

Engagement team objectives and workplan 2024 – 2025

Commitment 1: Being accountable to local people			
Engagement strategic aim			
1. Harness the power of local people to hold the ICS and the ICB to account for its functions as public institutions			
Objective: Establish good governance for engagement and support open and transparent governance across the ICB			
Action	Lead	Timescales	Notes / review
Lead the development of and support of the Engagement Assurance Committee to ensure a robust role in providing assurance to engagement activity, ensuring regular reporting to the Clinical and Care Professional Committee	Rosemary	Bi -monthly EAC meetings Quarterly attendance at CCPC	
Ensure visible NED and executive sponsorship and championship for working with people and communities	Rosemary	Ongoing	

Commitment 2: Making decisions, setting direction and priorities in partnership with local people and communities			
Engagement strategic aims			
2.1. Partner with local people to co-produce services and pathway redesign and transformation, and to develop new, innovative ways of providing health and care services - particularly for communities experiencing health inequalities			
2.2. Make decisions directly informed by the views, experiences and aspirations of local communities			
Objective: Develop, embed and improve SEL ICB processes for working with local people and communities (including those with lived experience and communities experiencing health inequalities) which build trust and relationships with local communities and build on the insights we already have.			
Action	Lead	Timescales	Notes / review
Promote C&E strategy and engagement, ways of working engagement toolkit and resources directorate / programme / team meetings.	Rosemary Watts	July onwards	<ul style="list-style-type: none"> • Vlogs published in refreshed engagement toolkit in July 2024 • New intranet page for staff launched in August • Presentation at all staff briefing in October
Share best practice and learning across programmes considering development of case studies, 'buddying' or lunch and learn sessions, using engagement newsletter,	Rosemary / Iuliana Dinu/ wider communications and		

blogs and vlogs, staff bulletin, presentations at staff and team meetings	engagement (C&E) team		
<p>Promote and ensure visibility of working with people and communities: opportunities to be involved and participate as well as presenting outcomes and impact of people and communities' involvement– via</p> <ul style="list-style-type: none"> • Get involved newsletter • Social media promotion and campaign • Let's talk health and care platform • Website – articles / blogs 	Iuliana/Rosemary/social media manager	Ongoing	
<p>Support programmes and partnerships in their approaches to working with people and communities supporting them to engage early in programmes of work</p> <ul style="list-style-type: none"> • NHS 111: plan and support outreach (July – Sept) and people in procurement process • Women and Girls: plan and support outreach, survey, focus groups and workshops (August onwards) • Overprescribing project – show progress and outcomes of engagement approach (April – July 2024) • Diabetes programme: attend regular programme meetings with Food for Purpose and ensure linkages and engagement with local communities across SEL • Maternity - ongoing support to Local Maternity and Neonatal System (LMNS) programme • Prevention: attend Prevention, Wellbeing and Equity MDT to support with insight and engagement • Primary care – support with engagement around digital tools • Planned care: <ul style="list-style-type: none"> ○ MSK: provide on-going key ICB link to MSK lived experience group 	Rosemary and Iuliana	Ongoing	Other programmes will come on-line throughout the year

<ul style="list-style-type: none"> ○ Development of survey around cataract pathway ● Urgent and emergency care – to be determined ● Primary / secondary care interface – to be determined 			
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Commitment 3: Working with people and communities in new ways to transform health and care and support and wellbeing			
Engagement strategic aim			
3.1. Support a world class standard of engagement for the ICS and its partnerships, particularly working with communities experiencing health inequalities			
3.2. Health and care professionals working in partnership with people through a shift to coproduction			
Objective: Across the ICS (including the VCSE and Healthwatch) support development of collaborative approaches to engage local communities, to align engagement across the system and reduce engagement fatigue and build up trust with communities through a shift to dialogue and coproduction			
Action	Lead	Timescales	Notes / review
Develop a community engagement model /approach for SEL that will enable us to 'go further' in our engagement work with communities.	Rosemary Assistant Director of Place Based C&E Director of VCSE Collaboration of Partnerships Director of SEL Healthwatch Programme Lead, South London Listens	October onwards	
Continue to develop the People's Panel as a source of insight representative of the population of south east London to inform programmes of work and work with programmes to schedule insight gathering from People's Panel <ul style="list-style-type: none"> ● Focus groups for navigating NHS ● Survey to inform Women's and Girls' ● Refresh of members with Jungle Green with a focus on people from under-represented communities 	Iuliana	On-going May July – Oct Aug – December Oct	

<p>Continue to develop Let's Talk on-line platform as a key engagement tool ensuring projects are kept up to date with engagement activity, insight gained, outcomes and next steps.</p> <p>Provide training to new members of C&E team</p>	Iuliana	<p>April onwards</p> <p>October</p>	
<p>Continue to develop and facilitate the Engagement Practitioners' Network to share best practice, insight as a means of aligning engagement across the system and place</p>		Bi-monthly – May onwards	
<p>Develop and implement an agreed approach to Recognising Involvement drawing on best practice, liaising with place and programme leads to understand and cost up relevant engagement initiatives</p>	Rosemary	April onwards	
<p>Refresh engagement toolkit and how to work with VCSE / Healthwatch and how to develop and analyse effective survey questions</p>	<p>Rosemary Iuliana Director of VCSE Collaboration of Partnerships Director of SEL Healthwatch</p>	April – July	Published July 2024
<p>Continue to develop insight library including</p> <ul style="list-style-type: none"> Developing new Healthwatch section and linking to SEL Healthwatch insight reports page Finalising and publishing Mabadiliko insight reports Work with web designers to make web page more easily searchable 	<p>Rosemary</p> <p>Rosemary / social media manager</p>	<p>July</p> <p>September</p> <p>October</p>	
<p>Develop closer and more working on engagement across place to align engagement and avoid duplication</p> <ul style="list-style-type: none"> Facilitate and coordinate the EPN 	Rosemary	Ongoing	

<ul style="list-style-type: none">• Facilitate and co-ordination the bi-monthly community champion co-ordinators meetings• Work with AD of place based C&E to establish a process for overseeing engagement activities, ensuring effective collaboration with the voluntary sector• Ensuring read across LCP C&E plans to try and align engagement activity• Attend LCP engagement meeting in each borough•			
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