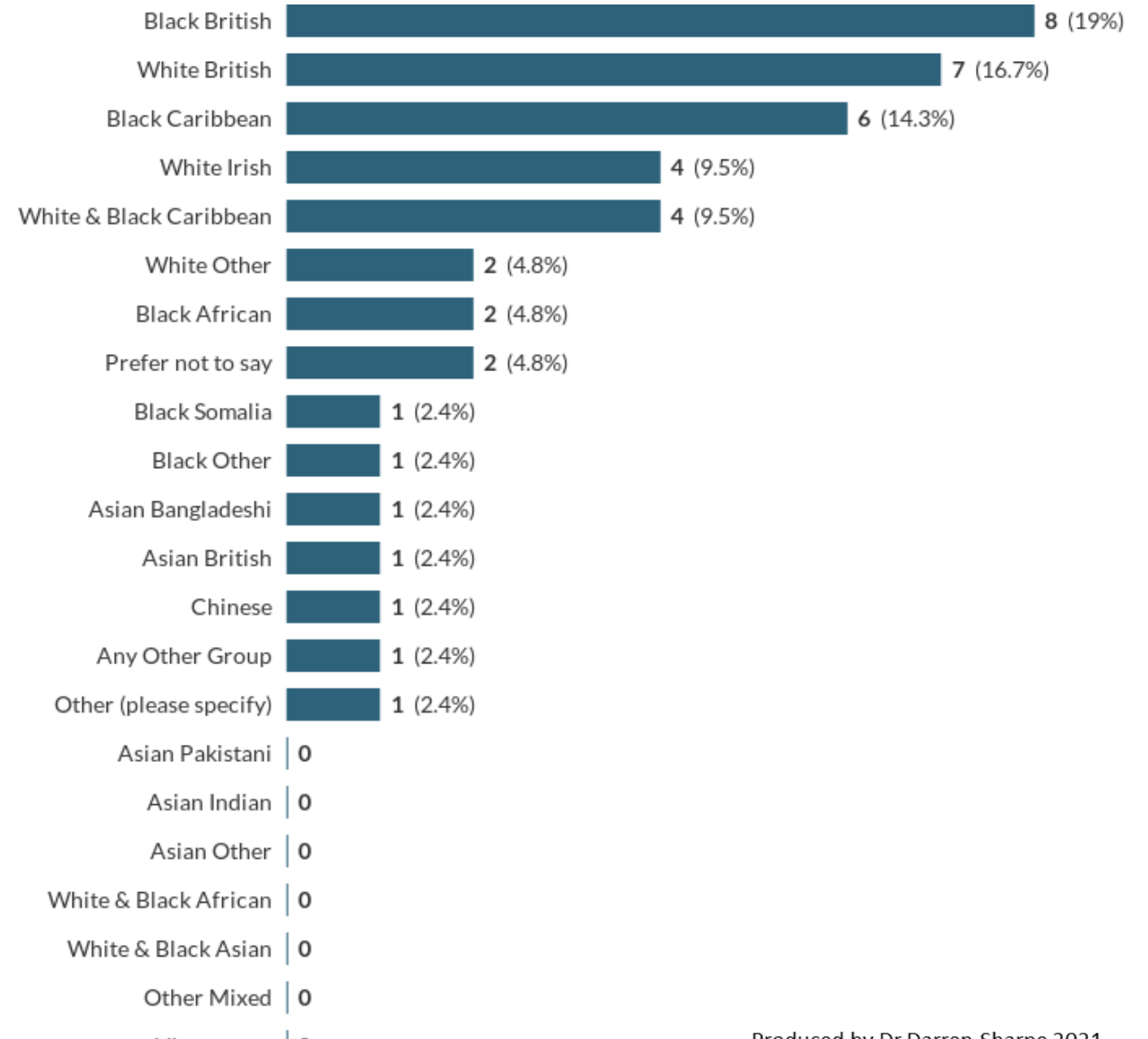
What is your age group?

21-30 1(2.4%)

31-40 7 (16.7%)

41-50 11 (26.2%)

51-60 18 (42.9%)

60+ 5 (11.9%)

What is your ethnic background?

Ethnic background	Count
Black British	8 (19%)
White British	7 (16.7%)
Black Caribbean	6 (14.3%)
White Irish	4 (9.5%)
White & Black Caribbean	4 (9.5%)
White Other	2 (4.8%)
Black African	2 (4.8%)
Prefer not to say	2 (4.8%)
Black Somalia	1 (2.4%)
Black Other	1 (2.4%)
Asian Bangladeshi	1 (2.4%)
Asian British	1 (2.4%)
Chinese	1 (2.4%)
Any Other Group	1 (2.4%)
Other (please specify)	1 (2.4%)
Asian Pakistani	0
Asian Indian	0
Asian Other	0
White & Black African	0
White & Black Asian	0
Other Mixed	0

Survey data demographics

How long have you been a member of the Clubhouse?

- under 1 year 4 (9.8%)
- **1-2 years 15 (36.6%)**
- 3-4 years 10 (24.4%)
- 5-6 years 5 (12.2%)
- 7 years and more 7 (17.1%)

Which unit do you belong to?

(Multi answer: Percentage of respondents who selected each answer option (e.g. 100% would represent that all this question's respondents chose that option)

- Business 15 (32.6%)
- Cafe and Garden 4 (8.7%)
- **Education 23 (50%)**
- Sanctuary 4 (8.7%)

How have perceptions of social exclusion linked to ethnicity and 'race' impacted your sense of mental health and wellbeing?

The fear of racism and racist attacks among people from ethnic minority groups can lead to chronic stress (Bhui, 2018)

What do you think <u>works well</u> in building an ethnically inclusive environment at the Clubhouse?

- "You feel like family and at home"
- "….communal lunches"
- "Being open and honest "
- "Combat intolerant attitudes head-on. Any abuse or bullying is stamped on"
- "Education and awareness-raising strategy"
- "Safe place to speak the 'truth'"
- "If anyone is having a bad day they are given space"
- "Everyone is given an equal voice. No member is above the other"
- "Our ideas are listened too and discussed"
- "If anyone has an issue there is someone to talk too"
- "We have clear boundaries and lines of communication"
- "Everyone demonstrates equality, honesty, gratitude, respect, responsibility and trustworthiness"
- "Principles before personalities"

What do you think <u>works less well</u> in building an ethnically inclusive environment at the Clubhouse?

- "White staff need to understand black people's cultures, and know that we're not always being "aggressive", sometimes we just speak differently"

- "Stop bad habits such as dogs in the kitchen/canteen area where people eat. It's disgusting. Caribbean people don't live like that"

- "Having more BAME themed events"

- "No discussions with staff or members about 'race' and equality"

- "Stop favouring ideology over impartiality"

- "Staff need to listen and step back from defensive position that blocks their own learning"

- "Staff, members and the trustees need to better understand the Standards of the Clubhouse model"

- "Black members aren't shown the quality of care or understanding that is sometimes needed"

- "I feel that not providing culturally aware courses for the members can cause great impact to their self-esteem "

What areas of the Clubhouse needs to be improved?
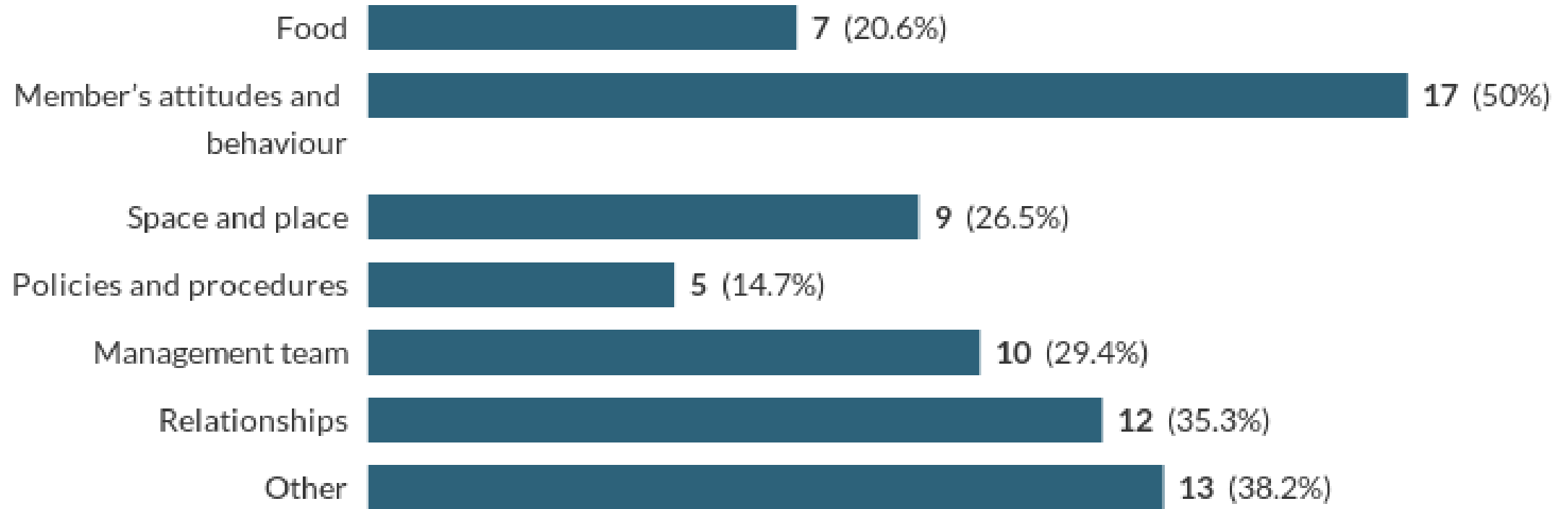
Interview Insights

A reflection on *past* racial inequalities (aged 41-50)

- "Racial inequality exists but is not always clear"
- "Work based discrimination" (e.g. Not being given a good employment reference)
- "Negative stereotyping "
- "Housing discrimination "
- "I had experienced symbolic violence by the Police who brush his shoulder to signify that I had a chip on my shoulder when I confronted him"
- "Awareness of unconscious bias came a lot later for me"
- "Cushioned by white privilege "
- "Underestimation of racism in society "
- "On forms I tick '*Black Other*', in recognition that I am still exploring my black heritage"
- "Colonialism has shaped the structure and outcomes of racism today"
- "I lived through South African system of apartheid"
- "I have considered 'race' in the context of LGBTIQ+ issues. I have taken a political stance around all inequalities"
- "Racism has shaped much of my father's experience in the UK"

Clubhouse 'racial' & ethnic drivers

- "We have a *let's talk environment* on mental health, which serves has a great lever for members to talk about 'race'"
- "We have created a *LGBTQ Safe Space* to talk about matters on sexuality"
- "We have an ethnically diverse membership"
- "The Clubhouse functions using a strengths-based approach"
- "Nobody wears a name badge to help breakdown power relationships/hierarchies The management team have an open door policy"
- "We are often fearful of not 'belonging', however, the Clubhouse provides a space for everyone to belong"
- "The Clubhouse has a family vibe"
- "We are member-centred, which allows for a parity in decision-making"
- "We ensure that everyone is included in each activity. You feel at home, comfortable and at ease"
- "The Clubhouse is bi-directional in the co-creation of knowledge"
- "I believe it is the 'community spirit' that makes us so special!"
- "At the Clubhouse, I discovered 'equality' but no recognition of Chinese culture"

- "I completed a degree through depression with Clubhouse help"
- "Members are quite brilliant and will sit and have a chat with you during lunch, over tea or a smoke out in the garden"
- "We have an ethically diverse workforce. A lot of staff are from different ethnic backgrounds"
- "The Clubhouse policy stipulates that members have 'rights' to have a say in what happens at the Clubhouse. Everyone can have an impact "
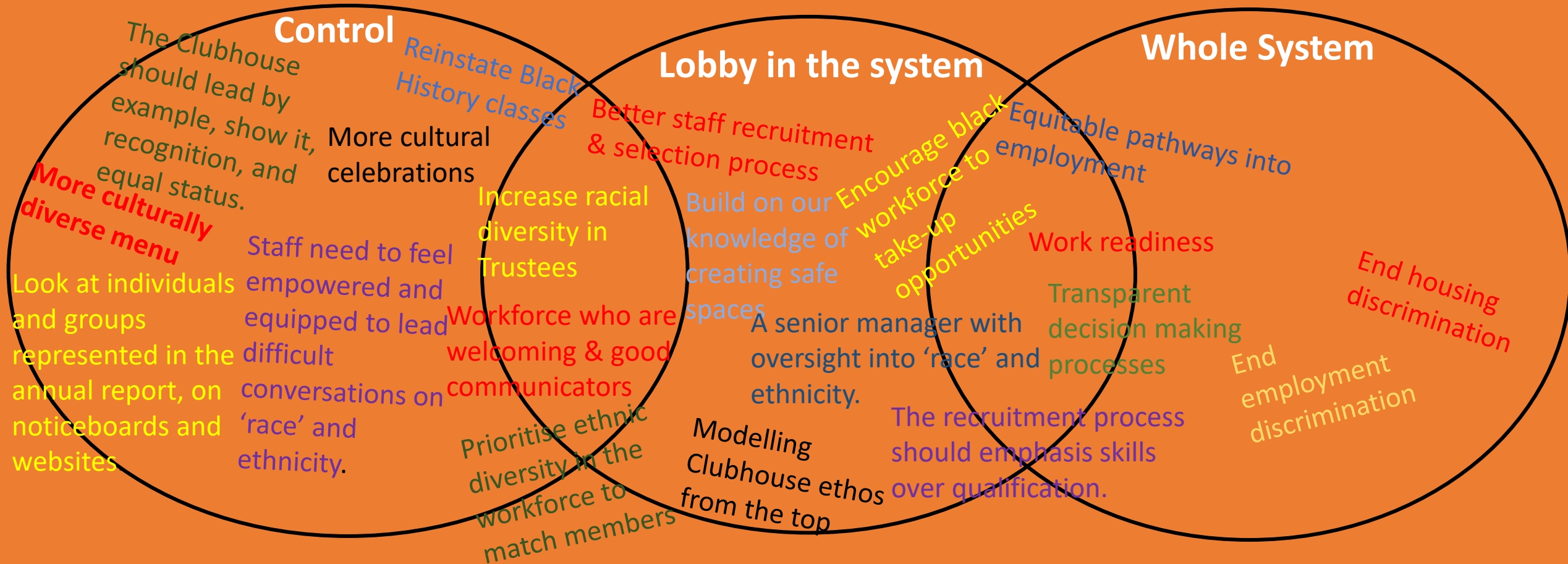
Clubhouse 'racial' & ethnic barriers

- "Unconscious bias at the clubhouse masks other bias "(e.g. sexuality, cross-dressing, digital trolling etc).
- "We are an ethically and culturally diverse community and we often take it for granted everyone is respected and treated the same"
- "Staff have good soft skills, but I do not think they are all always personable"
- "Members should relate better to other 'members'. We have a limited 'buddy scheme" (e.g. outreach).
- "When we have recruited a *new* black member to the Trustee board (internal and external) we haven't been able to retain their involvement"
- "Some members experience invisibility"
- "There is a lack of BAME staff at a management level"
- "There is a lack BAME representation on the Trustee Board "
- "There is inconsistency in our approach. We take our inclusive environment for granted "
- "The workforce should be authentic and worry less about acting or sounding professional, which can exclude some members"

- "Respecting personal space/boundaries is sometimes needed"
- "We could have 'International days' (e.g. flags and food) to learn and share one another's cultures. We should do 'fun' activities "(e.g. cultural games).
- "Members are far less inclusive and tolerant on sexuality "
- "Black history sessions worked well before they were undemocratically stopped. Greater transparency is needed"
- "We do not want to be babied"
- "Feel encouraged to become job ready "
- "The staff selection process is good, however, positive discrimination is perhaps needed to balance the ethnicity of the day/night staff teams"
- "A focus should be on improving styles of communication, a smile and nod goes a long way, acknowledgment of members presence"
- "The recruitment process should emphasis skills over qualification"
- "There is a gap between the Trustees and membership in terms of ethnicity. 'Race' and ethnicity is not at the forefront of the Trustee's mind"
- "This Community Conversation has revelled tensions felt my white members who have felt excluded from the process"

Synthesis of insights to help shape action

In our control, needs lobbying in the system, or requires a whole system response

Control

Lobby in the system

Whole System

The Clubhouse should lead by example, show it, recognition, and equal status.

Reinstate Black History classes

More cultural celebrations

Better staff recruitment & selection process

Encourage black workforce to employment take-up opportunities

Equitable pathways into employment

More culturally diverse menu

Increase racial diversity in Trustees

Build on our knowledge of creating safe spaces

Work readiness

End housing discrimination

Look at individuals and groups represented in the annual report, on noticeboards and websites

Staff need to feel empowered and equipped to lead difficult conversations on 'race' and ethnicity.

Workforce who are welcoming & good communicators

A senior manager with oversight into 'race' and ethnicity.

Transparent decision making processes

End employment discrimination

Prioritise ethnic diversity in the workforce to match members

Modelling Clubhouse ethos from the top

The recruitment process should emphasis skills over qualification.

Produced by Dr Darren Sharpe 2021

Clubhouse recommendations

Recommendation 1 : Workforce

Undertake a strategic review of the recruitment, selection and induction process to ensure a high-performing team that meets the diverse needs of the ethically diverse Clubhouse members, and a workforce who can demonstrate the necessary soft skills (as opposed to hard skills) to bridge complex relationships.

Actions: CPD training on intersectionality theory and its impact on mental health and wellbeing

Recommendation 2: Governance structure

A trustee group that visibly reflects clubhouse members ethnic backgrounds and concerns. Who should also put into practice the core ethos of the clubhouse philosophy of an integrated community.

Action: Targeted recruitment and mentioning of BAME Trustees and greater visibility/presence of Trustees at timetabled cultural celebrations.

Recommendation 3: Membership

Create more opportunities to talk about 'race' and ethnicity through the creation of formal and informal 'safe spaces' that promotes a diplomatic mindset, agile cultural learning, reasoning about other cultures, and a disciplined approach to intercultural interactions amongst members.

Action: Timetabled cultural/religious events and celebrations as well as invited speakers/performers.

Recommendation 4: Build social and cultural capital – enrichment for all

Create parity of visibility for all clubhouse members (e.g. visibly on notice boards, newsletters, and timetabled national/religious/cultural celebrations).

Action: Re-establishment of black history group and renewal of all communication platforms to ensure that all members have equal representation

Recommendation 5: Culturally appropriate food preparation and range

Widen variety of dishes that reflects the members food heritage and preparation standards.

Action: Co-produced menu with members and refresher training for the catering team in culturally acceptable food preparation methods.

Appendix 1: Commission on Race and Ethnic Disparities

This report makes 24 recommendations. These are grouped into 4 broad themes:

- Build trust
- Promote fairness
- Create agency
- Achieve inclusivity

They cover the aspects of change that the Commission believes will catalyse the most effective way to meaningfully address disparities and inequalities for all those affected.

The Commission heard evidence which, in contrast to the narrative of other reports, suggests there is no overwhelming evidence of racism in the treatment and diagnosis of mental health conditions.

In this area in particular, far more research is needed to understand the interplay of different causes, and to understand the impact of issues such as mistrust of the health services among some groups.

Insights into mental health

- One area of particular interest for the Commission was mental health. There has been some significant work in this area recently, specifically the Wessely Review and the 2020 government response to the review.

- The Wessely Review found **Black people were 8 times more likely to be subjected to community treatment orders than White people, and 4 times more likely to be detained.**

- Figures from the Race Disparity Unit show there were 306.8 detentions per 100,000 for Black people compared with 72.9 per 100,000 White people (not adjusted for age and deprivation).

- The **disparity is most pronounced for the Black Other group** (however, it should be noted that these rates are a potential overestimate, as the 'Other' categories may be used for people whose specific ethnicity isn't known, as also seen with the 'Any other' group). Rates are much lower for the Black African and Black Caribbean groups. Rates for Asian groups tend to be lower than for Black but higher than White groups, with the exception of the Indian and Chinese ethnic groups for whom there is near-parity.

Insights into mental health

- Such disparity is often taken as evidence of racism. However, it must be **benchmarked against disparity in the prevalence of mental illness**. A meta-analysis conducted by Halvorsrud et al (2019) of 28 studies concluded there were **significantly higher risks of diagnosed schizophrenia** among ethnic minority groups, and that they were most pronounced among Black groups.

- Experts advise that mental ill health has little to do with genetic predisposition but rather is to do with adverse social circumstances, including racism and hardship. In 2018 the Synergi Collaborative Centre, a national initiative to consider ethnic inequality in mental health and deprivation led by Professor Kamaldeep Bhui from Queen Mary University of London, published a briefing on the relationship between racism and mental ill health suggesting that **the fear of racism and racist attacks among people from ethnic minority groups can lead to chronic stress.**

References

First Response Training. (2021) Equality, Diversity & Inclusion. Available at: https://shop.firstresponsetraining.com/collections/health-social-care-el/products/equality-diversity-inclusion

UK Government (2021) Commission on Race and Ethnic Disparities: The Report. Available at: https://www.gov.uk/government/publications/the-report-of-the-commission-on-race-and-ethnic-disparities?111