



Barnardo's Patient and Carer Race Equality Framework (PCREF) report and action plan 2025-26



**Changing childhoods.
Changing lives.**

About Barnardo's

At Barnardo's our purpose is clear - Changing Childhoods and Changing Lives, so that children, young people, and families are safe, happy, healthy, and hopeful.

Last year, we provided essential support to 373,200 children, young people, parents and carers through more than 800 services and partnerships across the UK.

For over 150 years, Barnardo's has been there for children and young people who need us most; bringing love, care and hope into their lives and giving them a place where they feel they belong. As a charity we'll continue to be here for as long as we're needed.

Barnardo's exists because too many children and young people are growing up with disadvantage or at risk of harm, missing out on good childhoods and on opportunities to thrive as adults. On top of this, some children and young people face another set of challenges as a result of structural inequalities, which can mean they are more likely to have poor health and fewer chances in life.

Children and young people tell us they're ambitious for their futures. It's our job to be ambitious for them too. We believe in them so they can believe in themselves.

As a charity we know we can't do everything, and we need to focus our efforts and energies where we can make the biggest difference for children.

Barnardo's new three-year Strategy "Changing Childhood, Changing Lives", (Appendix 1) beginning in April 2024, is helping us address the challenges facing the children, young people, and families who need us most. During this period, we'll be focused on driving change and have set out specific areas of work in our Theory of Change (Appendix 2).

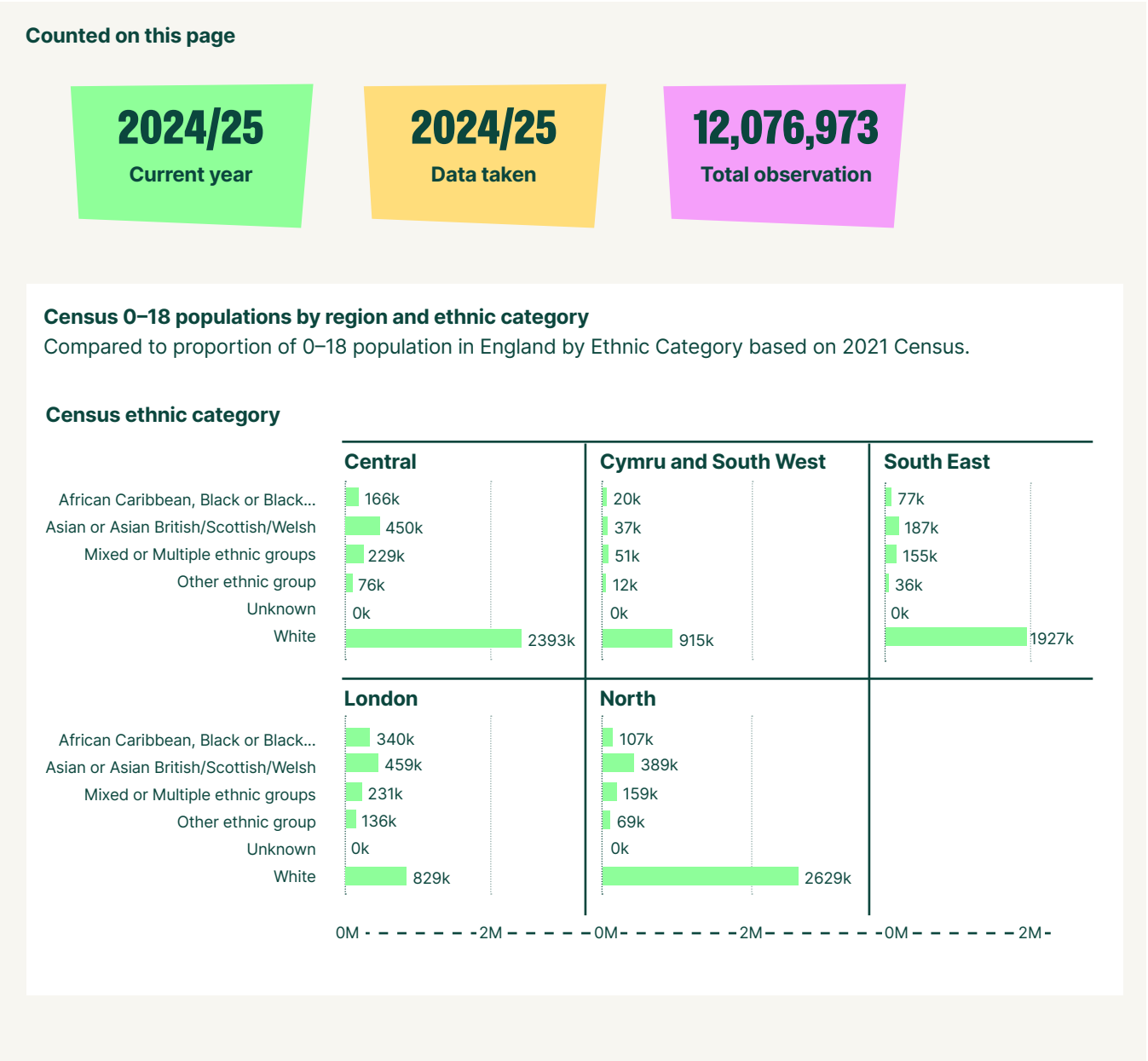
Mental Health

Children and young people struggling with their mental health and wellbeing is a key focus area within Barnardo's new Strategy and has been highlighted as a priority for our delivery across the UK.

Across England, Scotland, Northern Ireland and Wales, Barnardo's delivers a range of mental health and well-being services for children and young people, serving a culturally and socially diverse population.

The total population of 0–18 from the census 2021 for the regions we deliver our mental health and wellbeing services in is 12,077, 000.

The following demonstrates this by ethnicity:



Patient and Carer Race Equality Framework (PCREF)

Following the 2018 independent review of the Mental Health Act, NHS England took a significant step forward in addressing racial inequalities within mental health services by developing and launching the PCREF.

The PCREF empowers organisations to improve access and experiences of services and improve outcomes for diverse ethnic, racial, and cultural communities.

This mandatory framework aims to support service providers in their journey to becoming actively anti-racist organisations in three main domains:

- **Leadership and governance:** trusts’ boards will be leading on establishing and monitoring concrete plans of action to reduce health inequalities
- **Data:** new data set on improvements in reducing health inequalities will need to be published, as well as details on ethnicity in all existing core data sets.
- **Feedback mechanisms:** visible and effective ways for patients and carers to feedback will be established, as well as clear processes to act and report on that feedback.



Barnardos commitment to the PCREF

By adopting and implementing the PCREF, Barnardo’s is demonstrating our firm commitment to reducing racial inequalities within our mental health services.

Senior leaders have cemented their commitment to tackle race inequalities and inequities by improving governance structures, accountability and leadership across the charity, to include better representation of racialised and ethnically and culturally diverse people and improve services accordingly.

Barnardo’s belief in Equality, Diversity and Inclusion (EDI) runs deep in our DNA. Our language, framing, and the depth of our understanding has changed over time, but the goal remains the same; Barnardo’s must be a charity where everyone can belong, whatever your background or circumstances. This means offering the right services regardless of disability, religion, gender, sexual orientation, belief, ethnicity or language.

Barnardo’s is committed to being a diverse charity and to challenging bias and discrimination, putting equality and diversity at the heart of our organisation.



What is Barnardo's doing?

Barnardo's has a strong commitment to becoming anti-racist and anti-discriminatory and the commitment to implementing the PCREF and other mechanisms for advancing mental health equalities, supports this.

The implementation of the PCREF has commenced and as part of this, Barnardo's has:

- Researched best practice in PCREF pilot sites.
- Scoped out the governance structure for the PCREF, with the Executive Director of Children's Services-Delivery and the Director of People and Culture, providing dedicated Executive Leadership, to ensure strong oversight and accountability and leadership across the organisation.
- Reported to the Board of Trustees via the Children and Young People's Services Committee.
- Reached out and engaged with children and young people.
- Developed a detailed programme plan with key milestones.
- Completed a self-assessment checklist, gathering detailed information.
- Conducted internal analysis and research to enhance our understanding of good practice and to understand barriers to access, experience and outcomes for ethnically and racially diverse communities. This included children, young people and families experience data and workforce data.
- Examined the information gathered to enable improvement of services to better meet population needs.
- Mapped PCREF against existing transformational programmes to promote alignment and to prevent duplication, to identify gaps and to identify potential leads for actions going forwards.
- Developed a plan which encompasses the three core components of PCREF detailing actions, timeframes and intended outcomes.



What we are doing well

From our initial research and information gathering, it is evident that there are areas of good practice in Barnardo’s relating to equality, diversity and inclusion (EDI). This is demonstrated in our Anti Racism Commitments (Appendix 3), managing racist incident process and through our policies, codes of conduct and training that are developed, delivered and evaluated with experts by experience.

There are clear reporting mechanisms internally to the Board of Trustees, ensuring clear governance oversight and accountability.

We endeavour to employ colleagues with a range of abilities and backgrounds, to enrich and add value to our organisation and to the children, young people and families we help and have an Inclusive Recruitment Discovery and Delivery Group to support this.

We have an EDI data app, that includes information on ethnicity in respect of workforce, recruitment, volunteering and service users. This data is then used to inform improvement and action plans.

Our Board of Trustees is diverse, (Appendix 4) and we recently became involved with the Empowering People of Colour (EPOC) network and have added to our Trustee board as a result.

Barnardo’s requires all our colleagues to have an EDI lens in their personal development plans with some colleagues being EDI champions and all colleagues being expected to evidence how they demonstrate our behaviours in their annual reviews. There is mandatory training in EDI within two weeks of starting their employment at Barnardo’s, and all colleagues are required to undertake fuller EDI training within six months. Our recruitment training covers bias and discrimination and some staff, when appropriate to role, undertake Equality Impact Assessment training.

Additional to this, we also have subject matter expertise and expert by experience champions in EDI, champions on our Executive Team, Team Race Equality champions, a Race Equality Network – with a national chair, a race equality strategy group and a network of EDI leads and champions, who coordinate regional and national EDI work.

Barnardo’s Volunteering team are developing a ‘Representing Diversity Across our Communities’ project to ensure our volunteering workforce aligns with and engages with our local community demographics.

Our colleagues survey results have led to a new People and Culture Plan, with KPIs that are set and monitored, including of some specifically focused on race.

Barnardo’s ambition to become a more diverse, trauma and culturally responsive organisation, has led to charity-wide trauma informed practice training. Our induction training has reached 82% of all new starters since August 2024 and we are introducing trauma Informed content in the new fundamentals modules for volunteers later this year. 54% of colleagues, including volunteers have gone on to further, more in-depth in-house training.

Barnardo’s has also embedded a Voice & Influence Practice Framework and quality standards across our service delivery. The Framework – which includes a set of Quality Standards (QS) – aims to inform and guide how children and young people are involved in the ways we design, deliver and evaluate our services, programmes and projects across the charity. This will enable us to deliver and evidence consistently excellent voice and influence practice, and underline and support inclusive, anti-racist and anti-oppressive ways of working with and alongside children and young people in pursuit of our charitable aims and strategic goals. Specifically, Quality Standard 4 is “Include Me”, which is defined as: “Treat you fairly, don’t judge you and give you an equal opportunity.”

We use and monitor data on demographics, ethnicity, outcomes and experience, flowing into the Mental Health Services Data Set (MHSDS) to enable benchmarking and shared learning. For all our data flowing into the MHSDS, we have a Power BI link for each mental health service which allows us to view our data related to PCREF. We compare this service data with The Office for National Statistics data sets; for example, comparing proportions in line/comparison with national trends.

Our Disability Equality Commitments and Action Plan incorporates planned work on accessibility guidance and information will be included in the EDI Learning Space.

We have a directory of translation services and there is guidance on translation using Microsoft that is available on our intranet for all colleagues.

Our complaints process has an option relating to race to support understanding of racialised experience and the complaints data is reviewed and discussed at a senior level to enable reflection and ‘lessons learnt’, as well as to support robust planning for improvement.

Across our offices (collaboration hubs), we are looking o identify where we have facilities for faith requirements, and our guidance for prayer rooms has recently been updated and re-circulated.

In addition to our core mental health services, we also have specialist services for ethnically and culturally diverse communities including families seeking sanctuary in the UK (refugee families and those seeking asylum) and for Travellers, that provide mental health support as part of a wider package of care.



Areas to improve and develop

From the work carried out so far, Barnardo's is beginning to understand the areas where we need to focus and improve.

Benchmarking against the six national competencies of the PCREF has allowed us to understand that our practice is developing in cultural competency, partnership working, co-production and co-learning and that it is good in terms of colleague knowledge and awareness and our workforce. The use of the self-assessment tool has also supported our assessment process and has enabled us to see that we are achieving in 12 of the 18 areas for improvement.

Analysing this evidence and working in collaboration with colleagues and children, young people and families has enabled us to identify opportunities within our action plan to strengthen our position and to ensure we improve access, outcomes and experience for the children, young people and families from racialised and ethnically and culturally diverse communities.

This includes:

- Promoting better co-production and co-evaluation and improving on our participatory approach by including a group of children, young people and families as part of our PCREF implementation and ongoing evaluation, ensuring they are at the heart of the design, implementation and evaluation of the services they need.
- Improving how we include children, young people and families in the development of organisational policies.
- Improving our communication with local communities to better understand barriers to access and opportunities to improve race equity in service access, experience and outcomes.
- Improving how we co-produce operational service delivery plans with racialised and ethnically and culturally diverse communities.
- Developing and improving how we communicate early intervention offers and understand how we improve access and outcomes.
- Analysing and improving data systems and data collection around ethnicity and other demographics, including workforce, and using this to co-produce plans to improve access, experience and outcomes and to understand if our workforce and offer, matches local communities and how we can better meet local population needs. Data collection will include staff training to upskill staff around the rationale and value of improved data.
- Continuing to improve on accessible formats of information, including alternative languages.
- Continuing to monitor and improve our employment of colleagues from racialised and ethnically and culturally diverse communities (Appendix 5).





What's next

PCREF outlines excellence in practice and provides Barnardo's with an evidence-based framework for good practice and lays the foundation for the work we are seeking to do as an organisation to develop excellent, inclusive children's services and our PCREF action plan (Appendix 6) clearly outlines what we are committing to do over the next 12 months, and is aligned to the three core PCREF components.

Part 1: Leadership and Governance – Legislative and Regulatory Obligations (Leadership and Governance) – These are national expectations on all Mental Health providers to fulfil their statutory and legal requirements.

Part 2: National Organisational Competencies – these are ten core competencies a culturally responsive and responsible mental health service should demonstrate.

Part 3: Feedback Mechanism – this component seeks to embed patient and carer voices at the heart of the planning, implementation and learning cycle.

We acknowledge that the implementation of the PCREF is a journey to becoming actively anti-racist by ensuring that Barnardo's is responsible for addressing racial inequalities and inequity in mental health services and by co-producing concrete actions that are sustainability and dynamic.

Barnardo's recognises the requirements to change our systems and approaches to improve the access, experience and outcomes for the children, young people and families from racialised and ethnically and culturally diverse communities who access our mental health offers.

Whilst we recognise that we are at the beginning of the PCREF journey, our reporting will demonstrate the outcomes of this journey and the progress achieved and will actively demonstrate how we are reducing inequalities for racialised and ethnically and culturally diverse communities.

We are open to having continued conversations about race and inequalities and will be continuing to work hard to come up with solutions to address racism and racial inequality.

Mae'r adroddiad hwn ar gael yn Gymraeg. Cysylltwch â ni i gael fersiwn wedi'i chyfieithu: ask.edi@barnardos.org.uk

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ةمجرتم ةخسن بل طل انعم لصاوت ال ىجري [ةيبرعل]

Niniejszy raport jest dostępny w [języku polskim]. Aby uzyskać przetłumaczoną wersję, należy skontaktować się z nami pod adresem: ask.edi@barnardos.org.uk

Appendices

Appendix 1: [Barnardo's Strategy 2024 – 2027 \(FINAL\).pdf](#)

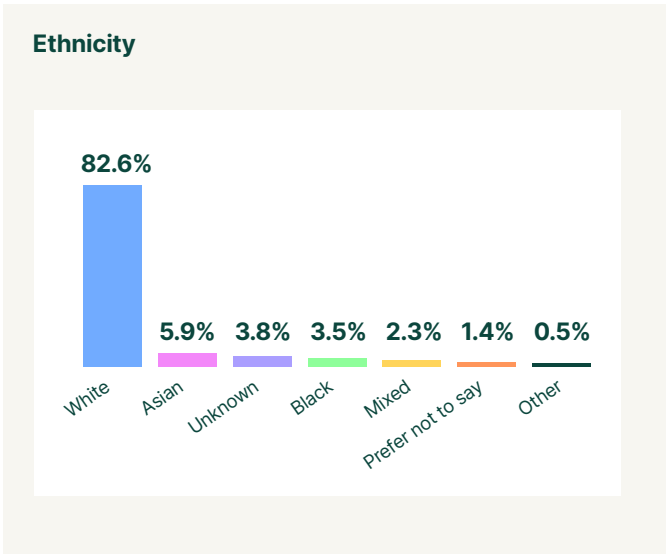
Appendix 2: [Barnardo's_TheoryOfChange_2.2 \(1\).pdf](#)

Appendix 3: [Anti-Racism Commitments | Inside Barnardos](#)

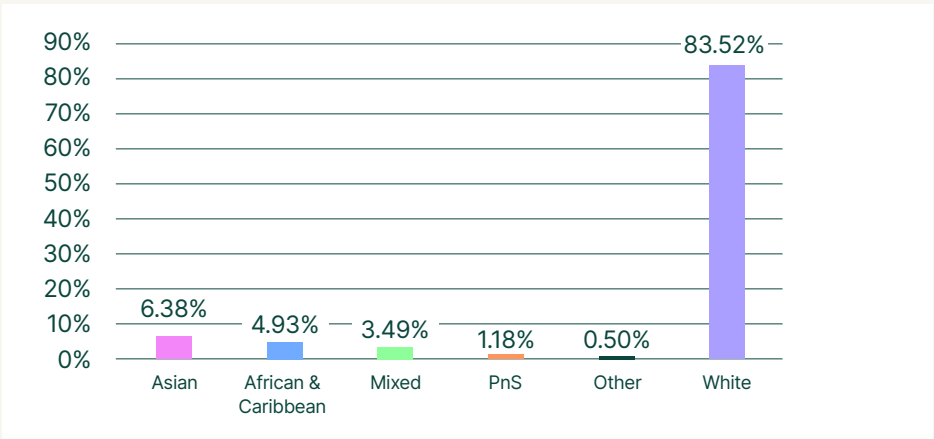
Appendix 4: Board of Trustees diversity data:

Ethnic Origin2	Asian Indian	Asian Pakistani	Black African	White – any other white background	White British	White Irish	White Scottish	Any other ethnic background
	2	1	1	2	2	2	1	1

Appendix 5: [Colleague Diversity Data:](#)



New Hire Ethnicity Breakdown (%)



Colleagues: Ethnicity

Ethnicity	24/25 Q3	Change from last quarter	Census	Difference to Census
White	82.6%	0.0% ↗	81.8%	0.8%
Asian	5.9%	0.1% ↗	9.2%	-3.3%
Unknown	3.8%	-0.1% ↘		3.8%
Black	3.5%	-0.1% ↘	4.0%	-0.5%
Mixed	2.3%	-0.1% ↘	2.9%	-0.6%
Prefer not to say	1.4%	-0.0% ↘		1.4%

Appendix 6: [PCREF Action Plan: PCREF plan 25 26.docx](#)

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