

2024-25

Birmingham Cultural Humility Framework Pilot Organisation Application Form

Application Deadline: 31/03/2024

Access Support

We are committed to being accessible. If you experience or anticipate any barriers within the application process or require help to make an application or accessing services and information, please contact us.

Alternative formats of all our documents can be made available on request.

Please complete all the questions in the application form.

If you have any questions, please contact CommunitiesTeam@birmingham.gov.uk



1. Introduction

We invite organisations to partner with Birmingham City Council Public Health in this groundbreaking pilot programme to develop cultural competence of staff, supporting organisations to be inclusive, address racial injustice and promote diversity in their organisation and practices. This document sets out the **Birmingham Cultural Humility and Safety Framework** and criteria organisations must fulfil to apply to be a part of the pilot programme.

1.1. Background

In 2019 Birmingham and Lewisham Councils started a joint journey with a board of academics and a board of community members to explore the health inequalities affecting African and Caribbean communities and focusing on evidence-based solutions, the [BLACHIR project](#). This journey, led to a [report](#) being published in June 2020. The BLACHIR report set out seven key areas for action as well as 39 opportunities for specific actions by organisations including the Council, the NHS, and others.

One of the seven key areas for action was to address issues of Fairness, Inclusion and Respect and working with communities and partners this highlighted the need to address Cultural Competence. This work has been split into two key strands – Cultural Intelligence and Cultural Humility and Safety. Cultural Intelligence focuses on understanding the experience, cultural practices, and behaviours on specific communities of identity. Cultural Humility and Safety focuses on building the skills and confidence for interpersonal interactions that focus on achieving cultural fairness, inclusion and respect between two people, whether as client and service provider, between peers or employees.

1.2. Birmingham Cultural Humility and Safety Framework

The Birmingham Cultural Humility and Safety Framework (BCHSF) is the key output from the Cultural Humility and Safety workstream. The BCHSF has been co-produced through a task and finish group, to allow members with expertise, knowledge and lived experience to share ideas and co-design a plan to implement and address cultural humility and safety.

The Birmingham Cultural Humility and Safety Framework aims to improve the quality and reach of the CHS training offer in Birmingham. The framework is designed for commissioners and providers of CHS training.

The BCHSF outlines a skills and knowledge framework. This highlights the evidence-based essential characteristics, skills and knowledge that should be fostered for effective training. As part of this, there are detailed competency definitions for the essential characteristics.

The framework also includes evidence-based tools and approaches that can be used to support and embed learning. Then, an evaluation and improvement framework is offered to enable organisations to further develop their training programmes.

To support the framework, the following quality improvement tools have been developed

- Specification for commissioning
- Pre and post training evaluation questionnaire
- Repository of tools and good practice.

The CHS draft framework has been developed and sense-checked with partners including Universities, Equality, Diversity, and Inclusion leads, Workforce leads, Training Providers and Voluntary Sector organisations across the health and care system through a series of webinars. Feedback will be obtained, and implemented, by the end of Q4 23/24 before the pilot launch.

We are looking to commence an evaluated pilot phase working with organisations to roll out the Framework. This pilot will be 12 months over 2024/25 and in 3-5 organisations based in Birmingham. We are also commissioning an external academic evaluation of the pilot to assess the impact of the approach.

2. Pilot phase

We are looking to commence an evaluated pilot phase working with organisations to roll out the Framework. This pilot will be 12 months over 2024/25 (see figure 2) and in 3-5 organisations based in Birmingham. We welcome a range of organisations including universities, hospital trusts, primary care, BCC departments, voluntary sector organisations, and others.

2.1. Objectives

1. Understand how organisations use the framework and supplementary documents to support in the commissioning and provision of Cultural Humility and Safety training.
2. Evaluate the effectiveness of the BCHSF in supporting organisations and individuals to develop Cultural Humility and Safety
3. To build the evidence of Cultural Humility and Safety training impact on skills, knowledge, and behaviours of staff and organisations.
4. Gather insights from the pilot phase to refine and enhance the BCHSF and supporting resources, ensuring their acceptability, and understanding.
5. Facilitate capacity building within participating organisation to implement the BCHSF effectively, fostering a culture of fairness, inclusion, and respect.
6. Measure the impact of Cultural Humility and Safety training on interactions with clients and/or patients from their perspective.
7. Utilise BCHSF as an opportunity to partner with local organisations and build sustainable relationships.
8. Generate comprehensive documentation and insights to contribute to the growing body of evidence and knowledge on cultural humility and safety, and the impacts on interpersonal interactions.

2.2. Organisational requirements and BCC Support:

By becoming a partnership organisations on the BCHSF pilot, organisations will become pioneers of Cultural Humility and Safety initiatives and gain access to the innovative toolkit. Organisations will play a pivotal role in shaping best practices for cultural competence, diversity, and inclusion in public health and related sectors.

Additionally, you will be contributing to the academic evaluation of the pilot phase and work closely with the University of California's Centre for Cultural Humility. In doing so, you will shape the future of Cultural Humility and Safety practice.

In stepping up as a partner organisation for the pilot of the Birmingham Cultural Humility and Safety Framework you are committing to:

2.2.1. Staffing requirements

- Defining and allocating a cohort of staff to enrol in CHS training (minimum ½ day)
- A minimum of 15% of staff in an organisation/department enrolled onto Cultural Humility and Safety training guided by BCHSF
- A minimum of 10 staff attending a 'train the trainer' session
- Identifying a named BCHSF coordinating officer within the organisation to oversee and support local implementation of the framework, to assess competencies and to attend monthly meetings with BCC, the evaluation partner, and other participating organisations.

2.2.2. Resource requirements

- Develop organisation specific resources to support ongoing CHS development
- Commission or providing in-house training using the BCHSF for a pre-defined cohort of staff
- Defining and working towards metrics of success for your organisation.
- Working with the external academic evaluator and the Council to capture the learning and adapt based on the evidence during the year.
- Share training plans, and other resources with BCC to contribute towards developing a standardised training package for Cultural Humility and Safety training, based on best practice from a number of evaluated programmes.

2.2.3. Communication and Reporting Requirements

- Regular updates on project developments, milestones, and relevant news through newsletters, webinars, and direct communication channels.
- Monthly virtual meetings to discuss progress, address challenges, and share best practices among partner organisations.
- Key involvement and communication within the Cultural Humility and Safety Steering Group.

2.3. Support from Birmingham City Council

In joining us for the pilot of Birmingham Cultural Humility and Safety Framework, Birmingham City Council is committing to support you by:

- Providing a named liaison officer within BCC to act as a key point of contact for the partner organisations during the pilot year alongside monthly partnership meetings.
- Involvement in the Cultural Humility and Safety Steering Group to provide ongoing advice and support for partner organisations. To include BCC public health, evaluation partner, academic partners, and pilot organisations.
- Providing access to the Birmingham Cultural Humility and Safety Framework designed to guide the provision and commissioning of CHS training. Including activities to support learning, a repository of evidenced based tools and good practices, a commissioning specification, and an evaluation tool.
- Providing your organisation with access to evidence-based best practice, technical expertise.
- Commissioning the academic evaluation of the pilot and providing the opportunity for your organisation to engage in a collaborative research effort and shaping the future of cultural humility and safety practices.
- Establish a robust two-way communication channel for partner organisations to provide feedback, ask questions, and share insights.

2.4. Submission process

Please submit your complete proposal in Appendix 1 to the contact details listed below no later than **noon on 31/03/24**. Any applications past this date will not be considered. Please send the application through to CommunitiesTeam@birmingham.gov.uk. If you have not received acknowledgement of your application within 3 working days, please contact the email address listed above.

Following submission, BCC Public Health will review applications and award 3-5 successful partner organisations, who will commence with the pilot programme for 12 months (*Figure 1*). For a detailed timeline, please see Appendix 2.

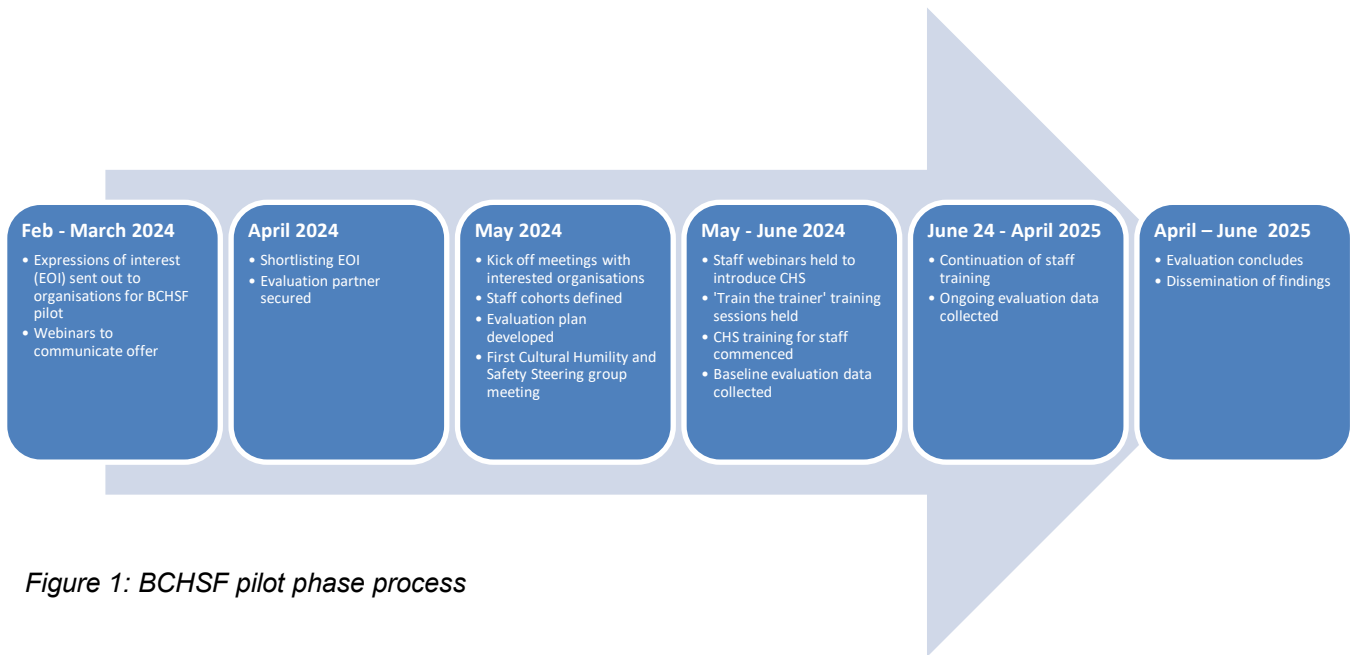


Figure 1: BCHSF pilot phase process

Appendix 1: Application Form

Your Organisation

Organisation/group name (Applicant)	
Registered/official address, including postcode	
Correspondence address, including postcode (if different to above)	
Organisation telephone number	
Website, blog, or Facebook page etc if you have one	

Unincorporated Association with a constitution, committee, bank account and regular meetings	
Not-for-profit Limited company	
Registered Charity	
Community interest company (CIC)	
Charitable Incorporated Organisation (CIO)	
Other - please state:	

Main contact for this application

Name	
Position in organisation	
Phone number	
Email address	

Additional contact for the application

Name	
Position in organisation	
Phone number	
Email address	

References

Please give details of two people who can comment on the track record of your organisation in managing or delivering similar types of activities to the ones detailed in this application.

Full Name	
Organisation	
Job title	
Phone	
Email address	

Full Name	
Organisation	
Job title	
Phone	
Email address	

Your submission

Please complete the below questions to the best of your ability and outline how your organisation will work with Birmingham City Council and the External Academic evaluator to pilot the Birmingham Cultural Humility and Safety Framework.

Question 1:

Please give us a sense of what you hope to achieve as an organisation through delivering the Birmingham Cultural Humility and Safety Framework.

(min 250 words and max 500 words)

Question 2:

- a) What are the proposed metrics of success for your organisation? For example, x staff trained, 90% evaluations submitted, wider dissemination of learning and experience, x training sessions held
- b) How will you work towards these metrics and keep a record of actions taken?
- c) How will you collect data to allow for assessment against these metrics?

(min 250 words and max 750 words)

Question 3:

Please outline a delivery plan as to how you plan on implementing Cultural Humility and Safety training and subsequent evaluation in your organisation. Examples include but are not limited to proposed cohort of staff, training plans, resources, and time requirements etc.

(min 250 words and max 750 words)

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Question 4:

How will you encourage and enable staff to undertake the training and development activities e.g., protected time, 1:1 discussions, action learning etc.

(min 250 words and max 500 words)

Question 5:

How will you work with the external academic evaluator and provide them with the necessary information to conduct their evaluation?

(min 250 words and max 500 words)

Living Wage

I confirm that all paid individuals working on the project will be paid the Birmingham Living Wage in accordance with the Council's policy	
If any, please tell us how many existing employees will be uplifted to the Birmingham Living Wage through this activity.	

DATA PROTECTION ACT 2018, CONFIDENTIALITY STATEMENT

Birmingham City Council collects information for the purposes of procurement and payment functions. The information we collect about you will depend on the nature of your business with us but may be used for any of the Council's purposes.

We may check information provided by you, or information about you provided by a third party, with other information held by us. We may also get information about you from certain third parties, or give information to them, to check the accuracy of information; to prevent or detect crime; or to protect public funds in other ways, as permitted by law. These third parties include other local authorities, government departments, credit reference agencies and the police.

We will not disclose information about you to anyone outside the City Council unless the law permits us to. Confidential information will not be disclosed to third parties. We recognise that information is valuable, and we take all reasonable measures to protect it whilst in our care.

The City Council is the Data Controller for the purposes of the Data Protection Act. If you want to know more about what information we have about you, or the way we use your information, you can ask at our main offices or telephone the Corporate Information Governance Team on Tel: (0121) 303 4876.

Applicant Declaration

On behalf of (organisation/group name)	
for Project Title	

I confirm that:

- The information and supporting documents with this application are correct and complete. If the requested application is approved, any additional supporting documents required will be provided.
- If the requested application is approved, the proposed activities will be carried out as described in this application.
- Details of all other funding related to this activity, confirmed, or applied for, have been disclosed.
- The required supporting documents are enclosed with this application.
- I am authorised to sign and submit this application on behalf of the organisation.

This section must be signed by the person who completed this form, on behalf of the organisation applying. The witness must not be a relative of the person who completed the form.

Form completed by:

Name	
Role	
Signature	
Date	

Appendix 1: Indicative Timeline

Milestone 1: EOI Submission Period

Date: 06/02/2024 - 31/03/2024

Description: Organisations are invited to submit their Expression of Interest during this period.

Milestone 2: EOI shortlisting

Date: 31/03/2024 - 11/04/2024

Description: BCC will review and evaluate submitted EOIs based on the defined selection criteria.

Milestone 3: Successful partners announced

Date: 22/04/2024

Description: Selected partner organisations will be notified, and an official announcement will be made.

Milestone 4: Introductory meetings

Date: 29/04/2024

Description: Selected partner organisations will be notified, and an official announcement will be made.

Milestone 5: Partnership Agreement

Date: 13/05/2024

Description: Negotiation and finalisation of partnership agreements between BCC public health division and selected organisations. To include deliver plan and staff cohort defined.

Milestone 6: CHS training programme launch

Date: 20/05/2024 - 24/06/2024

Description: The official commencement of the Cultural Humility and Safety Framework training program. To include staff webinars to introduce CHS, 'train the trainer' sessions held and CHS training began for staff

Milestone 7: CHS training staff programme

Date: 24/06/2024 - 01/04/2025

Description: Continuation of staff training. Work with evaluator to collect data.

Milestone 8: End of Pilot programme

Date: 01/04/2025

Description: Conclusion of the pilot program; evaluation of outcomes, impact, and lessons learned.

Milestone 9: Reporting & Final Documents

Date: 30/06/2025

Description: External academic evaluator will finalise the comprehensive report documenting the results and insights gained during the pilot year, pilot organisations will need to continue to contribute, sharing data, lessons learnt and outcomes.

Appendix 2: Process of evaluating Expressions of Interest

1. Eligibility Criteria

To be eligible for participation in the BCHSF pilot phase, organisations must meet the following criteria:

- Committed to improving equality, diversity, and inclusion in organisational practices.
- Capacity to allocate resources for the identified requirements during the 12-month pilot phase.
- Willingness to actively engage in collaborative research and contribute to the academic evaluation of the pilot phase.
- Based in Birmingham or the West Midlands

2. Evaluation criteria

The evaluation of Expressions of Interests (EOIs) for the Birmingham Cultural Humility and Safety pilot phase will be conducted through a comprehensive and transparent process against the following evaluation criteria:

- Applications will be scored equally across the 5 questions above (20% for each question)
- Alignment of response with overall project objectives and your organisational ambitions
- Clearly defined metrics that are specific, achievable, and timed, with robust data collection methods identified.
- The organisation's experience, expertise, and capacity to effectively contribute to the BCHSF pilot phase.
- A clear plan to engage employees in the framework and a commitment to ongoing development of staff.
- Organisation's commitment to key elements, such as appointing a BCHSF coordinating officer, providing learning resources and establishing internal platforms to collate evidence of competency development.
- Evidence of commitment to effective collaboration with external partners
- Demonstrate capacity to allocate resources, including personnel and learning materials, to actively participate in CHS training.
- Meet commitment to real living wage.

3. Selection process

- Individual scoring: submissions will be scored based on the standardised criteria by individual markers with equal weighting per question (20% per question).
- Panel moderation: markers will agree on scoring for each question with an independent moderator.

- Organisations may be invited to attend a panel meeting to discuss their application in more detail.

If you have additional queries, please email CommunitiesTeam@birmingham.gov.uk

Appendix 3: FAQs

Q1: Why is there a Birmingham Cultural Humility and Safety Framework pilot phase?

The pilot phase serves as a structured testing ground for the Birmingham Cultural Humility and Safety Framework (BCHSF). It allows for the evaluation of the framework's effectiveness and relevance in developing individuals' knowledge, skills and behaviours relating to cultural humility and safety. It allows insights to contribute to refining and enhancing the framework and supporting resources before wider implementation.

Q2: What is the Birmingham Cultural Humility and Safety Framework (BCHSF) pilot phase?

The BCHSF pilot phase, spanning 12 months over 2024/25, aims to evaluate and enhance the cultural competence of individuals and organisations, improving interpersonal interactions. It provides an opportunity for progressive organisations to contribute insights and improve their equality, diversity, and inclusion practices.

Q3: Who is organising the BCHSF pilot phase?

The BCHSF pilot phase is organised collaboratively by the Birmingham City Council with inputs from various systems partners, including ICB, voluntary sector, local hospital trusts, etc.

Q4: What are the main objectives of the BCHSF pilot phase?

The main objectives of the BCHSF pilot phase are to:

- Evaluate Effectiveness: Assess the BCHSF's impact on health inequalities in diverse Birmingham communities, shaping organisational support packages and quality assurance.
- Refine and Enhance: Use insights from the pilot to refine the BCHSF, ensuring its adaptability and relevance, including gathering feedback on positive impacts.
- Capacity Building: Facilitate capacity building in participating organisations for effective BCHSF implementation, fostering a culture of fairness, inclusion, and respect.
- Measure Impact: Measure BCHSF's impact on organisational practices, leadership approaches, and community engagement, considering cultural demographics and inclusivity in decision-making.
- Partnership Building: Utilise BCHSF to form partnerships with local organisations, expand the public health network, and establish sustainable relationships.
- Documentation and Insights: Generate comprehensive documentation and insights to contribute to cultural humility and safety knowledge, influencing future policies and practices in Birmingham.

Q5: Who can participate in the BCHSF pilot phase?

We invite forward-thinking organisations to collaborate with us. Any organisation interested in contributing to cultural humility and safety initiatives within Birmingham is welcome to submit an Expression of Interest (EOI). Organisations committed to cultural humility, diversity, and inclusion, with the capacity to allocate resources for the 12-month pilot, and a willingness to engage in collaborative research are eligible.

Q6: How can my organisation submit an Expression of Interest (EOI)?

Detailed submission guidelines are provided in Appendix 2.

Q7: When is the deadline for submitting BCHSF EOIs?

The deadline for submitting BCHSF Expressions of Interests is **31/03/2024**, no later than noon.

Q9: How will EOIs be evaluated?

The Evaluation criteria and process is outlined in Appendix 2.

Q10: What does "Alignment with Project Objectives" mean?

This involves evaluating how well proposed metrics of success, implementation strategy, and activities align with the broader goals of the BCHSF pilot phase.

Q11: What does "Potential for Impact" include?

It assesses the organisation's ability to articulate and measure the expected impact of its initiatives, staff participation, community engagement, and proposed sustainability measures.

Q12: How will organisations be notified of the selection results?

Organisations will be notified of the selection results via email. Successful organisations will receive additional details about next steps.

Q13: What are the key steps in the selection process?

The process is outlined in Appendix 2.

Q14: What happens after selection?

Selected organisations will be emailed to inform them of the outcome. An introductory meeting with BCC Public Health and partners will be arranged to progress the pilot.

Q15: When does the BCHSF pilot phase officially commence for selected organisations?

Selected organisations will officially commence their participation in the BCHSF pilot phase after signing the Memorandum of Understanding (MOU).

Q18: Who should organisations contact for more details or clarification about the BCHSF pilot phase?

For further details or clarification regarding the BCHSF pilot phase, organisations can reach out to CommunitiesTeam@birmingham.gov.uk

Q19: Which staff should complete this?

Cultural Humility and Safety training is for everyone, including front line staff, managers, and communities. It should ideally be mandatory for all staff to develop a core skill set to allow for respectful interpersonal interactions, and culturally safe environments.

Q20: Will I receive funding to take part?

No, there is no funding available for the pilot programme. However, organisations will be provided with the BCHSF and supporting resources, receive specialist support from BCC, work with an external academic evaluator to assess impact and be at the forefront of

system changing equality, diversity, and inclusion practices. There are numerous benefits of engaging in the pilot, including:

- Not only meeting essential EDI requirements but going above and beyond to lead in this area.
- Provide improved culturally appropriate services and/or client interactions.
- Professional development of staff
- Improved organizational relationship with diverse staff, and the benefits of a diverse workforce.
- Happier, healthier workforce

Q24: What data/evidence will the organisation need to collect?

This will be agreed with the external academic partner but may include training plans, evaluation metrics, details of attendees etc.

Q24: Why are we providing a training framework rather than a training package?

BCC are providing a cultural humility and safety training framework rather than a training package as this is a pilot phase. In the pilot phase we are testing out the Birmingham Cultural Humility and Safety framework to evaluate its feasibility, practicality, and viability. Learning, recommendations, and training resources from the pilot will then be collated and used to inform the next stage, in which an evidence-based, evaluated training package will be made available.