

WHICH NHS ORGANISATIONS ARE ACCREDITED?

Case studies of the five NHS Trusts below are included in the following pages. To view and search through our full list of Living Wage Employers, [click here](#) to find our [interactive Living Wage map](#).

80
accredited NHS
organisations

including
22
accredited Trusts
and Health
Boards

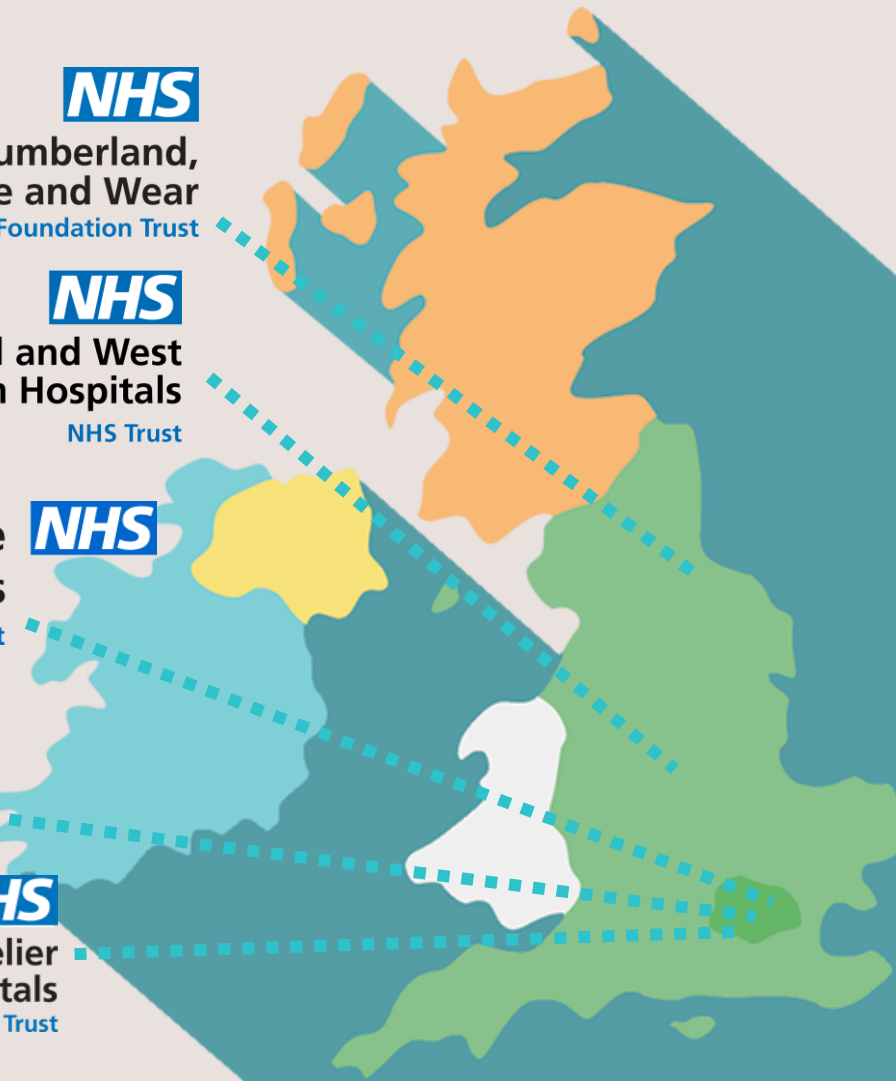
NHS
Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

NHS
Sandwell and West
Birmingham Hospitals
NHS Trust

NHS
University College
London Hospitals
NHS Foundation Trust

NHS
Chelsea and Westminster Hospital
NHS Foundation Trust

NHS
Epsom and St Helier
University Hospitals
NHS Trust



CUMBRIA, NORTHUMBERLAND, TYNE & WEAR NHS FOUNDATION TRUST

CNTW NHS Foundation Trust became an accredited Living Wage Employer in 2013. They were the first NHS Trust in the North-East of England to accredit with the Living Wage Foundation and have championed the Living Wage during Living Wage Week each November.

“The Living Wage Foundation came onto our radar in 2013. In order to internally approve the accreditation, work was done by a colleague to build the business case for the executive team, and it was agreed that we would roll it out. This was in mid-2013, and we were able to roll out the Living Wage in 2014.”

Reasons behind their accreditation:

“This was partly to do with corporate social responsibility, but also to reflect our service users in the communities we support. Parts of the North-East have big social deprivation, so we felt if we could say we were a Living Wage Employer and invested time into educating people within the Trust about what that meant, that could encourage candidates who maybe wouldn’t have applied to work in the NHS to come forward and work with us.”

Why pay the Living Wage?

“Accreditation helps with the recruitment and retention side of things as well. It goes alongside the other suite of offers that the NHS provide – we have a good pension scheme, sickness scheme, death in service etc., so we have a good package of reward benefits. We want to make sure that everything aligns.”

The accreditation process and its challenges:

“The process of committing to the Living Wage has been quite smooth since accreditation. We have internal processes which we go through in November (when the new Living Wage rates are announced) and then we revisit this in March in order to get the payroll through. It’s pretty streamlined.

“When thinking about our subcontractors, we just have to make sure that we’ve got the Living Wage written into their contract agreements as standard. We’ve received no negative feedback from any of our contractors or agencies that we work with in regards to implementing the Living Wage.”



4. Case Studies of Accredited NHS Trusts

CHELSEA & WESTMINSTER HOSPITAL NHS FOUNDATION TRUST

Chelsea & Westminster Hospital NHS Foundation Trust accredited with the Living Wage Foundation in 2020, becoming the 2000th London Living Wage Employer.

“The buy-in and support of accreditation from the Trust’s perspective was clear from the beginning – it wasn’t a matter of having to work through why this was beneficial.”

“One of our strategic objectives for the Trust is to be the ‘Employer of Choice’ so the fact that we are now able to use the Living Wage Employer logo really helps with that. The Living Wage Foundation helps with building a really positive brand, so we’ll be using that on our official communications, particularly in our recruitment paperwork.”

“We are seeing much more interest for non-clinical roles from people who haven’t previously worked in the NHS. For them, seeing our branding that we are a Living Wage Employer will be a benefit.”

“From the patients’ perspective, when they come in and out and they see that we are a Living Wage Employer – we’ll display this – it will also help them feel better looked after.”

Why pay the Living Wage?

“Our accreditation highlights how everyone who works for the NHS is very important – sometimes we focus mainly on the qualified staff, but the NHS is a huge puzzle, and everyone has to come together to provide the services. Making sure that the lowest paid staff are paid fairly helps to support that message.”



4. Case Studies of Accredited NHS Trusts

SANDWELL & WEST BIRMINGHAM NHS TRUST

Sandwell & West Birmingham NHS Trust accredited as a Living Wage Employer in 2018. They have since championed the Living Wage as an anchor institution by joining the action group to Make Birmingham a Living Wage City.

“The Living Wage Employer accreditation was in close alignment with our values as an organisation and ambitions for wanting to be a significant employer within our local community, and not just a provider of healthcare. When you look at the needs of our local community, it’s one of the most deprived in the country, and with that deprivation, there are lots of opportunities to be able to make a difference and harness the potential of the skills that we have available.”

“To be a responsible employer in a meaningful way, we have to recognise that people need to have a basic standard of living in order to be able to explore employment and educational opportunities with us, which enable them to go onto a career pathway.”



Dinah McLannahan
Chief Finance Officer

Going further than Living Wage Employer accreditation:

“In reality, there is very little difference between Band 1 and Band 2 pay scales and roles, and nationally it’s been recognised to remove the Band 1 pay scale. But within our organisation, if you take the Healthcare Assistant (HCA) role in particular, we were also looking at the differences between what we expect a Band 2 and a Band 3 HCA to do, and looking at the fairness of the pay between these roles.

“Living Wage Employer accreditation fits in with our wider ambitions of fairness and efficacy around pay. We want to live our values and for it not to be seen as just rhetoric, but for it to be a reality in terms of the experience that our staff receive.”

“We are identifying which of our suppliers are accredited as Living Wage Employers and which aren’t, and we will work with the Living Wage Foundation on the best way to accredit them. There will be some suppliers who aren’t aware of the accreditation, some who need a bit of persuasion to get on board, and some suppliers who for whatever reason are choosing deliberately not to pay the Living Wage. We are going to work with the Foundation on an action plan to maximise the Living Wage within our network.”

UNIVERSITY COLLEGE LONDON HOSPITALS NHS FOUNDATION TRUST

UCLH

We are committed to delivering top-quality patient care, excellent education and world class research

Safety
Kindness
Teamwork
Improving



UCLH NHS Foundation Trust became a Living Wage Employer in 2015. They tackled the challenges to accreditation head on:

“When we first started thinking about the Living Wage, when bands 1 and 2 were still around, we were recognising that there are higher pressures in London around wages and costs of living.”

“We had been talking to the mayor’s office about the cost of living, and what was being done about housing and transport, and at that time, apart from expressions of wanting to do better, there wasn’t much that was tangibly making people’s lives more affordable.”

“Becoming a London Living Wage Employer was a tangible option to pay people a wage that took the high cost of living in London into account. It led to the phasing out of the use of pay bands below the London Living Wage at UCLH even before that became a national initiative. This was a direction of travel agreed by our Directors.”

4. Case Studies of Accredited NHS Trusts

What about third-party providers?

“We welcome the fact that accreditation includes the need to apply the London Living Wage to third party contractors. We know that this is something that is important to our NHS staff, our governors, our board and our staffside partners.”

“There’s so much outsourcing going on in the NHS. If we really want to address the issue of low pay, we have to make sure public sector organisations understand that if they’re making a commitment to the Living Wage, they’re committing to a one-tier and not a two-tier wage system.”

“Usually, with an outsourced contract that’s substantial, you’ll start thinking about re-tendering around 2 years before the end of the contract with the current provider. It’s important to think about the Living Wage while you’re tendering. You can then plan it in.”

“There are financial challenges to implementing the London Living Wage in contracts with third party providers particularly as those costs will be passed back to Trusts via the costs of the services, but it’s an issue that goes beyond cost. It’s a moral and ethical issue.”

4. Case Studies of Accredited NHS Trusts

EPSOM & ST HELIER UNIVERSITY HOSPITALS NHS TRUST

Epsom & St Helier University Hospitals NHS Trust accredited with the Living Wage Foundation in 2021. In order to comply with the two accreditation requirements, they opted to TUPE over a number of staff from facilities management and patient transport services, bringing these roles in-house (see page 26 for more details).



What motivated the Trust to become a Living Wage Employer?

“It’s important for us to provide our ancillary staff with a competitive non- Agenda for Change salary and to provide all transferring staff with an appropriate pay rise to recognise their contribution to the Trust and pay accordingly.”

“By signing up to be a London Living Wage accredited employer, it places us in a good position within the London employment market, showing that the Trust is committed to pay a minimum salary for staff to live on.”

“The accreditation is a simple process which is fully supported by the team at the Living Wage Foundation. You’ll be provided with ongoing advice and support and show your local community that you are committed to providing a fair and equitable salary for non-Agenda for Change staff.”

“We hope by pledging to pay the London Living Wage, this will place us in a favourable position as an employer of choice for our ancillary staff. The decision makes us very competitive in our area and provides us with reliability and consistency from our workforce.”

