

## **SERVICE SPECIFICATION Community Development Worker**

### **1. Definition**

This service specification sets out the Community Development Worker (CDW) service that will be commissioned and provided for the population of Hammersmith and Fulham.

Community Development Worker is a service response to the mental health needs of Black and Minority Ethnic (BME) communities. The main aim is to build on the inherent strengths in and with BME communities themselves. CDWs will help to improve the experience of people from BME groups when they access the mental health services by enabling mental health organisations to bridge the gap between the White and the BME population in the access of mental health services. They will help to reform mental health day service provision and will facilitate mental health organisations in tailoring services to the values and norms of the communities they are serving.

CDW role is not about service management, care coordination under the Care Programme Approach (CPA) or supporting a particular service model. CDWs will be independent of any particular service or professional model so they can help to promote confidence amongst BME service users and carers and the wider community. They will provide a resource and a supportive link between BME communities and mental health services and play an effective role as a change agent, service developer, access facilitator and capacity builder.

In launching the Delivering Race Equality (DRE) in Mental Healthcare Action Plan in January 2005, the Government has acknowledged the important role that the BME communities themselves will have in bringing about change. DRE in Mental Health is the Government's 5 year action plan for tackling the inequalities in services and care for BME groups. The engagement of communities is an important consideration in this context and the aim in introducing these new workers is therefore to help build recognised capacity and capability.

These new workers are expected to work at senior level and alongside the Regional Race Equality Leads (RELs) within health and social care, focusing on improving commissioning, access, experience and outcomes of all ethnic minority communities as defined within the DRE Action Plan.

## **2. Service Objectives**

The purpose of this service is to reduce and eliminate ethnic inequalities in mental health service experience and outcome; to support BME communities in dealing with mental health and mental ill health and to support early intervention and access to primary care services. The Community Development Worker Service aims to:

- Provide high quality and culturally sensitive community development support by seeking feedback from all stake holders, identifying local (strategic) trends and putting this information back into the system
- Provide support to existing local community groups/organisations so they can be partners in developing services
- Work closely with Primary Care Teams, Council Departments, Job Centre Plus MIND, West London Mental Health Trust, Health Advocates and the Community Support Workers to develop mental health services for BME communities and have input into the service redesign process
- Work in partnership with the local Not for Profit sector to develop means of targeting local needs and hard to reach groups in the community
- Provide leadership development and capacity building of BME organisations through creating and delivering training and development activities
- Provide support to BME communities in developing relevant skills, knowledge and confidence to become involved in creating MH solutions

Services will be delivered in a supportive manner that respects the dignity, rights, needs, abilities and cultural values of the service users, and their families.

## **3. Service Users**

The service is available for the following:

- BME population having a mental health need
- Community organisations/associations building their capacity in tackling exclusion problems and dealing with statutory organisations

## **4. Access**

### **4.1. Entry and Exit Criteria**

- Individuals or organisations representing BME communities can access this service through an open referral system, providing they have a established mental health need

Service users will not access the service as per the following criteria:

- when they do not have a established mental health need

- if they move out of the borough
- if they are not from the Hammersmith and Fulham catchment area

## 4.2 Time

The services of the Community Development Workers will be available between 0900 and 1700, Monday to Friday, with flexible visits arranged to meet service users in their own environment, details provided in section 5.2.

## 5. Service Components

### 5.1. Service Plan

Indicators / Targets	Policy and Guidance	Outcomes	Timescale	Evidence
Ensure the CDW Service is fit for purpose, demonstrating the core values of availability, equality, access, fairness, reducing bureaucracy and value for money.	<p>Delivering Race Equality (DRE) in Mental Healthcare (Jan 2005)</p> <p>Mental Health Policy Implementation Guide, Community Development Workers for BME Communities, (Interim Guidance Dec 2004 &amp; Final Handbook Dec 2006)</p>	<ul style="list-style-type: none"> <li>• Providing a flexible, responsive service which is led by BME clients needs</li> <li>• Promoting social justice and inclusion</li> <li>• Helping BME communities to combat institutional and interpersonal racism</li> <li>• Strengthening informal networks by providing individuals with the links to find support and to access services</li> <li>• Providing guidance and support to community organisations in developing</li> </ul>	Sep 2008	<ul style="list-style-type: none"> <li>• MH Service Users feedback</li> <li>• Community organisations feed back</li> <li>• MH Commissioners feed back</li> <li>• MH Providers feed back</li> <li>• PH Directorate, H&amp;F PCT feedback</li> </ul>

		formal constitutions and funding arrangements		
Vocational support – access to employment, volunteering, and training.	Economic Regeneration and Opportunities Strategy MIND proposal LAA HCOP Targets	<ul style="list-style-type: none"> <li>• Reducing MH Service Users out of work</li> <li>• Providing prevention and early intervention by involving users in economic and healthy activities</li> <li>• Improving skill set of MH Service Users</li> <li>• Providing support for social inclusion</li> </ul>	Sep 2008	<ul style="list-style-type: none"> <li>• Unemployed MH Service Users feedback</li> <li>• Job Centre Plus feedback</li> <li>• Prospective employers feedback</li> <li>• Community organisations feedback</li> <li>• PH Directorate, H&amp;F PCT feedback</li> </ul>
Service Users, Community organisations, MH Commissioners, MH Providers and PH Directorate H&F PCT feedback will be integral to the on-going monitoring of quality and inform changes within the service.	Mental Health Policy Implementation Guide, Community Development Workers for BME Communities, (Interim Guidance Dec 2004 & Final Handbook Dec 2006)	<ul style="list-style-type: none"> <li>• Seeking feedback from all stake holders, identifying local (strategic) trends and putting this information back into the system</li> <li>• Contributing in developing high quality and culturally sensitive mental health services that meets the needs of the BME population</li> </ul>	Sep 2008	BME Communities satisfaction survey

BME population with MH needs are able to fairly and equitably access MH services and receive high quality treatment from MH Service Providers across the borough.	Delivering Race Equality (DRE) in Mental Healthcare (Jan 2005)	<ul style="list-style-type: none"> <li>• Ensuring equality of access and treatment to BME communities</li> </ul>	Sep 2008	Considerable increase in the number of BME service users accessing services and receiving fair treatment
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## 5.2. Settings

The service will be provided from a range of community settings within Hammersmith and Fulham, including

- Day centres
- Drop in's
- Meals and socials/clubs
- Places of worship
- Provider offices
- BME Community Organisations/Associations offices

## 5.3. Facilities

As detailed in 5.2, the service will be provided from a range of community settings. However, CDWs will be provided a base to operate at Provider offices.

#### 5.4. Key Inputs

Provider will ensure the following components are provided as a part of the CDW Service:

Component	Level of Service
2 WTE Community Development Workers	Grade equivalent to band 6. As per the Job Description and Person Specification provided at Appendix N2 of Mental Health Policy Implementation Guide, Community Development Workers for BME Communities, (Final Handbook Dec 2006).
Management, leadership and co-ordination	Appropriate level of administrative support, management and service co-ordination across the H&F Borough is provided. Professional development, supervision and training is provided to all staff involved in the delivery of CDW services.

#### 6. Quality Requirements

The Provider will comply fully with DH Standards for Better Health – Core Standards, Delivering Race Equality (DRE) in Mental Healthcare (Jan 2005) and Mental Health Policy Implementation Guide, Community Development Workers for BME Communities, (Interim Guidance Dec 2004 & Final Handbook Dec 2006).

#### 7. Reporting Requirements

The provider will submit Quarterly Action Plans including mutually agreed quarterly objectives/targets. By the end of each quarter provider will submit a concise report providing evidence of achieving objectives. Reports shall also include the data outlined in the table below. Reports and Action Plans will be submitted by 15 Dec 2007, 15 Mar 2008, 15 Jun 2008 and 15 Sep 2008.

Reporting	Quarterly Reporting Requirement
<b>Quantitative Data</b>	<ul style="list-style-type: none"> <li>• Actual number of MH service users referred</li> <li>• Number of MH service users and Community Organisations benefited</li> <li>• Gender, ethnicity, age of patients</li> <li>• Postcode of residence</li> <li>• Name of patients' GP</li> <li>• Type of activity/intervention</li> <li>• Number of contacts made and place of contact</li> <li>• Name and contact of Community Organisations benefited</li> </ul>

<b>Qualitative Report</b>	<ul style="list-style-type: none"><li>• Overview of current MH service activity, including primary, secondary and community based care, being provided to BME communities in the London Borough of Hammersmith and Fulham.</li><li>• Overview to include emerging themes, current trends, services re-designed and suggestions for improvement in the next quarter.</li><li>• Completion of report against service plan (section 5.1)</li></ul>
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