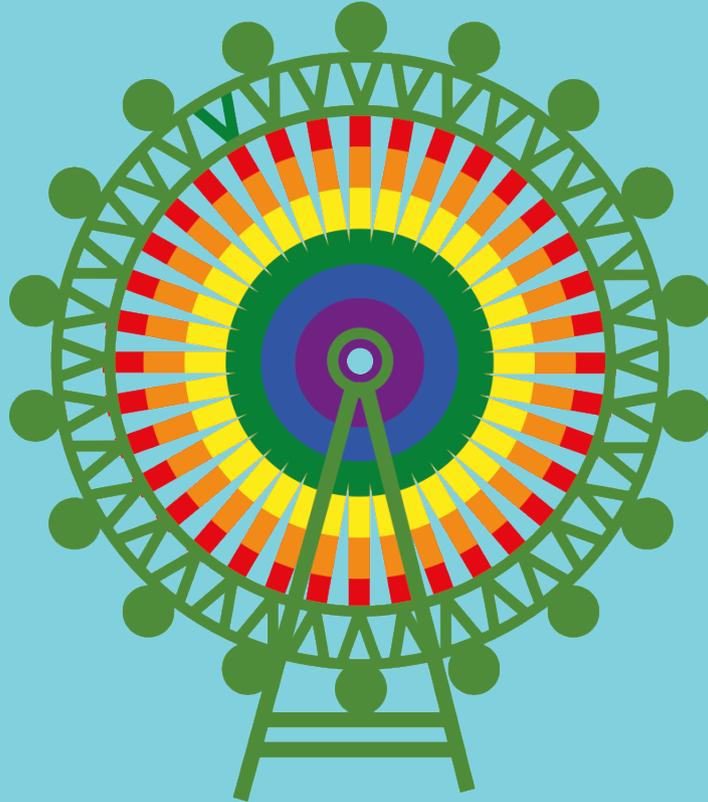




Royal College  
of Nursing  
London



# CARING FOR THE CAPITAL

Nursing and the RCN in London

London offers all the challenges and opportunities of a major international capital with one of the most diverse populations in the world. We are proud that the RCN's membership here reflects the breadth and variety of the communities we serve.



## RCN London

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# Introduction

RCN London members know that nursing in the capital is like nursing nowhere else on earth. As a leading global city with strengths in the arts, commerce, tourism and the media, London offers all the challenges and opportunities of a major international capital.

More than 300 languages are spoken within Greater London, and the city's metropolitan area is one of the most densely populated in Europe. Britons and immigrants of all ethnic, religious and cultural backgrounds work and live side-by-side. The city – and its health service – have always relied on the contribution of migrants. We are proud that the RCN's membership here reflects the breadth and variety of the communities we serve.

In 2015, London shows no signs of slowing down. This year the population has matched its largest pre-1945 peak and projections suggest London will continue to grow. As the population becomes older, and health conditions more complex, demand for the services of nursing staff has never been greater.

In recent years senior health service managers in London have worked hard to protect nursing posts in the face of budget cuts imposed by Westminster. As patient demand continues to increase, protecting staffing posts is no longer enough: London needs more nurses.

The RCN in London works with employers and health leaders across the spectrum and with policy makers in Parliament and the London Assembly to make the case for action to ensure London remains an attractive destination for nursing staff. Real terms pay cuts in

the NHS, combined with the growing cost of housing, transport and childcare, threaten the ability of London employers to find the numbers of staff they need to keep patients safe.

Above all RCN London remains here to support nursing staff to provide high quality care and to support them in times of difficulty. We must never forget the massive contribution that nursing staff make, many working far beyond their contracted hours to do their best for their patients. We will continue to campaign for safe staffing levels on behalf of our patients and users of health and care services while being champions for nursing as a profession, reminding people just how unique and rewarding nursing in London can be.

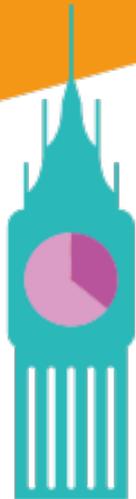
**Bernell Bussue, Regional Director, RCN London**

**Ian Norris, RCN Council Member for London and Chair, RCN London Board**

*June 2015*



# LONDON'S DIVERSE NURSING WORKFORCE



**36%**  
OF THE UK'S MIGRANT POPULATION LIVE IN LONDON

**37%**  
OF LONDONERS WERE BORN OVERSEAS

WE ARE PROUD THAT THE RCN'S MEMBERSHIP IN LONDON REFLECTS THE DIVERSITY OF THE POPULATION THAT WE SERVE



**46%**  
OF RCN MEMBERS IN LONDON ARE FROM BME BACKGROUNDS

LONDON HAS A BLACK & MINORITY ETHNIC (BME) POPULATION OF AROUND

**44%**

COMPARED WITH 14% FOR ENGLAND AS A WHOLE



OVER THREE HUNDRED LANGUAGES ARE SPOKEN REGULARLY IN THE CITY



THE RCN SUPPORTS LGBT HEALTH STAFF AT EVENTS THROUGHOUT THE YEAR AND IN LONDON LGBT NETWORKS



AROUND **1 IN 5** UNDERTOOK THEIR TRAINING IN NURSING OVERSEAS

## London's diverse nursing workforce

The RCN in London has one of the most diverse memberships of any organisation in the UK. London as a city has always relied on the contribution of migrants and London's health and care service has historically drawn heavily on the city's black and minority ethnic (BME) communities.

Seventy eight per cent of Londoners have English as a first language, compared with 92 per cent for the rest of England. Around 36 per cent of the UK's migrant population lives in London and 37 per cent of Londoners were born overseas; over three hundred languages are spoken regularly in the city. London is a major international city, whose comparators are New York, Paris and Madrid. Each year nursing staff will look after the additional needs of 15 million short-term visitors.

London has a BME population of around 44 per cent, compared with an average of 14 per cent for England nationally. 46 per cent of RCN members in London are from BME backgrounds. Around one-in-five of our members have undertaken their nursing training overseas. Approximately 88 per cent of RCN London members are women compared with 90 per cent for the RCN as a whole.

A commitment to diversity and equality is at the heart of the work that RCN London does. The RCN supports lesbian, gay, bisexual and transgender (LGBT) health staff at the annual Pride in London Parade, LGBT History Month events and through London LGBT networks. Our Peer Support Service meets regularly at Cavendish Square bringing together work injured nursing colleagues and members with enduring health concerns to share experiences and knowledge.

RCN London hosts regular meetings of the RCN Women's Health Network, chaired by current RCN President Cecilia Anim who works locally in Camden. We maintain close links with a number of networks for international nurses working in London, while one of our most active and influential groups meets regularly to explore and share research on the History of Nursing.

RCN London has worked with employers to address the challenges for BME staff we represent. In 2015, NHS providers will be required to publish their progress against race equality standards for the first time. The RCN will continue to work with employers in the NHS and independent sectors to help them develop fair support systems for all their staff.

**In the year 2011/12 in London, BME nursing staff accounted for:**

**47%** of the NHS nursing profile

**72%** of investigations

**73%** of hearings

**66%** of dismissals

**78%** of NMC referrals

*(Source: RCN Diversity Unit based on employer data)*

# A city of contrasts

London is an incredible place to work and to live. Containing areas of immense wealth but also some of the poorest communities in the UK, the city offers both challenges and opportunities in respect to the delivery of health care. Public health outcomes can vary significantly from one postcode to the next.

London is over 10 times more densely populated compared to the rest of England, and some of the highest poverty levels in the country exist within what is one of the world's strongest economic centres. There are large variations in health outcomes between and within boroughs and life expectancy can vary by some seven years across the length of one tube line.



Since 2008, London's economy has grown at a faster rate than the rest of England. While the UK faced the biggest recession in living memory, parts of London barely slowed down at all. According to the Office for National Statistics, between 2007 and 2011 London's economy grew by around 12.4 per cent compared to between 2.3 per cent and 6.8 per cent across other UK regions.



The Centre for Economics and Business Research estimates London accounted for one-third of all UK growth in 2014 and London's economy is forecast to grow by 15 per cent over the next five years, driven by growth in the financial services and construction industries.

But while London's economy continues to grow, not everyone has benefited from this prosperity and large inequalities in income remain in the city. For many low paid staff the cost of living makes staying in London increasingly hard to justify.

The cost of housing in London is now 20 per cent above 2007 levels; in every other region but the South East housing costs have fallen. The average house in London is now twice the price of the rest of the UK. The cost of renting in London is twice the national average; in 2014 there were only two London boroughs where it was possible to rent a two-bed house for less than £1,000 a month.

# London's health outcomes



London is an innovative world leader in many aspects of health care, and has forged important international partnerships through its university hospitals, world-renowned centres of excellence, and academic health sciences centres.

- In 2010-12 life expectancy at birth in London was 79.7 years for males and 83.8 years for females, compared with an England average of 79.2 and 83.0.
- The 19 clinical commissioning groups (CCGs) with the lowest smoking rates among pregnant women are all in London.
- In 2012, following a drive to increase access to contraception, teenage pregnancies in London fell to their lowest level on record.
- London has the lowest death rates from strokes in the UK.
- Following the centralisation of London cardiac services in 2010, survival rates have doubled.

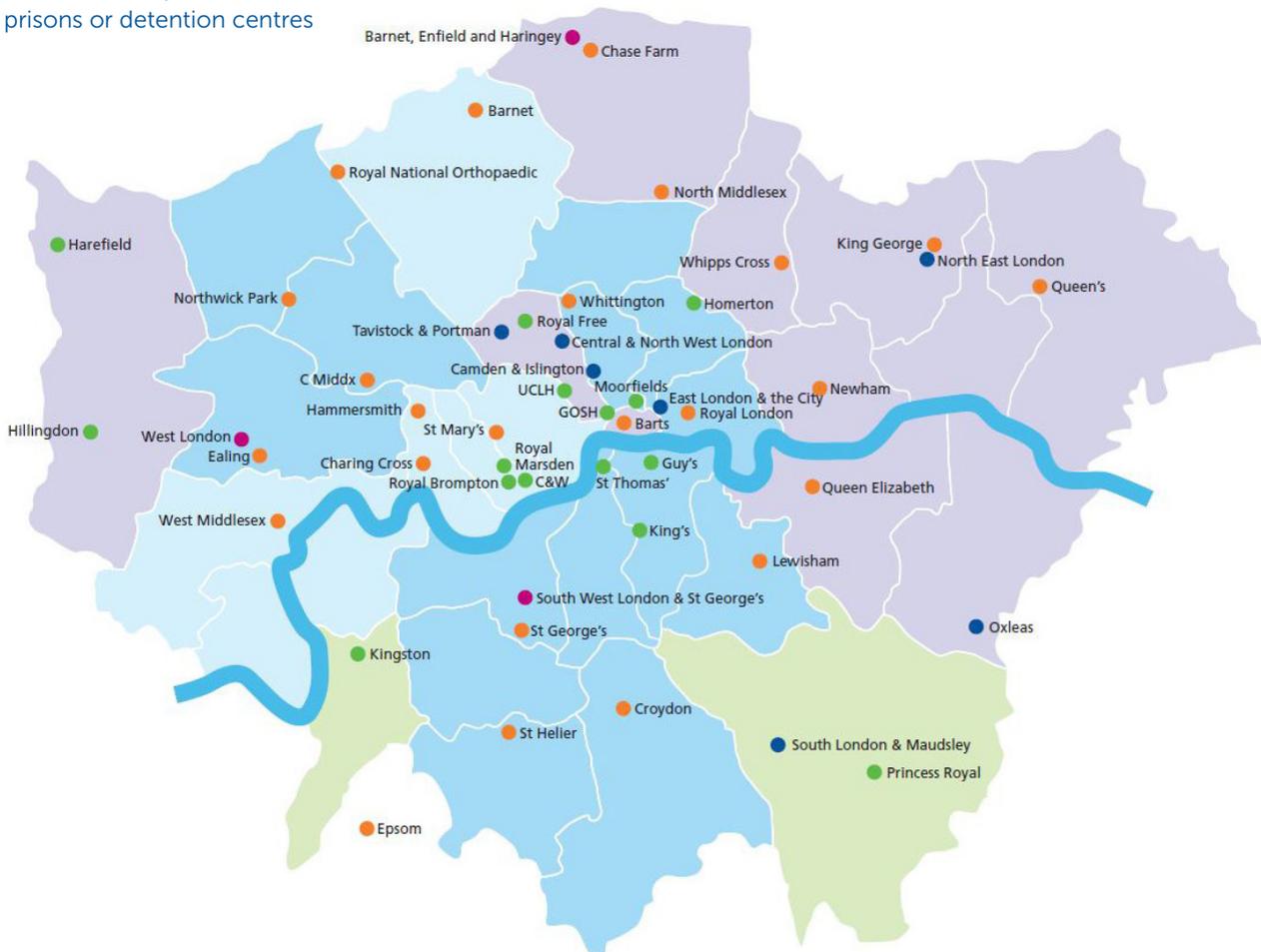
The sheer diversity and mobility of the population generates additional public health challenges.

- Linguistic and cultural obstacles can make it more difficult to encourage people to look after themselves, and communities may need guidance on how best to access health services.
- London faces significant challenges in relation to childhood obesity, which are exacerbated in early school ages: in the 4-5 age group, 23.3 per cent of London children are overweight or obese, reckoned to be the highest proportion in the developed world.
- The prevalence of diagnosed HIV in adults is over three times the rate of any other region in England; eight of the 20 local authorities in England with the highest diagnosed HIV prevalence are in London.
- London also faces the growing challenge of increasing tuberculosis (TB) rates, with the largest TB cohort in Western Europe being found in London.

# London's health employer landscape

## Nursing staff in London work in a huge variety of different environments

37 NHS trusts: 21 acute, nine mental health, six community and specialist and one ambulance trust  
Health functions covering 32 boroughs including public health, school nursing, district nursing and health visitors  
Two social enterprises providing borough level community services  
32 clinical commissioning groups – and three commissioning support units  
Occupational health services covering factories, offices, courts and palaces  
Eight educational institutions providing nurse training  
Over 20,000 independent sector beds  
10 prisons or detention centres



Map source: NHS England (London) 2013

## Growing pressures for London's NHS

### RISING DEMAND FOR A&E

**NURSING STAFF DELIVERING EMERGENCY CARE  
FACE GROWING PRESSURES AS OUT OF HOSPITAL  
CARE IS CUT**

**3.84M**  
**PATIENTS ATTENDED  
LONDON A&Es  
IN 2013-14**  
(UP FROM 3.27M IN 2010-11)

**9 OF 18**  
**LONDON TRUSTS  
MISSED THE 4HR  
TARGET EVERY WEEK**  
(IN WINTER 14/15)

**20%**  
**CUTS TO SOCIAL CARE  
BUDGETS IN SOME  
LONDON BOROUGHES**

### A STRAIN ON MENTAL HEALTH

**RCN MEMBERS PROVIDING MENTAL HEALTH  
SERVICES HAVE TOLD US THEY ARE INCREASINGLY  
WORKING LONGER HOURS TO COPE WITH DEMAND**

**47%**  
**SAID THEY HAD TO  
SKIP BREAKS ON  
A DAILY BASIS**

**70%**  
**SAID THAT STAFFING  
LEVELS WERE  
NEGATIVELY IMPACTING  
PATIENT CARE**

**28%**  
**SAID THEIR UNIT  
NEVER HAD AS  
MANY STAFF  
AS PLANNED**

# The rising cost of living impacts the ability of London health employers to recruit staff

A central part of the RCN's work is about championing the nursing profession, and that includes playing a role in ensuring London is a place nursing staff want to come to live and to work. That means making sure nurses working in London are properly supported, and not driven out by rising costs. In recent years, however, nursing staff in the capital, like many key workers, are finding it harder just to make ends meet.

Nurses' pay nationally has lagged eight per cent behind inflation since 2010, an average cut in real terms of over £2,600. But while nurses' wages have been devalued, the cost of living in London has continued to grow; buying or renting a home in the capital is now twice the price of England as a whole. Meanwhile, the Daycare Trust estimates average nursery and childminder costs are between 20-30 per cent higher in London than elsewhere.

Rail fares have risen at twice the level of salaries over the past 10 years and London bus fares have almost doubled over the same period. The RCN has around 20,000 members working in zones 1 and 2 but only 30% of them live there too. The average RCN London member commutes around 20km to work. The rising cost of transport has a big impact on London's nursing workforce.

We are now seeing signs of a recruitment crisis in London nursing. Vacancy rates are twice those for the rest of the country, with over 8,000 vacant nursing posts in the region. London NHS trusts spend over £14 million a month on temporary and agency nursing

staff, and an increasing number of employers are going overseas to recruit. Ireland, Spain, Portugal, India and the Philippines are key recruitment destinations. However, the market is tightening and London's nursing shortage continues to grow.

This shortage of staff is reflected in the growth of time pressures at work. NHS staff surveys show that London nurses get less access to the training and support they need to develop and do their jobs. Staff sickness rates are increasing and growing numbers of NHS staff are taking time off due to stress. A nursing shortage isn't just bad for nurses; it's bad for patients.



## THE COST OF LIVING IN LONDON

£14M

LONDON NHS TRUSTS ARE SPENDING OVER £14M A MONTH ON AGENCY NURSING STAFF



THE AVERAGE HOUSE IS TWICE THE PRICE OF THE REST OF THE UK

A GROWING NUMBER OF NHS STAFF ARE TAKING TIME OFF DUE TO STRESS



NURSES ARE GETTING LESS ACCESS TO TRAINING & SUPPORT



RAIL FARES HAVE RISEN AT TWICE THE LEVEL OF SALARIES OVER THE PAST 10 YEARS

THE SHORTAGE OF STAFF IS SHOWN IN TIME PRESSURES AT WORK



CHILDMINDING COSTS ARE 30% HIGHER THAN ELSEWHERE IN THE UK

8000

LONDON NURSING POSTS ARE NOW SITTING VACANT

LONDON BUS FARES HAVE ALMOST DOUBLED OVER 10 YEARS



# RCN London's support for our members

The RCN has over 55,000 members in London who work as registered nurses, midwives, health visitors, nursing students and health care assistants in every kind of hospital, community and academic setting within the NHS, education, independent and voluntary sectors.

Our work stretches across the populations of 32 boroughs, includes 69 NHS employers, more than 3,000 independent health care sites and over 20,000 independent sector beds. Our membership is drawn from all walks of life, both here in London and further afield.

- RCN London members work together in a network of ten branches across the city.
- Our members are supported by a dedicated team of 47 RCN London staff including managers, regional officers, legal advisers, learning and development officers and administrative support who work from our office in Cavendish Square, central London.
- London has around 150 accredited RCN representatives – these are members trained to represent and support their colleagues at work.



- RCN London staff are held to account on behalf of the membership by two elected members of RCN Council, five members elected to RCN national committees and 13 elected members of the RCN London Board.

## Supporting our members

London can be a challenging place to work for nursing staff.

- Over 25 per cent of cases raised by RCN members in England are within London.
- Alongside employment support, our officers and representatives also offer advice and help with workplace health and safety and professional development matters as well.
- RCN London managed the following types of employment cases for members in 2013:
  - › disciplinary – 28 per cent
  - › ill health – 15 per cent
  - › reorganisation – 13 per cent
  - › grievance – 10 per cent
  - › bullying and harassment – seven per cent
  - › professional advice – six per cent.

RCN London has worked with employers to address the challenge of BME staff being significantly over represented in the cases we see.

In 2013, our caseload breakdown, by ethnic background, was as follows: White 41 per cent, BME 50 per cent, and Unknown 9 per cent.

# A commitment to learning and influencing

## Learning provision

We are committed to ensuring that our members are able to access a range of learning opportunities and we regularly deliver and enable education and training from the London regional office.

- RCN London hosts regular development days for RCN accredited representatives, board members and activists.
- We support our branches to run education and training events in regional workplaces.
- We assist employers and individuals with learning events aimed at addressing specific needs of different parts of the wider nursing workforce.
- And we support large set-piece events for sectors of the RCN London membership such as registered nurses, health care assistants and students, seeking to influence on behalf of all our members. Bespoke events are put on to meet the needs of specific groups, at times in collaboration with other agencies and professional bodies.

## Influencing on behalf of our members

RCN London officials also play an important strategic role in improving work conditions and opportunities for members.

- We work with employers as the contact point on consultations which can affect the jobs and terms and conditions of hundreds of our members at any one time.



- In any week an RCN London officer may engage with senior trust management, NHS England, the Nursing and Midwifery Council, Health Education England, the Trust Development Authority, international nursing bodies, equality partnerships and a range of other organisations on which our members' futures depend.
- RCN London's regional officers promote the RCN's professional and continuing education work, and advise on health and wellbeing and the safety of our members, as well as representing member interests.
- RCN London works closely with sister health unions, and has an established working method through London NHS Unions and the London NHS Partnership, which provides a separate forum through which to engage employers.
- Londoners also have an important tier of regional government influencing health policy through the Mayor, London Assembly and Greater London Authority, as well as 32 local authorities and 73 London MPs.

# Living and working in London

London is one of the world's leading international capitals, drawing comparisons with Madrid, Paris and New York. It is said to be the world's most-visited city. For nursing staff coming to work here, from abroad or from other parts of the UK, London offers thousands of opportunities every day.

London contains the world's largest city airport system and, once you have arrived, the world's oldest underground railway network. There are four World Heritage Sites: Westminster, the Tower of London, Kew Gardens and the Greenwich Observatory. Landmarks include Buckingham Palace, the London Eye, St Paul's Cathedral and, in the Houses of Parliament, the heart of the UK's political system.

Although one of the most populous cities in Europe, London benefits from historic open areas with eight Royal Parks as well as a number of other wonderful green spaces, local authority run parks and smaller squares and gardens. The Thames, with its more than 30 bridges, is one of the world's great rivers and the historic heart of the city's trade routes.



The city is home to numerous museums, galleries, libraries, and other cultural institutions, including the British Museum, National Gallery, Tate Modern, British Library and 40 West End theatres. London's universities form the largest concentration of higher education institutes in Europe. The city contains world class hotels plus eclectic eateries where Londoners can sample cuisine from virtually every part of the world.

London plays host to a range of major sporting events every year, from cup finals to the Boat Race and the London Marathon. It is home to international venues including Wembley, Lords, Twickenham and Wimbledon.

In 2012 we hosted the Olympics and Paralympics, becoming the first city to host the modern Summer Olympic Games three times. Many RCN members were able to participate as Gamesmakers and were closely involved in helping to make the Games a huge success.

# How to get involved

## Joining the RCN

If you are not a member and wish to join the RCN, find out how by visiting [www.rcn.org.uk/membership](http://www.rcn.org.uk/membership) or speak to your local RCN representative. Health care assistants, as well as registered nurses, are eligible to join the RCN.

## Advice & support

If you are an RCN member and need information or advice on any workplace or professional issue, contact your local representative or call RCN Direct on 0345 772 6100. RCN Direct is available from 8.30am to 8.30pm, 365 days a year.

## Help to organise the RCN locally

The RCN in London works in 10 branches across the city and we are always looking for more people to get involved. If you would like to help to support your colleagues and campaign on behalf of London's nursing staff, please come along and meet your local branch. Contact details are available at [www.rcn.org.uk/london](http://www.rcn.org.uk/london)

## Become an RCN representative

If you are an RCN member you can make even more of a difference for your patients and your colleagues by training to become an accredited RCN representative. Becoming an RCN representative gives you the chance to increase your knowledge, develop new and transferable skills and influence important decisions. For more information email RCN London Office Manager Hazel Allen at [hazel.allen@rcn.org.uk](mailto:hazel.allen@rcn.org.uk) or visit [www.rcn.org.uk/representative](http://www.rcn.org.uk/representative)

## The RCN's Respect Values

It is the collective responsibility of our staff and members to create a fair and safe environment for all.

- 1) We value our differences and recognise that we will not always share the same views.
- 2) We acknowledge that our personal behaviour has an impact on others.
- 3) We learn from our mistakes by working and learning together.
- 4) We treat everyone with courtesy and respect, and act with integrity at all times.
- 5) We respect and preserve confidentiality.



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# THE RCN HAS...

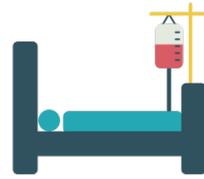
OVER 55,000 MEMBERS IN LONDON

OUR WORK COVERS

**32**

BOROUGHES

69 NHS EMPLOYERS



OVER **20,000** INDEPENDENT SECTOR BEDS

OUR OFFICERS & REPRESENTATIVES OFFER NOT ONLY EMPLOYMENT SUPPORT AND ADVICE...



...BUT ALSO HELP WITH HEALTH AND SAFETY AND PROFESSIONAL DEVELOPMENT



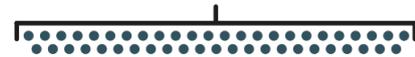
**MORE THAN 3000** INDEPENDENT HEALTH CARE SITES

RCN LONDON MEMBERS WORK TOGETHER IN A NETWORK OF

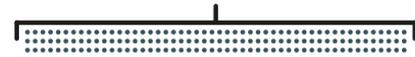
10 BRANCHES ACROSS THE CITY



SUPPORTED BY A TEAM OF 47 DEDICATED REGIONAL OFFICIALS



AROUND 150 ACCREDITED RCN REPRESENTATIVES



RCN LONDON DEALT WITH THE FOLLOWING TYPES OF CASES IN 2013:



REORGANISATION: 13%



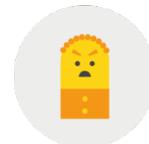
BULLYING AND HARASSMENT: 7%



PROFESSIONAL ADVICE: 6%



DISCIPLINARY: 28%



GRIEVANCE: 10%



ILL HEALTH: 15%