Cultural Competence Surveys 2024

Summary Report

Bluesci Support

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Introduction

Bluesci launched an Equality, Diversity and inclusion Project in August 2024. The internal and external cultural competence surveys were designed with the aim of understanding where we need to improve workforce skills, confidence and competence to ensure we are providing a service that meets the needs of the diverse Trafford population.

The internal survey was distributed to staff, volunteers, trainee talking therapists and social work placement students across all Bluesci services. The surveys focussed on:

- attitudes to cultural competence
- confidence in delivering culturally competent services
- suggested areas for development/improvement

An external survey was also available for members of the public either in paper form in one of the Bluesci services or online via a digital form.

Methodology

Survey Design

- The surveys designed contained a mixture of question types, including Likert scales and open-ended questions to gather a range of quantitative and qualitative data. Responses were made anonymously to encourage the candour of responses.
- The internal survey was promoted by email, in team WhatsApp groups and with printed information provided to teams.
- In total there were 51 staff responses.
- The public survey was promoted within the Bluesci centres and on social media, with 13 responses.

Information About Internal Survey Respondents

- 53% were paid staff
- 45% were in a voluntary role

45% had been with the organisation 1 year or less

31% had been with the organisation 1 year - 3 years

24% had been with the organisation 3 years +

Methodology

49% identified as part of a minority ethnic group

31% were aged 18 – 34

39% were aged 35 – 54

23% were aged 55 +

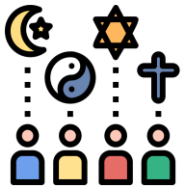
Information About Public Survey Respondents

23% identified as part of a minority ethnic group

77% were aged 26 – 45

23% were aged 46 - 65

Respondents had accessed a range of Bluesci centres and services.



54% had a religion.

Summary of Findings

Key Findings from Internal Survey

Bluesci staff and volunteers feel confident in their own ability to work in a culturally competent way and that equality, diversity and inclusion is important to Bluesci as an organisation. Nevertheless, respondents also felt that additional training and opportunities to discuss cultural competencies and improve understanding would be beneficial.

- 73% of respondents felt their understanding of cultural competency was of high or very high level.
- 80% of responded felt that cultural competency is important or extremely important to the work they do, with no respondents feeling it wasn't important.
- 68% of respondents felt that cultural differences are acknowledge and respected in our organisation always or nearly always.
- 82% of respondents felt confident or very confident to interact with individuals from different cultural backgrounds.
- There was minimal difference in the opinions from people of different job roles or cultural groups.

- Respondents consistently noted the diversity of the Bluesci team.
- Many responses valued the organisation's ethos and aims around inclusivity.
- Some team members identified our work with partners as a strength in this area.
- Team members frequently requested more training in cultural competence.
- Respondents identified providing more spaces to share about different cultures within the centres.

Summary of Findings

Key Findings from Public Survey

- 76% of respondents felt Bluesci welcome people from all backgrounds.
- 92% of respondents felt that the Bluesci teams and groups were representative of their cultural identity.
- 69% of respondents felt it is easy to understand written information provided by Bluesci.
- People who identified as part of a minority ethnic group consistently rated the organisation higher on average around equality and inclusion.

Strengths

- Some respondents feel the service is already inclusive.

Suggested Areas for Improvement

- Respondents suggested more diverse groups in Bluesci Centres.
- Some respondents queried about signed and translation services.
- It was suggested it would help for Bluesci teams to have training in neurodivergence.

Conclusions & Next Steps

Conclusions

Completing the surveys has highlighted that Bluesci has a diverse employee and volunteer base which is encouraging and demonstrates the working environment is welcoming to people of all walks of life. Teams are committed to providing a culturally diverse and welcoming space. We are aware however that we need to do more activity to understand the experiences of those who access our services and Trafford residents. This will be beneficial in reviewing our policies and procedures and considering things such as accessibility for people of all cultures.

Limitations

We are aware that surveys are not always the best way to engage with people to gain their views and insights, especially when asking the public for information. This therefore limits the range of information available when drawing conclusions.

Next Steps

- We will hold focus groups with individuals who have used or are using our services to gain further information about their experiences and ideas of how we can make our service more inclusive.
- We will work with the Trafford Citizens Forum to gain information about inclusivity in independent feedback.
- We are looking to set up a range of groups for team members to join e.g. around neurodivergence.
- We are looking at finding equality, diversity and inclusion training for our teams to attend.