2024-25

Birmingham Cultural Intelligence 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 to the application process or require help to make an application or to access services and information, please contact us.

Alternative formats of all our documents can be made available on request, including larger print, other languages, Braille, and audio versions.

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 the cultural competence of staff, supporting organisations to be inclusive, address racial injustice and promote diversity. This document sets out the details of the Birmingham Cultural Intelligence Framework and criteria that 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 Trust and Transparency; 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, of specific communities of identity. Cultural Humility and Safety focuses building the skills and confidence for 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 Intelligence Framework (BCIF)

The Birmingham Cultural Intelligence Framework (BCIF) is the key output from the Cultural Intelligence workstream and has been co-created with staff at Birmingham City Council, with national and international Equality and Diversity experts and community representatives.

The BCIF is a toolkit to help individuals and organisations develop, strengthen and evidence their deeper understanding and approach to enabling and empowering different communities of identity and experience. The Cultural Intelligence Framework has seven domains of competency which have been co-designed, and evidence informed (see figure 1).
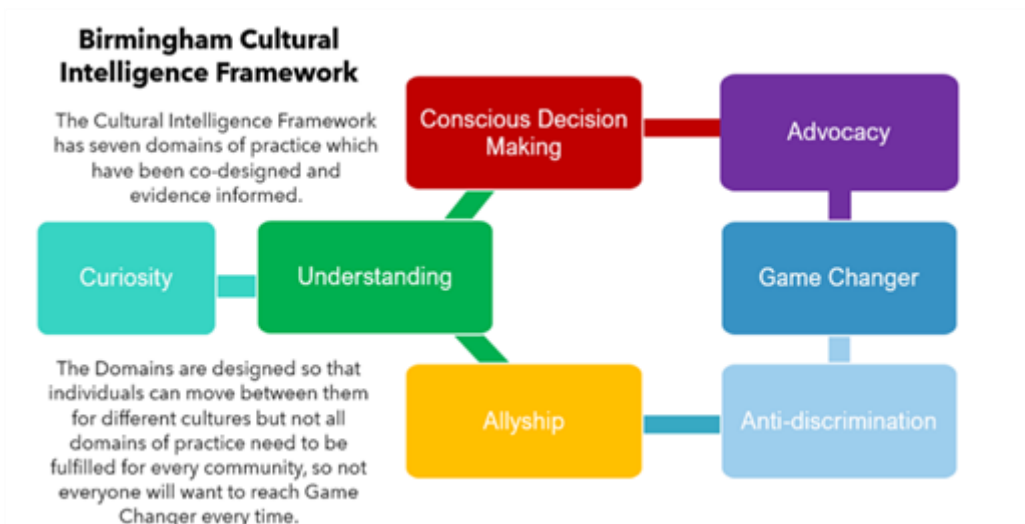
Figure 1: Birmingham Cultural Intelligence Framework

Individuals work though the domains of competence using the provided criteria and reflective practice templates. Individuals demonstrate competency for specific communities. For example, the competency Curiosity around Lesbian communities would be different from developing Curiosity around Caribbean communities. Organisations are expected to support and evaluate progress, including through a peer review process.

The framework is designed to allow individuals to move between domains but doesn't expect everyone to achieve all levels of competence for every community of identity. It is an individual choice based on organisational context, ambition and support.

There is cross-over in core skills between communities, but knowledge and understanding are not the same for all communities of identity. So, the Framework can be used multiple times to underpin cultural intelligence for different communities of identity.

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. In the pilot phase we plan to focus on 10 specific communities of identity: 5 ethnic communities, 2 faith, 2 disability, 1 LGBTQ+.

2.1. Objectives

The Birmingham Cultural Intelligence Framework (BCIF) pilot phase aims to achieve the following objectives:

- Evaluate effectiveness of BCIF in supporting organisations and individuals to develop cultural intelligence

- To build evidence of impact of implementing the framework on knowledge, attitudes, practices and behaviours of staff and organisations.

- Gather insights from the pilot phase to refine and enhance the BCIF, ensuring its adaptability and relevance to various communities of identity and organisations.

- Facilitate capacity building within participating organisations to implement the BCIF effectively, fostering a culture of fairness, inclusion, and respect.

- Measure the impact of the BCIF on organisational practices, leadership approaches, and community engagement.

- Use BCIF as an opportunity to partner with local organisations and build sustainable relationships.

- Generate comprehensive documentation and insights to contribute to the body of knowledge on cultural intelligence and the cultural context of the people of Birmingham, influencing future policies and practices.
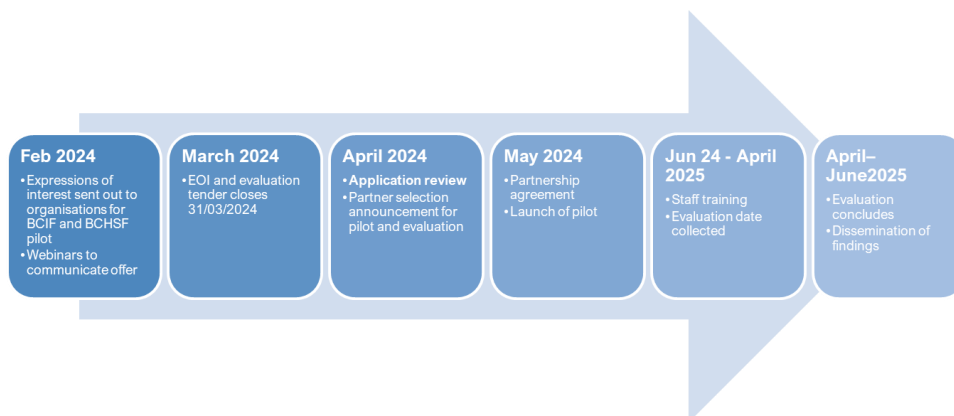
Feb 2024	March 2024	April 2024	May 2024	Jun 24 - April 2025	April–June2025
• Expressions of interest sent out to organisations for BCIF and BCHSF pilot • Webinars to communicate offer	• EOI and evaluation tender closes 31/03/2024	• **Application review** • Partner selection announcement for pilot and evaluation	• Partnership agreement • Launch of pilot	• Staff training • Evaluation date collected	• Evaluation concludes • Dissemination of findings

Figure 2: BCIF Implementation Timescales

2.2. Dates

Submission deadline for the BCIF pilot is **12pm on 31/03/2024**

Please send all submissions via email to CommunitiesTeam@birmingham.gov.uk

2.3. Organisation Requirements and BCC Support

By becoming a partnership organisation on the BCIF Pilot, organisations will become pioneers of cultural intelligence initiatives and will gain access to the newly developed toolkit containing a plethora of curated resources. 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 shaping the future of cultural intelligence practices.

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

2.3.1 Staffing requirements

- A minimum of 10% of staff in an organisation/Department participating in using all or part of the framework.
- A minimum of 15% of reflective practice templates being peer-reviewed and 25% of these being externally peer-reviewed for quality assurance.
- Identifying a named BCIF coordinating officer within the organisation to oversee and support local implementation of the framework.

2.3.2 Resource Requirements

- Provide some learning resources, time, and activities to support people to develop competencies.
- Defining and working towards metrics of success for your organisation.
- Establishing a clear internal platform for knowledge and information dissemination e.g. a section of the intranet and a supporting communication and engagement process to promote the framework.
- Establishing an electronic submission process for reflective templates to be submitted once completed for peer-review.
- Working with the external academic evaluator and the Council to capture the required data learning and adapt based on the evidence during the year.

2.3.3 Communication Requirements

- Regular updates on project developments, milestones, and relevant news through webinars, and direct communication channels.
- Monthly collaborative virtual meetings to discuss progress, address challenges, and share best practices among partner organisations.

2.4. Support from Birmingham City Council

In joining us for the pilot of Birmingham Cultural Intelligence 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.
- Providing advice and support for partner organisations taking part in the pilot

- Providing core training for peer review staff through virtual workshops
- Providing a menu of activities to support learning and competency development for each of the seven domains of practice for the pilot communities of identity
- Providing access to a range of virtual learning materials which organisations can use to supplement their local offerings
- Establish a robust two-way communication channel for partner organisations to provide feedback, ask questions, and share insights.
- Facilitate an external academic evaluation of the pilot phase, culminating in a comprehensive final report documenting outcomes, lessons learned, and recommendations for future implementation.

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:	
Is your Organisation VAT registered?	

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 Intelligence Framework

Question 1:

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

(min 250 words and max 500 words)

Question 2:

a) What are the proposed metrics of success for your organisation? For example, 50% of staff achieve understanding competency or 50% of staff undertake at least one domain of competency for the Pakistani community.

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)
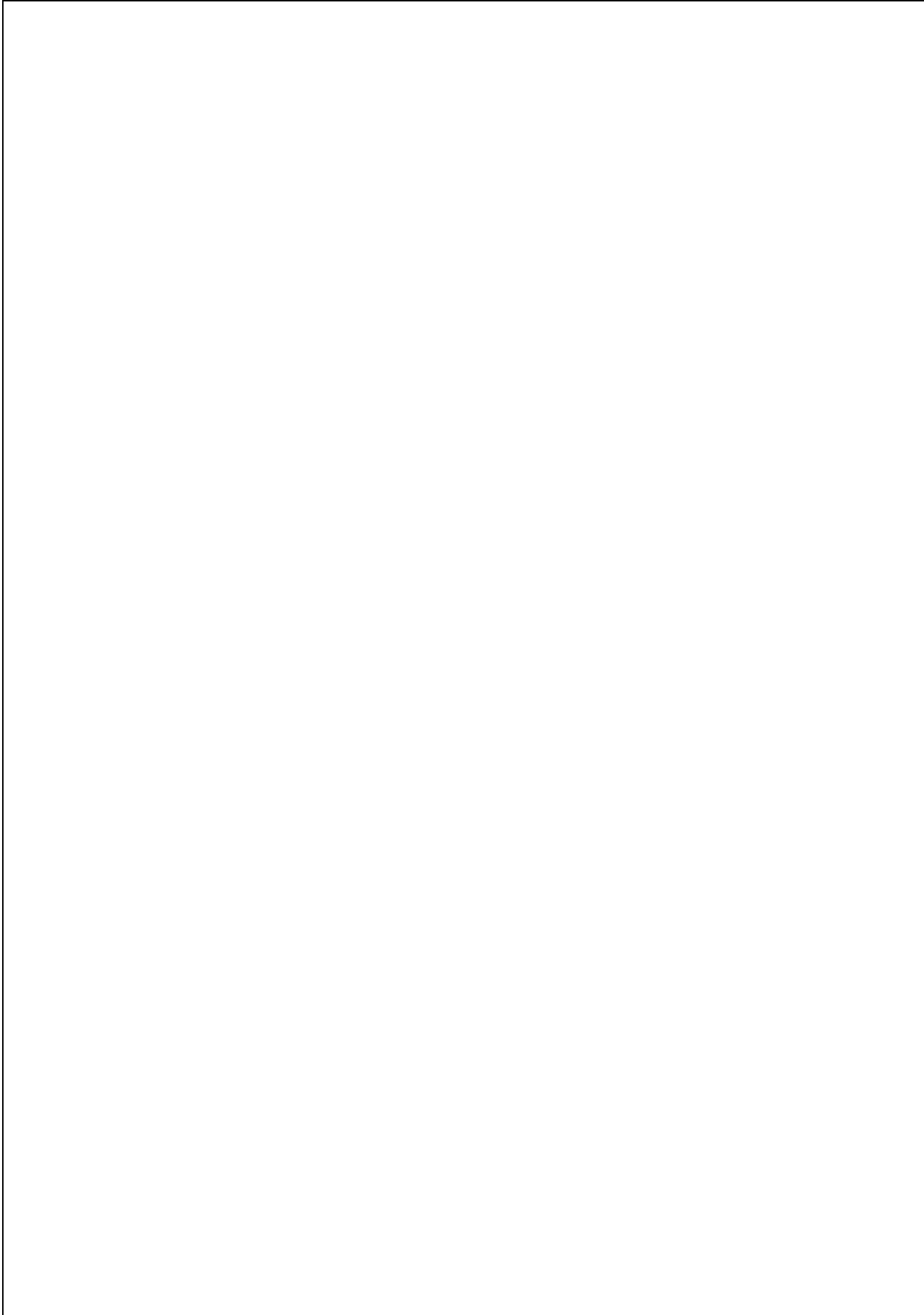
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Question 3:

How will you implement and resource the peer review and quality assurance process, including use of a central submission portal?
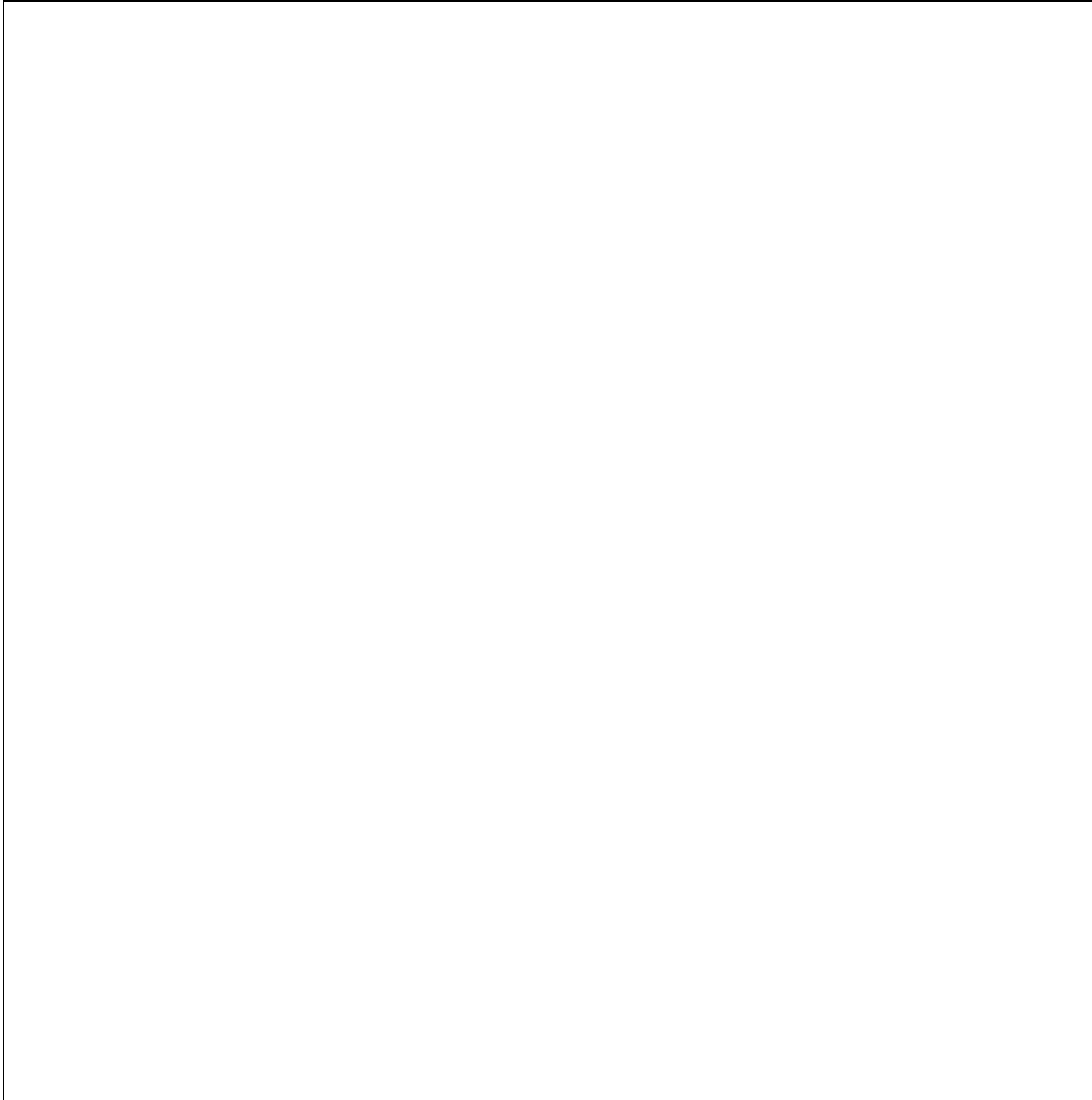
(min 250 words and max 500 words)

Question 4:

How will you encourage and enable your employees to engage with the framework?

(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.	

Declaration

Birmingham City Council is committed to being open and transparent about decisions which affect Birmingham Citizens. By submitting this application, you are agreeing that your details will be published.

In addition, if you are successful in your application, you will be required to confirm that you have the following in place:

- Insurance

- Financial regulations and procedures

- Counter Fraud and Anti-corruption and Gifts and Hospitality policies

- Complaints policy

- Environmental policy

Please note: Where applicable grant officers will add additional conditions into the Conditions of Grant Aid (COGA).

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 your organisation is chosen for the pilot year, the proposed activities will be carried out as described in this application.
- The required supporting documents are enclosed with this application.
- I am authorised to sign and submit this application for the BCIF pilot year on behalf of the organisation.

This section must be signed by the person who completed this form, on behalf of the organisation applying.

Form completed by:

Name	
Role	
Signature	
Date	

Appendix 2: Process of evaluating Expressions of Interest

1. Eligibility Criteria

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

- Commitment to cultural intelligence, 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.
- The organisation must be based in Birmingham, West midlands

2. Submission

The deadline for submitting the BCIF Expressions of Interest (EOIs) is **31/03/2024** by 12pm.

The Expression of interest form should be filled and emailed to CommunitiesTeam@birmingham.gov.uk before the submission deadline.

3. EOI Evaluation Criteria

The evaluation of Expressions of Interest (EOIs) for the Birmingham Cultural Intelligence Framework (BCIF) pilot phase will be conducted through a comprehensive and transparent process against the evaluation criteria below.

The following criteria will be used to assess the submissions and identify organisations that align most closely with the goals and requirements of the programme:

- Alignment of response with overall project objectives and your organisational ambitions
- Clearly defined metrics that are specific, achievable and timed and robust data collection methods identified.
- The organisation's experience, expertise, and capacity to effectively contribute to the BCIF 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 BCIF 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 the pilot phase.
- Meet commitment to real living wage.

4. 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.

5. Further Information

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

Appendix 3: Detailed Timeline

- <u>Milestone 1: EOI Submission Period</u>

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

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

- <u>Milestone 2: Application Review</u>

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

Description: Our team will review and evaluate all submitted EOIs based on the defined selection criteria.

- <u>Milestone 3: Partner Selection Announcement</u>

Date: 22/04/2024

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

- <u>Milestone 4: Partnership Agreement</u>

Date: 13/05/2024

Description: Negotiation and finalization of partnership agreements between our public health division and selected organisations.

- <u>Milestone 5: Launch of Pilot</u>

Date: 20/05/2024 – 24/06/2024

Description: The official commencement of the Cultural Intelligence Framework pilot program.

- <u>Milestone 7: End of Pilot</u>

Date: 01/04/2025

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

- <u>Milestone 8: External Academic Evaluation Concludes and Report released</u>

Date: 30/06/2025

Description: Conclusion of the external evaluation of the pilot and release of results.

Appendix 4: BCIF Pilot Phase – FAQs

Q1: What is the Birmingham Cultural Intelligence Framework (BCIF) pilot phase?

The BCIF pilot phase, spanning 12 months over 2024/25, aims to evaluate the approach to enhancing the cultural competence of individuals and organisations in their interactions with diverse communities. It provides an opportunity for progressive organisations to contribute insights and improve their equality, diversity, and inclusion practices.

Q2: Why is there a pilot phase?

The pilot phase will help evaluate and refine the framework's effectiveness in enhancing the cultural competence of individuals and organisations in their interactions with different communities of identity and experience before being rolled out on a large scale.

Q3: Who is organising the BCIF pilot phase?

The BCIF 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 BCIF pilot phase?

The main objectives of the BCIF pilot phase are to:

- Evaluate Effectiveness: Assess the BCIF'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 BCIF, ensuring its adaptability and relevance, including gathering feedback on positive impacts.

- Capacity Building: Facilitate capacity building in participating organisations for effective BCIF implementation, fostering a culture of fairness, inclusion, and respect.

- Measure Impact: Measure BCIF's impact on organisational practices, leadership approaches, and community engagement, considering cultural demographics and inclusivity in decision-making.

- Partnership Building: Utilise BCIF 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 intelligence knowledge, influencing future policies and practices in Birmingham.

Q5: Which organisations can participate in the BCIF pilot phase?

We invite forward-thinking organisations to collaborate with us. Any organisation interested in contributing to cultural intelligence initiatives and addressing health inequalities within Birmingham is welcome to submit an Expression of Interest (EOI). Organisations committed to cultural intelligence, diversity, and inclusion, with the capacity to allocate resources for the 12-month pilot, and a willingness to engage in collaborative research are eligible. For more details regarding eligibility criteria refer to Appendix 2.

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 BCIF EOIs?

The deadline for submitting BCIF Expressions of Interest (EOIs) is 12pm on 31/03/2024

Q8: How will EOIs be evaluated?

The Evaluation criteria and process is outlined in Appendix 2.

Q9: 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 BCIF pilot phase.

Q10: 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.

Q11: How will organisations be notified of the selection results?

Organisations will be notified of the selection results via email.

Q12: What are the key steps in the selection process?

The process is outlined in Appendix 2.

Q13: What happens after selection?

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

Q14: When does the BCIF pilot phase officially commence for selected organisations?

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

Q15: What incentives or recognition do organisations gain from participating in the BCIF pilot phase?

The benefits of engaging in the pilot are as follows:

- Meeting Equality, Diversity and Inclusion standards at the workplace
- Providing more culturally appropriate services to clients and engagement partners
- Professional development of staff making them culturally intelligent
- Improved relationships with diverse staff within the organisation
- Enhanced mental health and wellbeing of staff within the organisation

Q16: Who should organisations contact for more details or clarification about the BCIF pilot phase?

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

Q17: Do staff need to complete all domains?

No, there is no requirement to complete all domains. We recommend that organisations should aim to complete at least two domains for their chosen community/communities.

Q18: What are the minimum requirements for completion?

A18: The minimum requirements for completion are completing a minimum of 2 domains and spending 3 plus hours per domain. Reflective templates must be submitted within the timeframe of the pilot.

Q19: Which staff should complete this?

A19: The organisation can determine which staff they think will benefit from taking part in the pilot. BCIF is appropriate for staff with managerial or leadership positions, staff with previous cultural humility training, staff working with specific communities of identity and staff who wish to advance their cultural competence.

Q20: Which community should my organisations focus on?

A20: The organisation can make its discretion in choosing the focus community/communities. The organisation can also choose more than one community as staff within the organisations may be working with specific communities and/or may already have relevant lived experience.

Q21: Will I receive funding to take part?

A21: Unfortunately, there is no funding available for the BCIF pilot programme. Organisations will however receive access to resources, academic evaluation, advice and support from the Birmingham City Council.

Q22: How were the 10 communities chosen?

A22: Communities were chosen to include a cross section of communities of faith, ethnicity, and identity. Census data on population size of communities within Birmingham was also considered. Further work will be done over the year to collect resources for additional communities.

Q23: What data/evidence will organisations need to collect?

A23: Organisations will need to collect and centrally collate electronic copies of reflective practice notes from participants. Organisations will also be expected to submit peer-review notes for academic evaluation.

The evaluation partner will need additional information from pilot organisations, which will be confirmed during initial phases of the pilot and the appropriate data protection considerations will be put in place.

Q24: What support can the organisation provide to staff?

A24: The organisation can use its discretion in the nature of support it provides to staff to engage with the pilot. This may include but is not confined to:

- Providing time in the working day to undertake the activities and reflections
- Providing training to support the completion of activities
- Arranging mentorship or action learning sets to support staff in competency development
- Discussions as part of 1:1s
- Inclusion within professional development plans