

# South East London Anchor Alliance listening exercise

Engagement Assurance Committee

28 November 2023

# What is an anchor institution?

- Organisations that are ‘rooted’ in the community and unlikely to leave – e.g. hospitals, universities and colleges, councils
- Employ lots of people and spend lots of money on products and services...
- ...therefore contribute **both to the local economy AND people’s health, through their activities and practice as an organisation**



# South East London ICS and anchor institutions

## Four key aims of an ICS

improving  
outcomes in  
population health  
and health care

tackling inequalities  
in outcomes,  
experience and  
access

enhancing  
productivity and  
value for money

helping the NHS to  
support broader  
social and economic  
development

## Anchor institutions can help address inequality by...

- Recruiting staff from local communities
- Spending more money within South East London (i.e with local businesses)
- Supporting young people through apprenticeships and work placements
- Help ensure communities have spaces to meet/access green space etc
- Paying London Living Wage and ensuring suppliers do the same
- Playing their part in tackling climate change and pollution

# Anchor alliance inaugural meeting – 18 April

**In April we came together to discuss opportunities for working together to further their impact as anchor institutions**

“Anchor institutions share a strong identity as providers of community service”

“Deepening community engagement is necessary to support their mission”

“Institutions' scale and number of employees allow for significant impact”

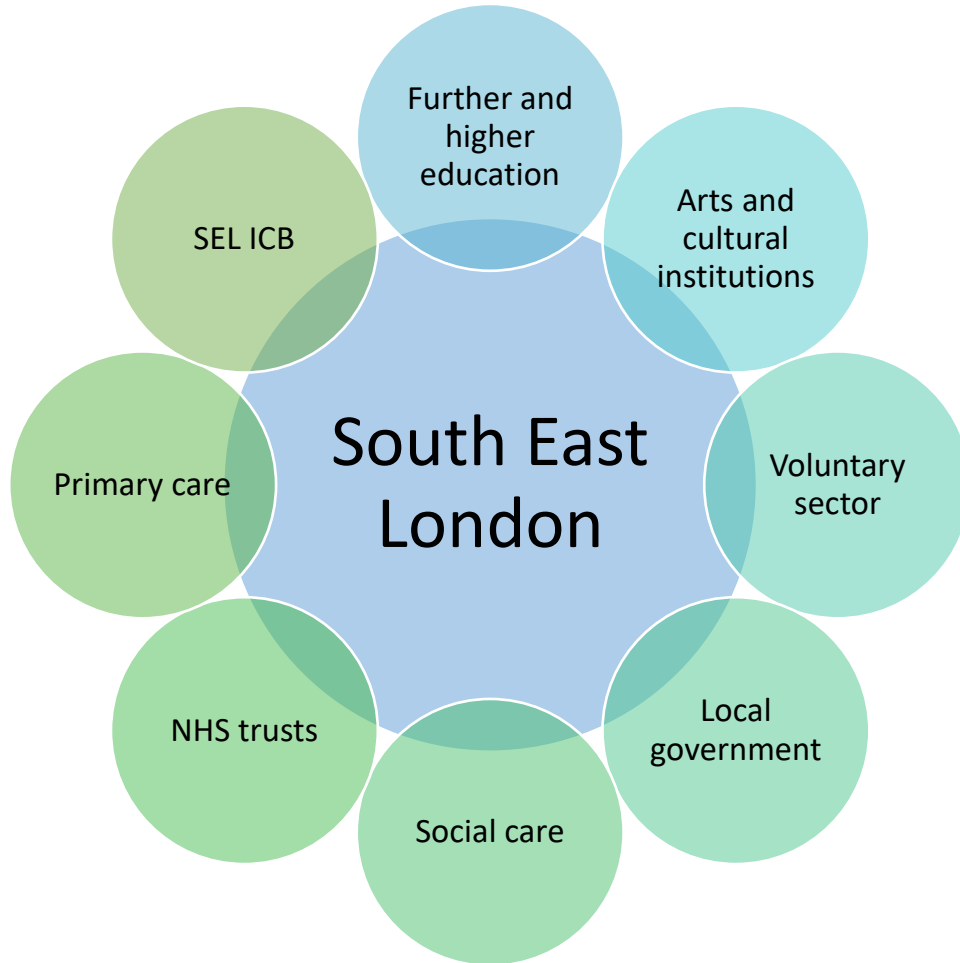
“Build trust with communities and break down barriers”

“Genuine engagement that is representative and truly open”

“Joint recognition that institutions can come together to prevent health inequalities”



# About the SEL Anchor System Programme



## Aims of the programme

- Create and leverage a shared narrative for our SEL work as Anchor organisations and an Anchor system.
- Support the sharing of best practice and maximise the impact of our activity through the Anchor Alliance.
- Through the Anchor System Programme and its Listening Campaign, facilitate community engagement, identify system-wide actions, and co-design solutions to support the socioeconomic wellbeing of our people and communities.

## Scope of the programme

All Anchor agenda areas of work, including:

- Ensuring local people and communities have access to good work and employment opportunities, paid at the London Living Wage or above
- Promoting environmental sustainability
- Improving the impact of buildings and green spaces operated by Anchor organisations
- Social value procurement and supporting local small businesses



# Our anchor listening campaign

Launched in June

- Workshops for 50+ people on community organising approaches to listening

Partnering with VCSE and civic organisations

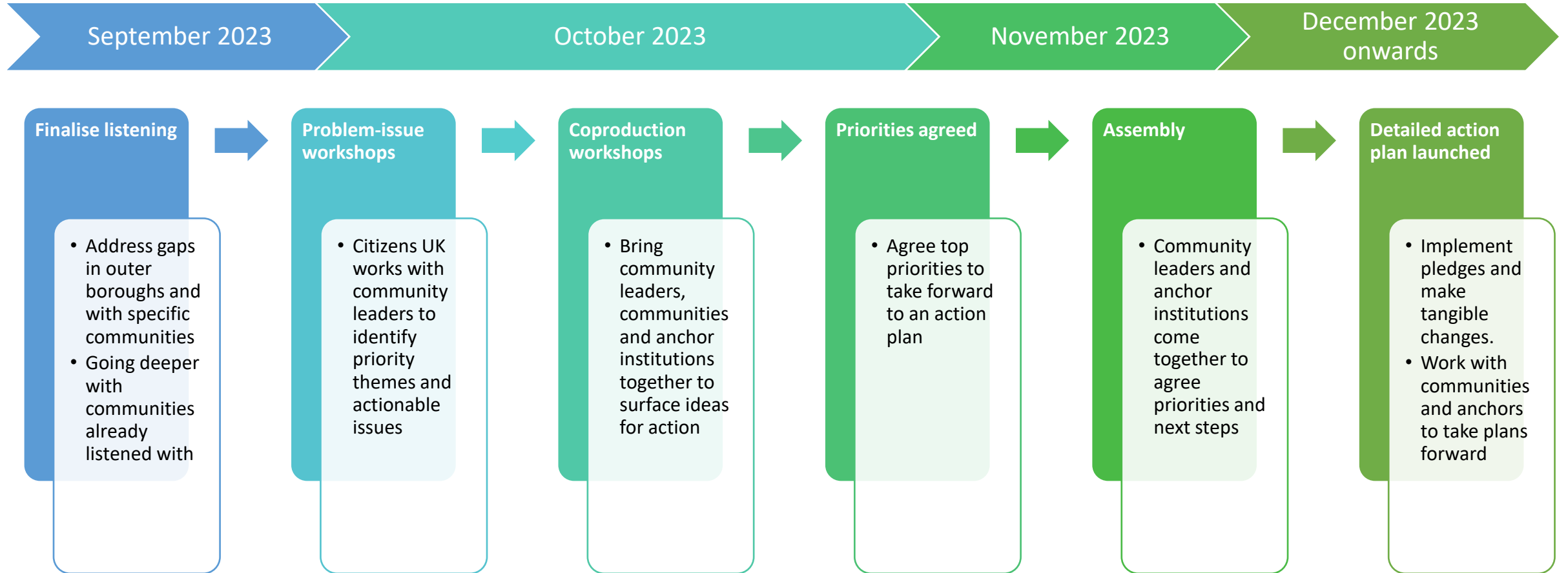
- Small group and 1:1 listening with diverse communities across SEL

Public engagement via virtual platforms

- Virtual listening events advertised widely + sessions with SEL people's panel



# Developing an action plan – our timeline through to 2024



# The coproduction process

- **Workshops in October to explore specific themes**
  - Work, wages and cost of living
  - Housing
  - Migration and race
  - Mental health and social isolation
  - Children and young people
- Opportunity to discuss key themes from the listening campaign and begin to generate ideas for action in partnership with communities
- Further work following these workshop and our Community Assembly to develop an action plan that is realistic, aligned to system priorities, and resourced.
- Ongoing role for the Anchor Alliance to provide input into this coproduction and decision-making process.



# The listening campaign

**“What puts pressure on you and your community’s ability to thrive?”**

**Emerging themes include (more details to follow on subsequent slides)**

- Housing
- Migration and Race
- Work, Wages, and Cost of Living
- Mental Health and Social Isolation
- Children, Young People, and Parents

## Who are we hearing from?

People in low paid and precarious work	Migrants and refugees, people with English as a second language	Young people
People with disabilities	LGBTQ+ community	Health and care staff
Carers and lone parents	BAME communities	People directly experiencing injustice

# Listening across SEL

To date, we have listened to 2,482 people so far across SEL.

## Listening planned/taking place across:

- NHS trusts – staff, volunteers and service users
- Be Well Hubs
- VCSE organisations
- Local community groups (i.e. parents networks, young mum's groups, faith organisations)
- SEL people's panel and Lets Talk platform
- University and school engagement



South London  
**citizens**  
Southbank  
Living Wage Walk  
3rd August 2023

Join us for a walking action along as we continue our campaign to make Southbank a Living Wage area.

We will be visiting iconic employers along the Southbank and delivering letters to each of them, inviting them to meet with us and to become an accredited Living Wage Employer.

Thursday 3rd August at 10:30am

Starting at Shakespeare's Globe,  
21 New Globe Walk, SE1 9DT

Bring your walking shoes!

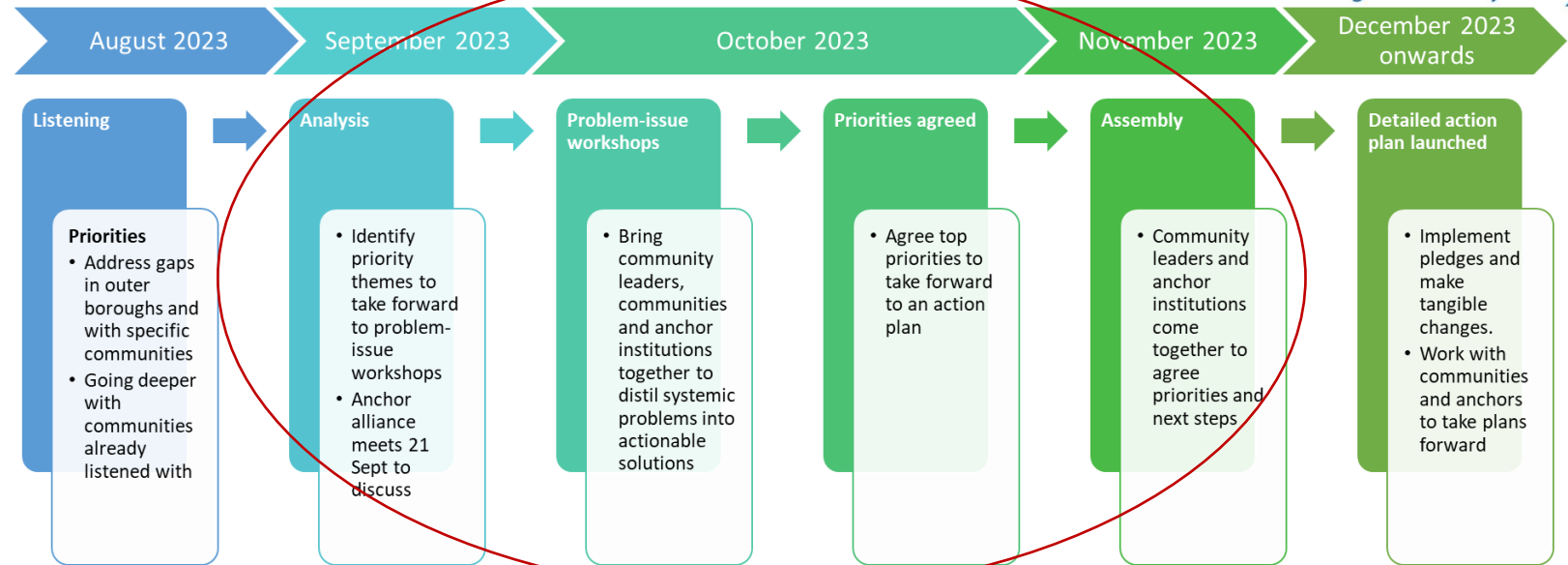


# Figures by Borough (as of 20 September)

Borough	Number of people engaged
Across SE (unspecified boroughs)	89
Bexley	88
Bromley	81
Greenwich	130
Lambeth	825
Lewisham	235
Southwark	1034
<b>Total</b>	<b>2,482</b>

Borough	Plan to increase engagement
Bexley <small>(see Appendix for more info)</small>	<ul style="list-style-type: none"> <li>Currently in contact with eight organisations (Bexley Voluntary Service Council, Evergreen UK, Bexley Healthwatch, Age UK, Girlguiding, Galaxy Club + Christ Church, Bexley Snap, Belvedere Community Centre) who have supported/are working to support listening efforts.</li> <li>We have also reached out to 25 other organisations in Bexley to see how they can support us to facilitate additional listening activities.</li> </ul>
Bromley <small>(see Appendix for more info)</small>	<ul style="list-style-type: none"> <li>Currently in contact with three organisations (Bromley Lewisham Greenwich Mind, Bromley F.C. and Bromley Well) who have supported listening efforts.</li> <li>We have also reached out to 25 other organisations in Bromley to see how they can support us to facilitate additional listening activities.</li> </ul>
Bexley and Bromley	<ul style="list-style-type: none"> <li>Between July and September, we have conducted four listening trainings for NHS staff, voluntary sector organisations, local authority, and Anchor Alliance members with a total number of 55 people participating. We hope to soon see their contributions to the campaign over the coming weeks as they carry out their own listening activities.</li> <li>We also spoke to the SEL ICS Mental Health Partnership Group on Monday and a few members shared how they may be able to support us by facilitating connections to other VCSE organisations.</li> <li>Any additional support the Anchor Alliance members would like to provide would be appreciated.</li> </ul>

# September and October workshops



**1. SOLUTIONS WORKSHOP 30<sup>th</sup> SEPTEMBER (Community Leaders)**

## 2. CO-PRODUCTION WORKSHOPS, October (Community Leaders and decision-makers)


- Work, Wages, and Cost of Living – 10 October at 11:30 am
- Children, Young People, and Parents – 11 October at 11 am
- Housing – 12 October at 11:30 am
- Mental Health and Social Isolation – 18 October at 1 pm
- Migration and Race – 19 October at 3 pm

**3. SOUTH EAST LONDON CITIZENS ASSEMBLY, November 15<sup>th</sup> (ALL together)**

# What are we hearing across key themes?


- Poor conditions
- Lack of affordability
- Lack of provision
- Mold/damp
- Overcrowding and its impact on wellbeing
- Repair issues and how these are a constant source of stress

**Housing**




- Lack of institutional trust
- Conditions in migrant hotels
- Systemic racism/ discrimination
- Language barriers
- Interpersonal racism/stereotyping (acts of trauma)
- Minority groups feeling like their needs are ignored by the system

**Migration and Race**




- Difficulty paying bills
- Additional financial pressures for specific groups e.g. parents
- Cost of public transport
- Unsupportive employers/not inclusive
- Lack of employment opp'y
- Low wage jobs

**Work, Wages, and Cost of Living**




- Waiting times
- Access challenges for specific communities
- Lack of timely/relevant information
- Addiction impact on families
- Loneliness especially for older adults
- Stigma

**Mental Health and Social Isolation**



- Lack of youth provision (clubs, spaces etc)
- Lack of accessible parent education
- Bullying in school
- Cost of childcare
- Need for parent groups
- Concerns around safety

**Children, Young People, and Parents**





# Community health assembly - November 2023

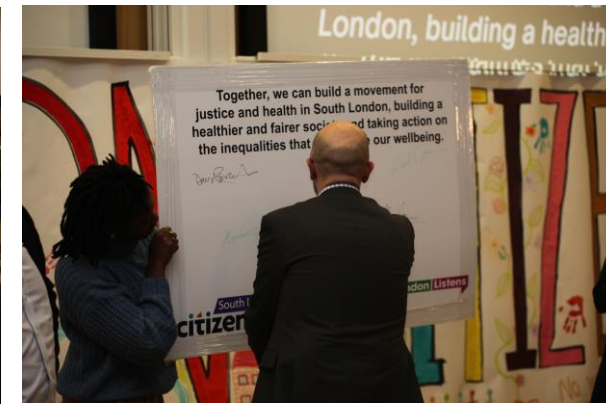


- A community health assembly was held on 15 November
  - To come back together with communities who have been involved in the listening campaign
  - To demonstrate how we will take action on the things that matter to them
  - To share agreed priorities for action through the Anchor System Programme
  - For local people to share their stories
  - To celebrate community achievements



- Pledges were developed for each of the key themes identified during the listening exercise which were signed and agreed by leaders across NHS and local authorities, identifying actions. [You can read the full pledges here.](#)

- [You can read more about the assembly here.](#)





# South East London Living Wage System

 **Lizzie Smith**  
@Lizzie\_Smith77

We won! Such a thrill. Thanks so much @LivingWageUK #LivingWageChampions for your support to the NHS in London. 83% of London hospitals on track for LLW, amazing, much more to do. @NinaHemmings92 @NHSLocalGrowth @NHSEnglandLDN @CEO\_DavidB



All trusts  
accredited

- All five NHS trusts in South East London ICS are accredited as London Living Wage Employers
- 2,894 staff received an uplift as a result of these accreditations (NHSE data)

SEL leadership  
on LLW

- National recognition of London's role in living wage rollout – David Bradley, SLaM CEO jointly awarded at the Living Wage Champion awards alongside Lizzie Smith, regional SRO for anchors at NHS England

Next steps

- Now looking towards developing our action plan for South East London's recognition as a 'Living Wage System' – looking at scaling living wage across other sectors inc. primary care etc

# Using VCSE partnerships to support widening access to health and care careers

## HEE funding

- £250k anchor funding from NHSE London to advance widening participation initiatives
- Our proposal focused on partnerships with the voluntary sector to reach underrepresented communities, codesigning solutions to these barriers to good work
- Key VCSE organisations have been connected into the anchor listening campaign and we have begun listening to group of people underrepresented in the health and care workforce.

## Links with our anchor listening campaign

- Establishing closer links with the SEL Jobs Hub and VCSE organisations to enable better collaboration around opportunities in health and care
  - **Refugees, asylum seekers and migrants**
  - **People from Black, Caribbean or African heritage**
  - **People with caring responsibilities**
  - **Deaf people**
  - **Neurodivergent people, with particular focus on people on the autistic spectrum**

## Next steps

- Identified six VCSE partners to lead a codesign process with communities – existing networks, connection spaces and collaboration with priority communities
- CVS leaders now deciding final partners to collaborate with, with codesign with communities to commence in October – connecting in with wider anchor codesign

# Appendix

## Excerpted list of groups who have participated in the listening campaign

Borough	Organisations/Institutions that facilitated the listening
Across SE (unspecified boroughs)	<ul style="list-style-type: none"> <li>• SLaM</li> <li>• Anchor institutions in the SE</li> <li>• SEL People's Panel</li> </ul>
Bexley	<ul style="list-style-type: none"> <li>• Anchor institutions</li> <li>• Belvedere Community Centre</li> </ul>
Bromley	<ul style="list-style-type: none"> <li>• South East London ICB (mix of Bromley residents of ages and genders)</li> <li>• United Hearts (Latin American support group of people who have experienced gender-based violence)</li> <li>• Mencap Bromley</li> </ul>
Greenwich	<ul style="list-style-type: none"> <li>• Lewisham and Greenwich Citizens Delegate Assembly (includes migrant groups and/orgs that support them like Creating Ground)</li> <li>• English for Action</li> </ul>
Lambeth	<ul style="list-style-type: none"> <li>• Familia + Autismo (Latin American parents of children with autism and special needs)</li> <li>• Lambeth Citizens organisations and Be Well Hubs (The Brilliant Club, Hetherington and Clapham Park Patient Group, South London Refugee Association Women's Group, etc)</li> <li>• Kings College London (King's for Change, ParentPower, etc)</li> </ul>
Lewisham	<ul style="list-style-type: none"> <li>• Lewisham and Greenwich Citizens Delegate Assembly (includes migrant groups and/orgs that support them like Creating Ground)</li> <li>• Grinling Gibbons and Lucas Vale Primary Schools (parents of mixed ethnicity and nationalities)</li> <li>• School leaders</li> <li>• Lewisham Refugee and Migrant Network</li> <li>• Holistic Well Women</li> </ul>
Southwark	<ul style="list-style-type: none"> <li>• Bradfield Youth Club (children and young people from North Peckham)</li> <li>• St Luke's Peckham</li> <li>• St James the Great Church (large church with predominantly Black and migrant congregation)</li> <li>• Many schools (Surrey Square Primary, Notre Dame Girls School, Dulwich College, St James Primary, Notre Dame RC Secondary School, etc)</li> </ul>

# Appendix

## Organisations we've reached out to in Bexley

Greenwich & Bexley Community Hospice	Jesse's Place Foundation
Love Bexley	Libraries
Age UK	Bexley Moorings Project
Bexley Foodbank	Bexley Voice
Mind in Bexley	St Lawrence Charitable Fund
Bexley Voluntary Service Council	Bexley Down Syndrome Group
Bexley Women's Aid	Family Lives
Social Arts for Education	Kemnal Tech College
Lighthouse Educational Society	Bishop Justus Church
Danson Youth Centre	Hayes School
Skills for Life	Langley Park School for Girls
Advocacy for All	Eden Park High School
St Mary the Virgin Church	

## Organisations we've reached out to in Bromley

Bromley Town Church	Living On
Bromley Baptist Church	St Christopher's
Al-Emaan Centre	Talk Together
Bromley F.C.	Brighter Beginnings
Ravensbourne School	Home Start
Bulliers Wood Boys	Age UK
Chislehurst School for Girls	Foodbank
Darrick Wood School	The Mary Dolly Foundation
Charles Darwin School	The Maypole Project
Bromley Children and Families Voluntary Sector Forum	Turn Around
Bromley Experts by Experience	Westmeria School
Bromley Parent Voice	
Mind	
CASPA	