Survey Data Analysis:
Anchor Institutions – What Matters to You

Prepared for UCLPartners Measurement Toolkit for Health Anchors

Megan Morgan, Data Analyst, UCLPartners

16 June 2023

Background

UCLPartners created this survey to support a wider piece of work to develop a Measurement Toolkit for Health Anchors.

The purpose of the survey was to give an indication of how members of the public, and those working within or in partnership with the NHS, would prioritise anchor work.

The survey ran for 4 weeks from May 16th to June 12th 2023.

It was available online, and was circulated through stakeholder networks and anchor groups.
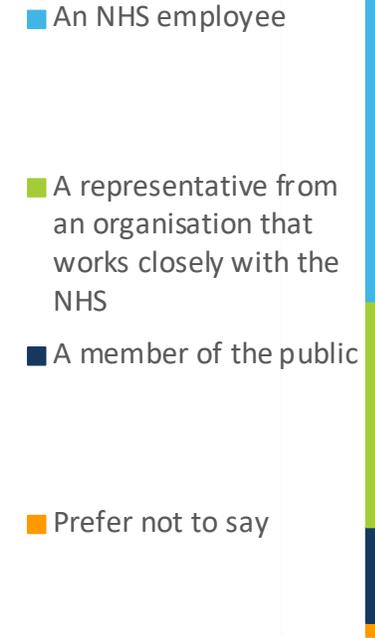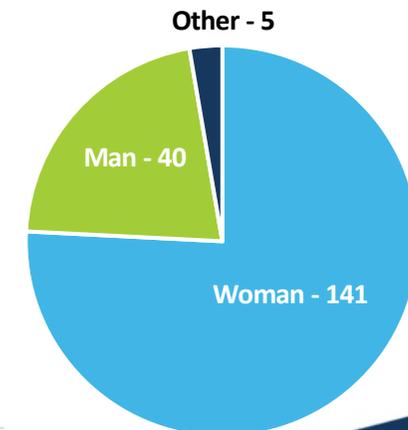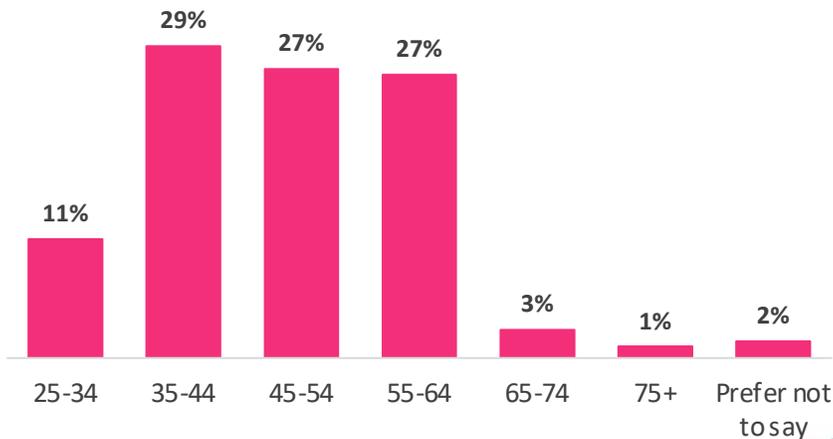
96% Of respondents agreed to take part in the survey (out of 194 responses)

Demographics

Summary

- 92 individuals (49%) are NHS employees
- 63 individuals (34%) are representatives from an organization that works closely with the NHS
- 27 individuals (14%) are members of the public
- 156 respondents (83%) between the ages of 35-65
- 141 respondents (75%) identified as a woman, whilst 40 (21%) identified as a man
- 2 individuals described their gender as 'Non-binary', 3 'Prefer not to say' and 1 'Other'

■ An NHS employee

■ A representative from an organisation that works closely with the NHS

■ A member of the public

■ Prefer not to say

49%

34%

14%

2%

Age	%
25-34	11%
35-44	29%
45-54	27%
55-64	27%
65-74	3%
75+	1%
Prefer not to say	2%

Other - 5

Man - 40

Woman - 141

UCL**Partners**

Demographics

Ethnicity

White	**80%**
Asian / Asian British	**7%**
Mixed / Multiple ethnic groups	**4%**
Black / African / Caribbean / Black British	**2%**
Other	**3%**
Prefer not to say	**4%**

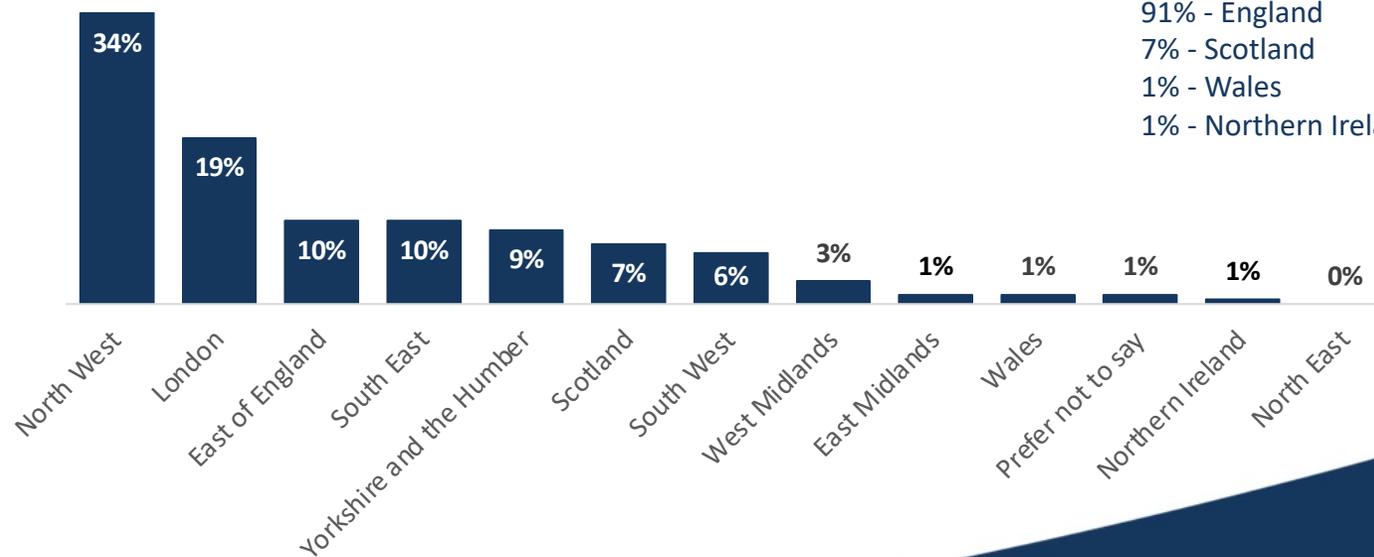**95%** Of respondents speak English as their main language

16% Of respondents have a disability

Summary

- 150 respondents (80%) were white, whilst 14 individuals (7%) were Asian / Asian British
- 8 respondents were mixed, 4 were Black/African/Caribbean/Black British
- 7 respondents 'Prefer not to say' and 4 respondents stated 'Other'
- 175 respondents (95%) stated English as their main language
- 30 respondents (16%) consider themselves to have a disability
- 63 respondents (34%) live in the North-West region, whilst 36 respondents (19%) live in London
- 170 respondents (91%) live in England

Country Breakdown

91% - England
7% - Scotland
1% - Wales
1% - Northern Ireland

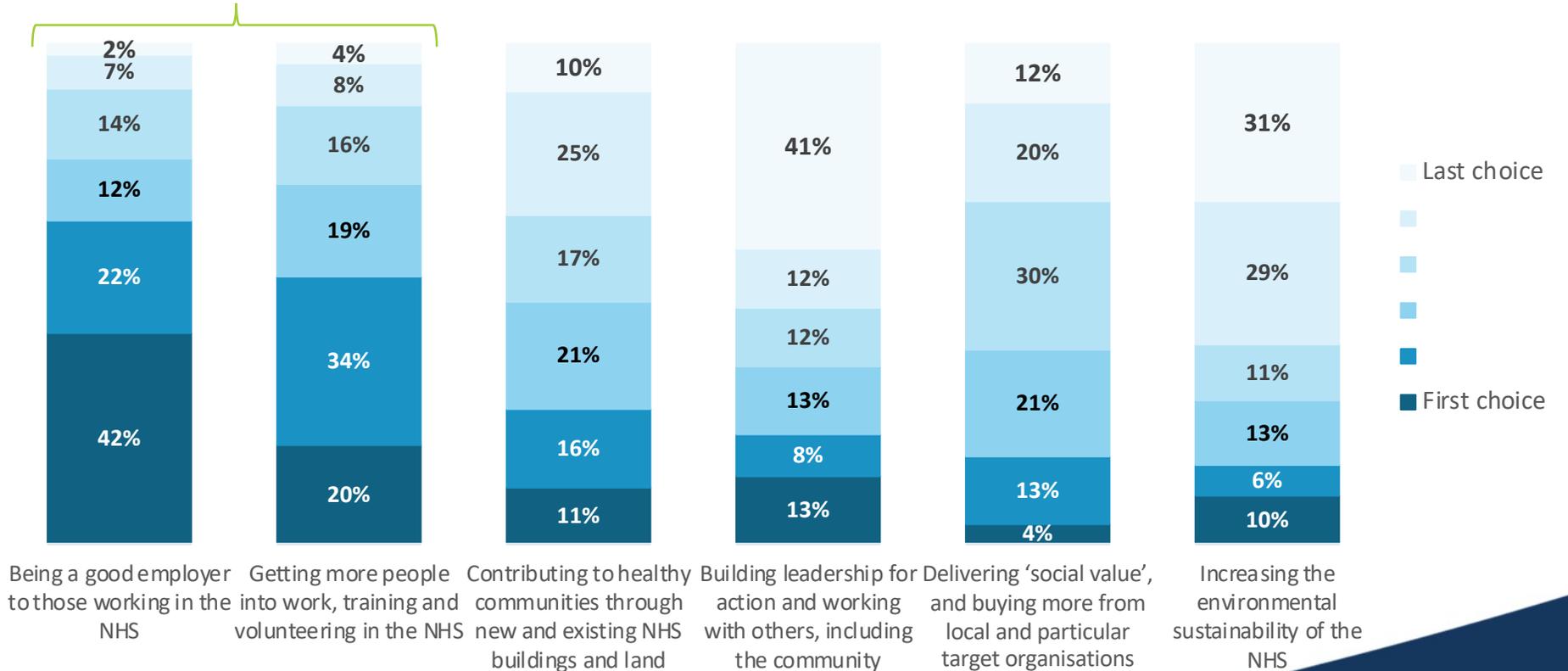| Region	Percentage
North West	34%
London	19%
East of England	10%
South East	10%
Yorkshire and the Humber	9%
Scotland	7%
South West	6%
West Midlands	3%
East Midlands	1%
Wales	1%
Prefer not to say	1%
Northern Ireland	1%
North East	0%

UCLPartners

Main Areas of Anchor Action

62% of respondents rated one of these statements as the most important

82% of respondents rated one of these as either their first or second choice

Summary

- Employment is viewed as the most important area for action

- Within this area the number one rated action is to pay all staff at least the real living wage (a minimum wage based on the cost of living)

Last choice

First choice

Being a good employer to those working in the NHS	Getting more people into work, training and volunteering in the NHS	Contributing to healthy communities through new and existing NHS buildings and land	Building leadership for action and working with others, including the community	Delivering 'social value', and buying more from local and particular target organisations	Increasing the environmental sustainability of the NHS
2%	4%	10%	41%	12%	31%
7%	8%	25%	12%	20%	29%
14%	16%	17%	12%	30%	11%
12%	19%	21%	13%	21%	13%
22%	34%	16%	8%	13%	6%
42%	20%	11%	13%	4%	10%

Thinking about the work of NHS anchor hospitals in your local area, which of these are the most important to you?
Please rank from 1-6 (one being the most important); Sample = 178 respondents
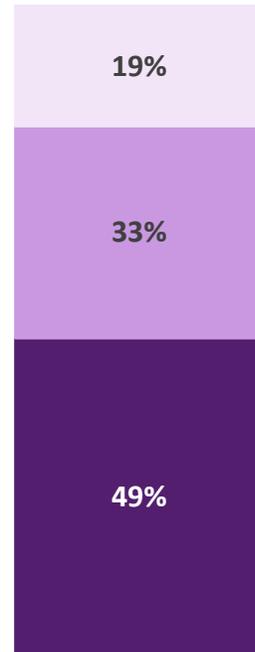
UCL**Partners**

Employment – being a good employer

- Paying all staff at least the real living wage was overwhelmingly rated the number 1 action in this area

- Among NHS staff "Provide support for career progression, especially for local people or particular staff" was the 2nd highest ranked action

"Pay commensurate with skills and increasing with cost of living. No zero hours contracts. Living wage. Better conditions for staff (canteen, parking, HR support, corporate awards). Career advancement."
– An NHS Employee

Top 3 actions

7%	20%	17%	21%	35%
7%				
9%	18%	24%	32%	19%
17%	27%	21%		23%
			20%	
59%	24%	32%	15%	12%
	11%	6%	13%	11%

Pay all their staff at least the real living wage | Ensure employment terms and conditions support better health and wellbeing for staff | Tackle unfair differences in pay | Provide better support for employees and support to stay in work | Provide support for career progression, especially for local people or particular staff
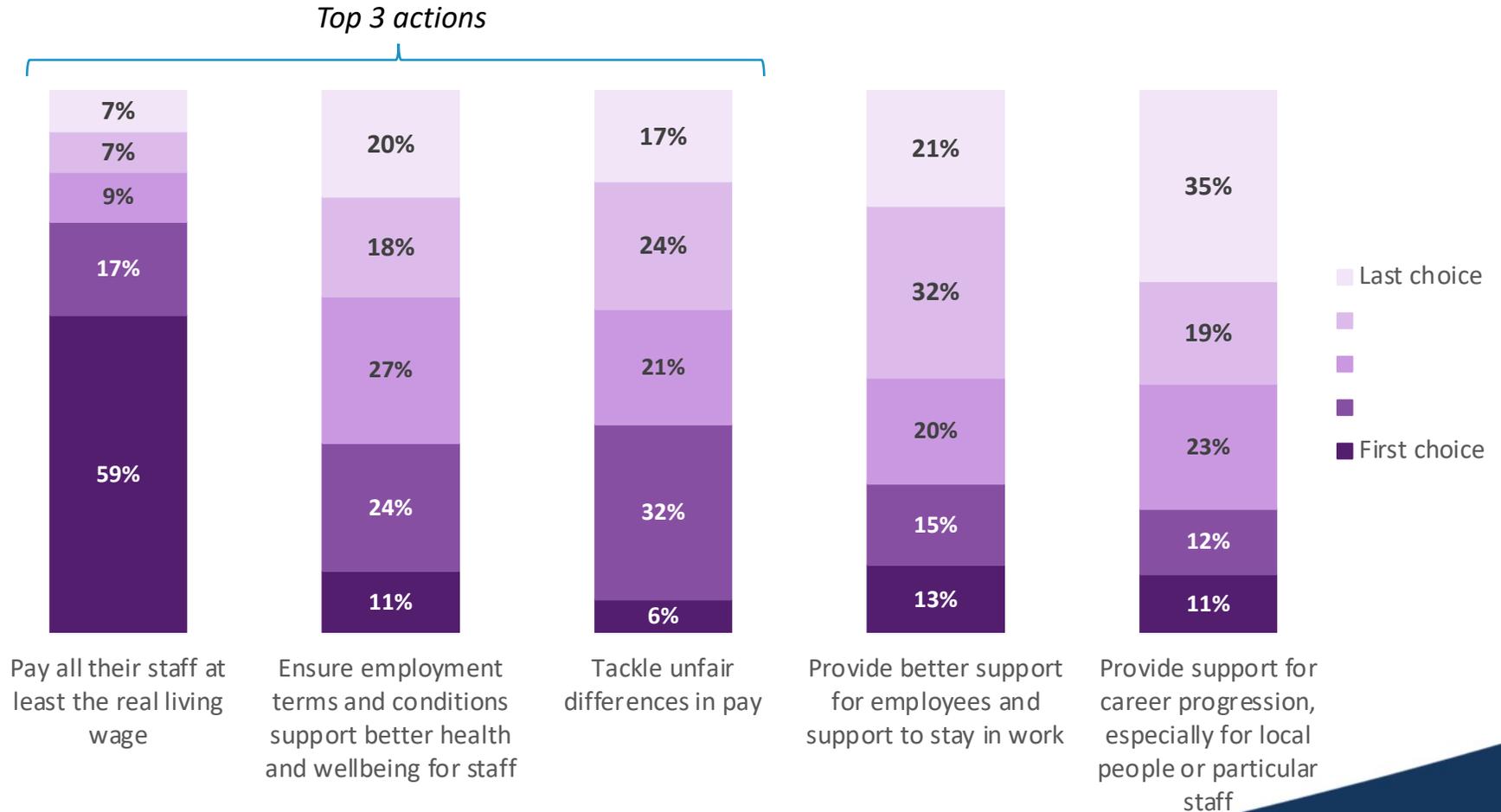
Last choice
First choice

Which of the following actions that hospitals can take is the most important to you?
Please rank from 1-5 (one being the most important); Sample = 174 respondents

UCLPartners

Procurement

- The top two actions were the same for all employment groups

"The portals and applications can be discriminatory to small companies. It is disheartening spending weeks on portal applications and not getting feedback afterwards."
– Works closely with NHS

"Asking suppliers to become accredited Living Wage employers, including this as part of procurement process."
– An NHS employee

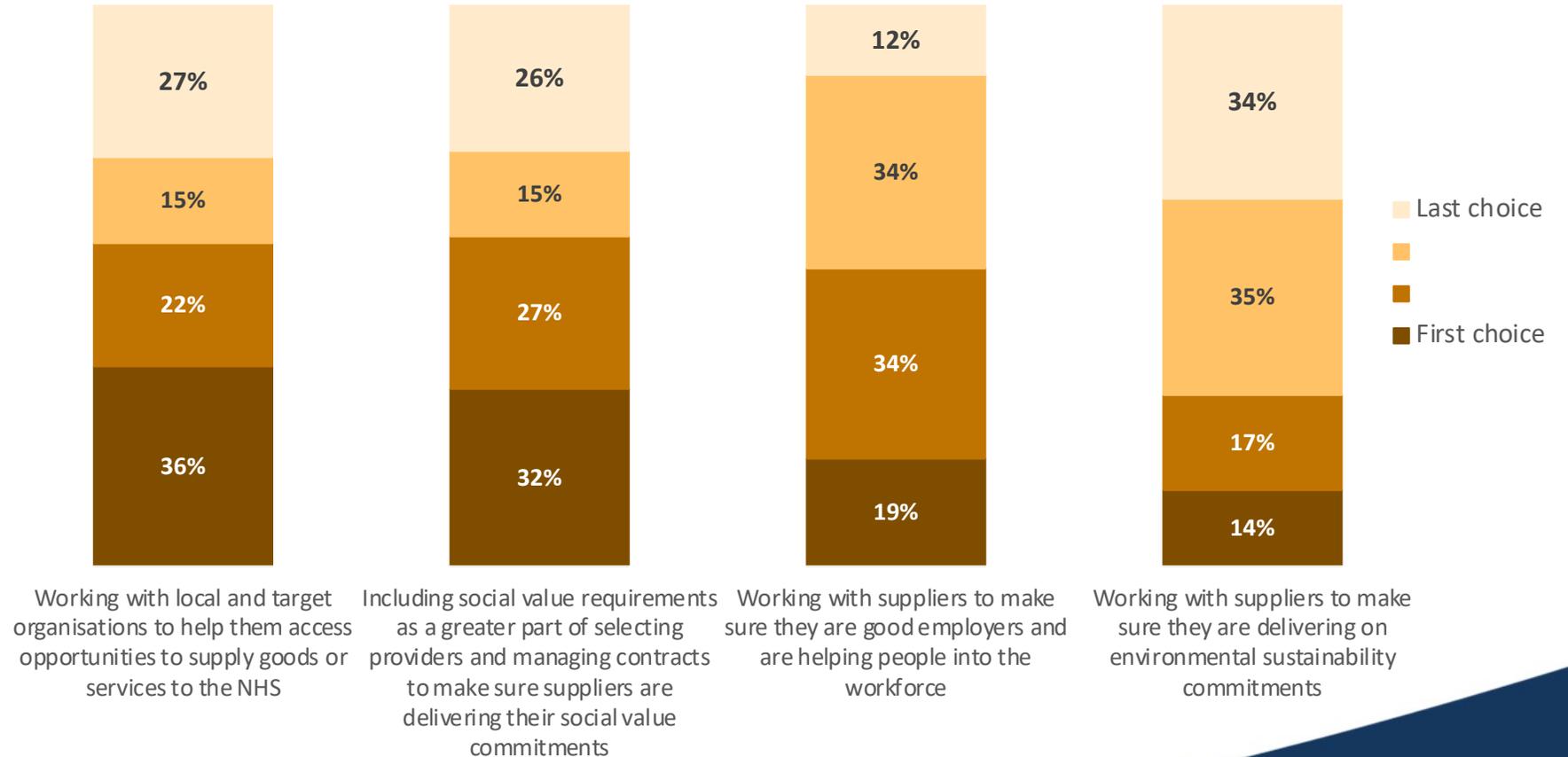|	Working with local and target organisations to help them access opportunities to supply goods or services to the NHS	Including social value requirements as a greater part of selecting providers and managing contracts to make sure suppliers are delivering their social value commitments	Working with suppliers to make sure they are good employers and are helping people into the workforce	Working with suppliers to make sure they are delivering on environmental sustainability commitments
Last choice	27%	26%	12%	34%
	15%	15%	34%	35%
	22%	27%	34%	17%
First choice	36%	32%	19%	14%

Which of the following actions that hospitals can take is the most important to you?
Please rank from 1-4 (one being the most important); Sample = 177 respondents

UCL**Partners**

Land & Buildings

- The key action to take in this area is creating community facilities, and redesigning existing buildings, with a focus on mental health and wellbeing

"Encourage the local community around hospital sites to participate in improving NHS greenspaces"
- An NHS employee

"Improve staff areas such as canteens and rest spaces. Staff spaces being very limited contributes to staff feeling undervalued and burnt out"
- An NHS employee

Creating community facilities using NHS land, and redesigning and managing NHS buildings with health and wellbeing in mind
- 7%
- 12%
- 16%
- 22%
- 43%

Working with the local community to design new developments and manage existing NHS land and buildings collaboratively
- 21%
- 22%
- 17%
- 22%
- 18%

Using new NHS development as an opportunity to work with local or target suppliers, improve local employment and contribute to sustainability goals
- 20%
- 19%
- 25%
- 15%
- 21%

If NHS land or buildings are no longer needed, ensuring they are used in a way that supports the local community
- 19%
- 25%
- 24%
- 18%
- 14%

Offering NHS land and buildings to local organisations (such as community groups) to use
- 32%
- 22%
- 18%
- 23%
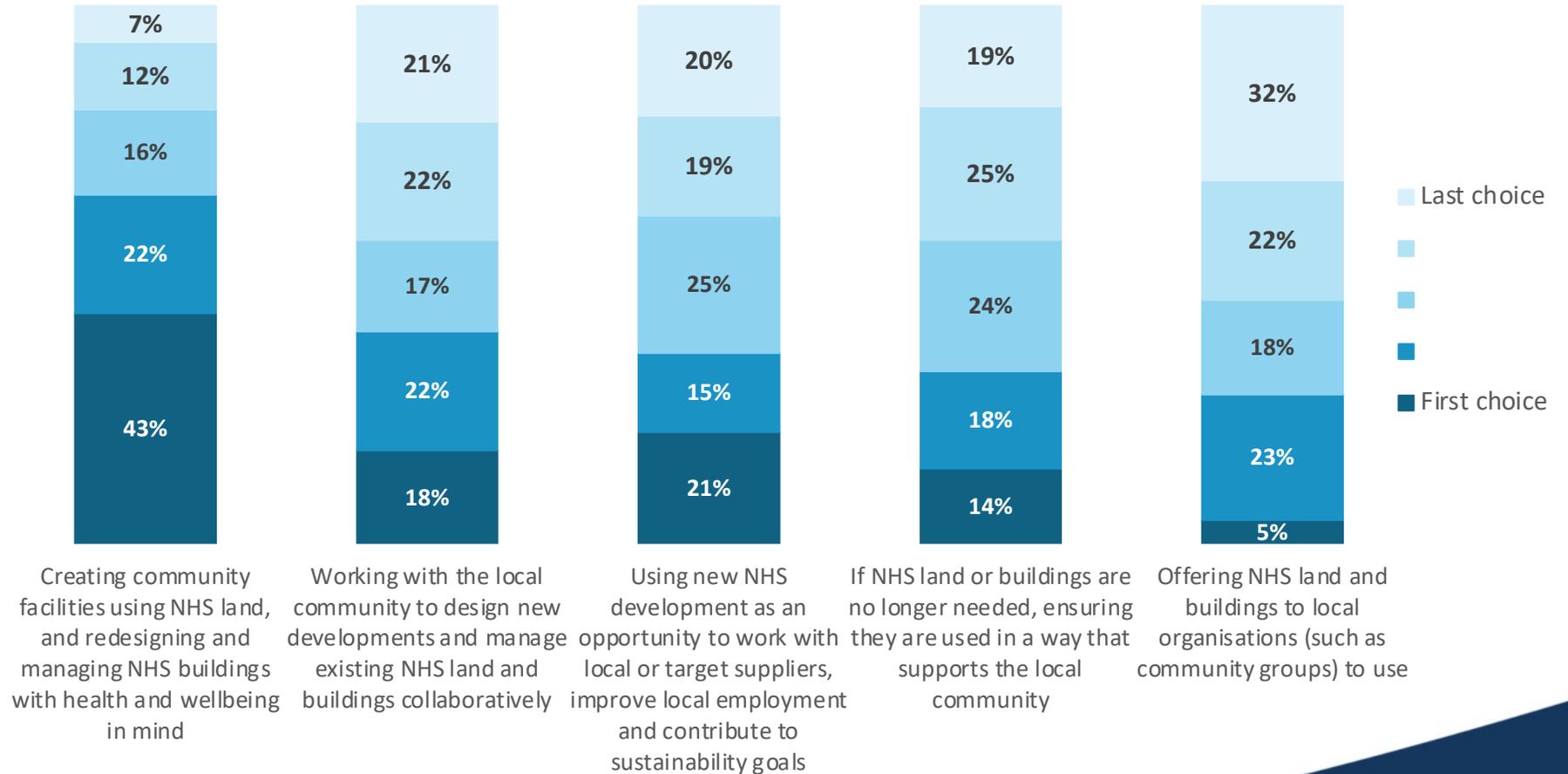- 5%

Legend:
- Last choice
- First choice

Which of the following actions that hospitals can take is the most important to you? Please rank from 1-5 (one being the most important); Sample = 177 respondents

UCLPartners

Sustainability

Top 3 actions

- Environmentally sustainable design, reducing energy use and increasing energy efficiency of health care buildings was rated the most important action in this area

"We should consider digital inclusion alternatives where we can do to reduce journey footprint; this also helps people who find it difficult to travel"
– An NHS employee

"Work with local bus and train operators to make public transport a viable option for staff working shifts"
– A member of the public

Stacked bar chart data:

	First choice (darkest)					Last choice (lightest)
Using environmentally sustainable design, reducing energy use and increasing energy efficiency for new and redesigned health care buildings	48%	29%	14%	6%	4%	
Making sure that when building new NHS buildings, or retrofitting existing buildings, they are future-proofed to cope with potential future climate shocks	26%	27%	14%	13%	8%	11%
Reducing waste and disposing of waste in more environmentally friendly ways	18%	27%	25%	17%	11%	2%
Supporting staff and visitors to choose active and sustainable travel options and reduce their car journeys	3%	10%	17%	21%	21%	28%
Reducing the use of carbon-emitting vehicles	3%	3%	16%	29%	23%	26%
Increasing the environmental sustainability of hospital food	3%	4%	14%	16%	32%	32%

Which of the following actions that hospitals can take is the most important to you?
Please rank from 1-6 (one being the most important); Sample = 175 respondents
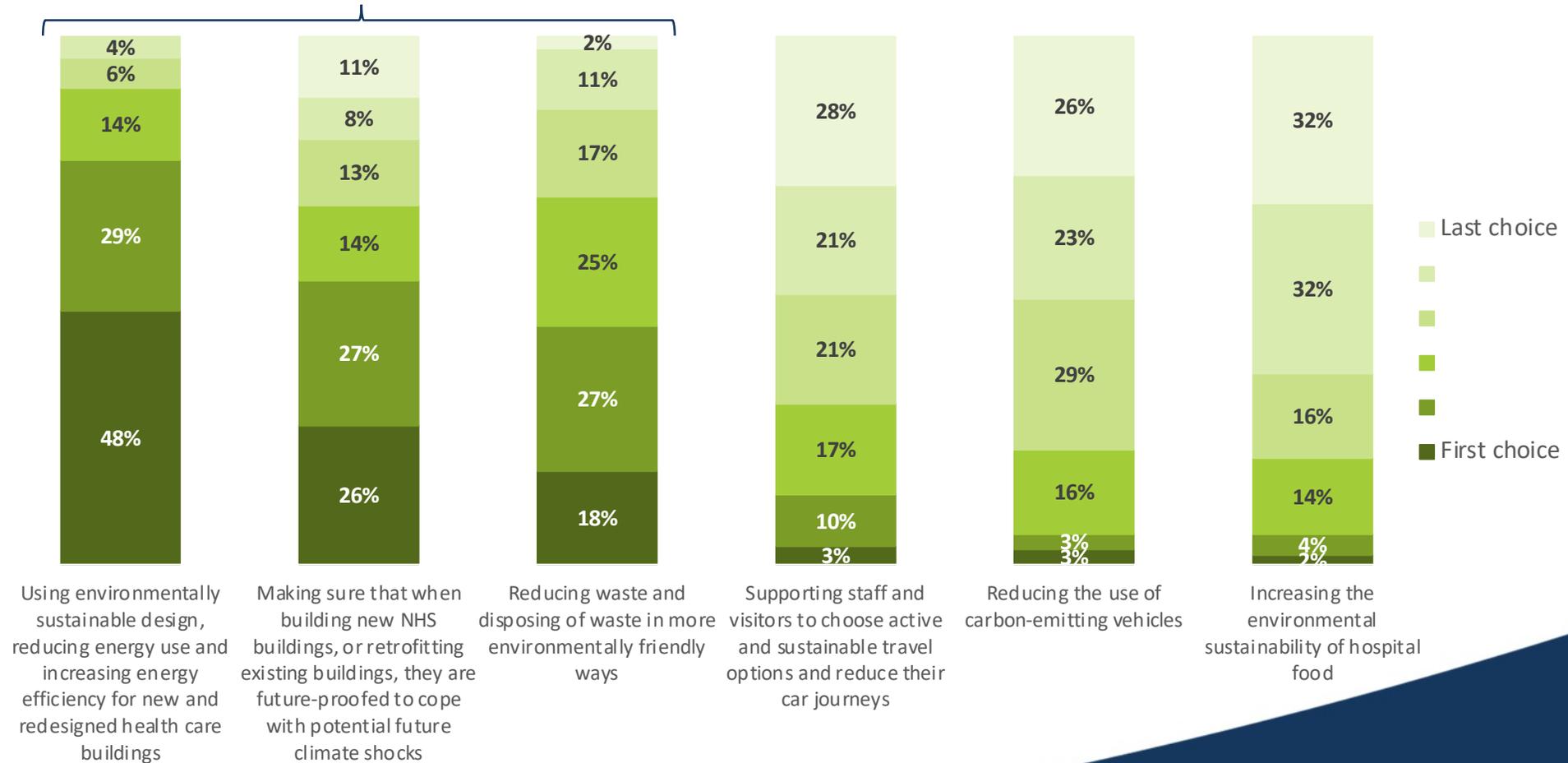
UCLPartners
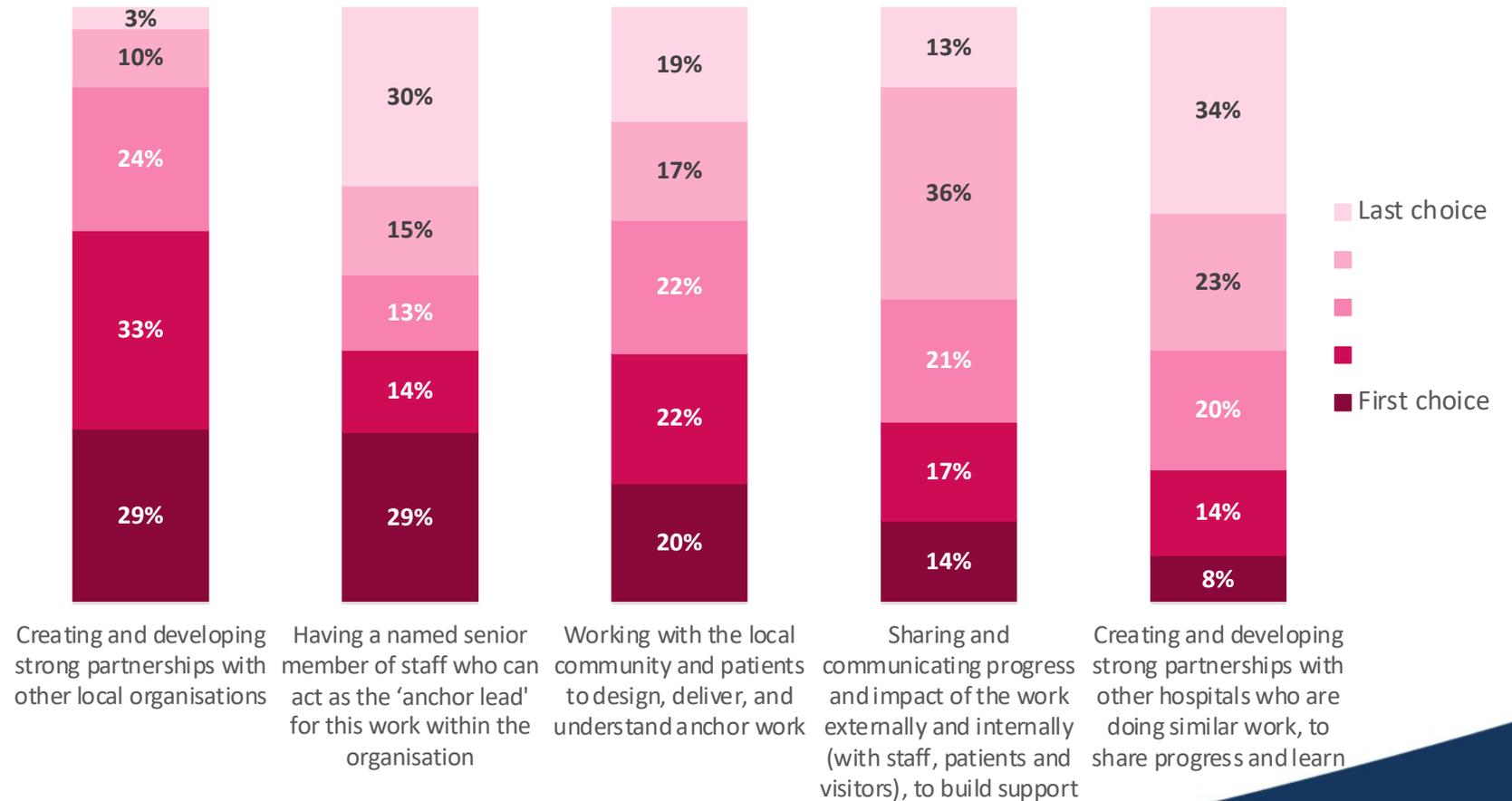
Partnership & Leadership

- Creating and developing strong partnerships with other local organisations was ranked as the most important action

- Sharing and communicating progress and impact of the work externally and internally was more important among members of the public, 38% rated it as either their 1st or 2nd choice

"Need to evidence successes and show what difference the agenda is making."
– An NHS employee

"Accountability/ transparency of reporting from the 'anchor lead' as part of the role."
– An NHS employee

Creating and developing strong partnerships with other local organisations
- 3%
- 10%
- 24%
- 33%
- 29%

Having a named senior member of staff who can act as the 'anchor lead' for this work within the organisation
- 30%
- 15%
- 13%
- 14%
- 29%

Working with the local community and patients to design, deliver, and understand anchor work
- 19%
- 17%
- 22%
- 22%
- 20%

Sharing and communicating progress and impact of the work externally and internally (with staff, patients and visitors), to build support
- 13%
- 36%
- 21%
- 17%
- 14%

Creating and developing strong partnerships with other hospitals who are doing similar work, to share progress and learn
- 34%
- 23%
- 20%
- 14%
- 8%

Legend:
- Last choice
- First choice

Which of the following actions that hospitals can take is the most important to you?
Please rank from 1-5 (one being the most important); Sample = 86 respondents

UCLPartners

Comments from respondents from the survey

"An explicit focus on inequalities - understanding where are current staff are from and where we could increase equity and focusing our efforts on those areas by working with the VCFSE and other anchors in those places."
– An NHS employee

"It's a must now to have staff health and wellbeing policies and supporting mental health in the workplace however, a policy is one thing, actioning that and all follow through is vital."
– An NHS employee

"Culture of bullying in the NHS. Needs to be addressed as the roles in themselves are stressful."
– An NHS employee

"Reinstate bursaries to remove debt from training"
– A member of the public

"Involving and engaging the local community. Promote visibly preventative solutions to health"
– A member of the public

"Put in place measures to show progress to Anchor Goals"
– Works closely with the NHS

"Working in partnership with local communities to co-produce these interventions, particularly those communities often tarred with the 'hard to reach' label"
– Works closely with the NHS

UCLPartners

Thank you

For more information please contact:

Matilda Allen

Matilda.allen@uclpartners.com

Dr Dominique Allwood

Dominique.allwood@uclpartners.com

www.uclpartners.com
@uclpartners