

Engagement Assurance Committee Cover Sheet

Item: 6
Enclosure: E

Title:	Refreshed engagement toolkit and engagement planning template
Meeting Date:	24 July 2024
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Purpose of paper:	To inform the committee of the refreshed engagement toolkit, planning template for any comments prior to finalisation and publication.	Update / Information	X
		Discussion	X
		Decision	
Summary of main points:	<p>The ICB originally published the ICS engagement toolkit, series of how to guise and top tips and templates including the engagement planning template on the ICS website in July 2022 shortly after the Working with People and Communities Strategic Framework was agreed at the first ICB meeting on 1 July 2022.</p> <p>The development of a new Communications and Engagement Strategy which was approved by the ICB Executive in April 2024 and new ways of working which we are developing post the Management Costs Reduction process affords a good opportunity to revisit these resources which have been in place for two years as our approach and methods have developed in this time.</p> <p>Key changes to the toolkit include</p> <ul style="list-style-type: none"> • Reordering slides so each section flows better and aligns to a plan, engage, analyse and evaluate format • Adding slide 17 which links to films of programme leads talking about their experience of engaging • Adding slide 22 – a flow diagram of engagement planning and delivery process • Adding slide 24 about insight • Updating slide 25 on equality impact assessments • Adding slide 27 on how to engage with people from under-represented communities experiencing the greatest health inequalities • Adding slide 28 – quick recap slide • Adding slide 31 – communication tops tips • Adding slide 32 & 33 how to engage: introducing different methods • Adding slide 37 & 38 about the let’s talk on-line engagement platform • Adding slide 30 on working with the voluntary, community and social enterprise sector • Updating slide 31 on working with Healthwatch • Adding slides 42 & 43 on working with community champion programmes • Adding slide 56 on the Secretary of State’s new powers which came into force at the end of January 2024 		

	<p>Regarding the engagement planning template the main changes are:</p> <ul style="list-style-type: none"> • Putting it into an Excel spreadsheet and aligning different tabs with the plan, engage, analyse and evaluate format of the toolkit • Removing some detail and linking to relevant sections of the toolkit – please note that these links will be added at the point of publication. <p>In addition we have refreshed the following guides which have been published and are linked to from the toolkit:</p> <ul style="list-style-type: none"> • How to ... work with and fund trusted voluntary, community and social enterprise (VCSE) organisations to support engagement and facilitate co-production working with the Director of SEL Healthwatch and the Director of VCSE Collaboration and Partnerships. • How to develop and analyse effective survey questions based on experience of supporting people with their surveys and on what the let's talk platform survey tool offers. 			
Potential Conflicts of Interest	None			
Relevant to the following Boroughs	Bexley	X	Bromley	X
	Greenwich	X	Lambeth	X
	Lewisham	X	Southwark	X
	Equality Impact	The toolkit and planning template (and links to associated guidance) emphasise the importance of and provide information about how to engage with diverse communities across south east London, particularly those experiencing the greatest health inequalities. It also details the Equality Impact Assessment (EIA) process and links to the EIA toolkit and the ICB equalities team.		
	Financial Impact	None		
Other Engagement	Public Engagement	This work has been informed by a SEL co-production group convened by Healthwatch Greenwich.		
	Other Committee Discussion/ Engagement	<p>The following meetings and individuals have inputted into different elements of the toolkit, template or associated guidance: ICB communications and engagement team</p> <ul style="list-style-type: none"> • ICS Engagement Practitioners' Network. • Director – Mental Health, Children and Young People & Health Inequalities • Director of Prevention and Partnerships • Director of VCSE Collaboration and Partnerships • Director of SEL Healthwatch • Head of Equality, Diversity and Inclusion 		
Recommendation:	The committee is asked to read the toolkit and planning template and provide any comments prior to finalisation and publication on the ICS website.			