

Creating a Culturally Competent Organisation

Race Health Inequalities Maturity Matrix

Template Action Plan

(Nov 2022)



Principle	Action required	Resource	Lead	When
Community Engagement				
Progress				
Principle	Action required	Resource	Lead	When
Inclusive Decision Making (Divergent approaches and collective intelligence)				
Progress				
Principle	Action required	Resource	Lead	When
Representative Workforce				
Progress				
Principle	Action required	Resource	Lead	When
Equality Impact Assessment				
Progress				
Principle	Action required	Resource	Lead	When
Accountable Leadership				
Progress				
Principle	Action required	Resource	Lead	When
Data and Evidence				
progress				

When using the acronym BAME we recognise this is not a homogenous group

PBP Race Health Inequities Maturity Matrix: Creating a Culturally Competent Organisation - Action Plan

Principle	Action required	Resource	Lead	When
Financial Investment (Addressing Health Inequalities in BAME Communities)				
Progress				

	Definition
Equality Impact assessment	<p>An equality impact assessment (EIA) is an evidence-based approach designed to help organisations ensure that their policies, practices, events and decision-making processes are fair and do not present barriers to participation or disadvantage any protected groups from participation. This covers both strategic and operational activities.</p> <p>Application within the Maturity Matrix: Ensures the impact assessment recognises differential factors in relation to access and experience. Intersectionality across the protected characteristics and that co-production across different ethnicities has informed the EIA.</p>
Inclusive Decision Making (Divergent approaches and collective intelligence)	<p>Diversity of thought and the inclusion of multiple perspectives is required to break current patterns of thinking and behaviour. Communication can help foster relationships and inspire and create collective action. It is essential for bringing people who think differently together to capture and integrate perspectives that might otherwise be absent.</p> <p>Collective intelligence is the process by which a large group of individuals gather and share their knowledge, data and skills for the purpose of solving societal issues.</p> <p>Application within the Maturity Matrix: Divergent thinking and collective intelligence is consistently used to providing robust diversity of thought and the inclusion of multiple perspectives to provide opportunity for change.</p>
Community Engagement	<p>Community engagement is a way of developing a working relationship between public bodies (such as local councils) and community groups. Good community engagement will mean that both groups can understand and act on the needs or issues of community experiences, helping to achieve positive change.</p> <p>Application within the Maturity Matrix: BAME citizens are routinely involved and engaged in the design and delivery of services to meet the needs of population groups / cohort</p>
Representative Workforce	<p>When the organisation represents its community, it is likely that it will have more experience in engaging with its community.</p> <p>Application within the Maturity Matrix: The workforce is fully representative at all levels throughout the organisation of the diverse ethnic communities.</p>
Accountable Leadership	<p>Leaders demonstrate cultural intelligence in all aspects of their leadership and are accountable for the impact of this in the organisation.</p> <p>Application within the Maturity Matrix: Leaders embody the desired values and able to create a culturally competent, just and fair culture and are accountable for the impact of this in the organisation.</p>
Data and evidence	<p>Data and evidence is used to understand the landscape identify opportunities and allow evidence based interventions.</p> <p>Application within the Maturity Matrix: Complete and accurate data reporting across all service areas with agreed measures across system organisations, Clear and robust governance structure. All required data sharing agreements in place to allow meaningful data flows between local partners.</p>
Financial investment in addressing Health Inequalities in BAME communities	<p>There is a commissioning plan which is extensive, routine, formally agreed, and include cultural provisions for BAME service users. Investment in race and culturally specific ethnic services is a local priority, and partners pool/align funding to support delivery of the strategy, based on mapping and analysis of current resources.</p> <p>Application within the Maturity Matrix: Funding / resource allocation is consistently used to respond to the needs of BAME communities. Commissioning / service plans are extensive, routine, and formally agreed within the organisation, to ensure cultural provisions for BAME service users. Where additional funding is required, there is strategic intent to secure funds and direct them to effectively meet need of BAME communities.</p>
Co-production	<p>Meaningful partnership engagement with community and service users when commissioning, designing, delivering and/or assessing services and support and improve outcomes.</p>