

Review of engagement team objectives and workplan 2024 – 2025, March 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	End of year 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		Discussions taking place with refreshed Clinical and Care Professional Committee about strengthening reporting of EAC.
Ensure visible NED and executive sponsorship and championship for working with people and communities	Rosemary	Ongoing		EAC membership includes a NED chair, the Chief of Staff and the Medical Director – all of whom are Board members. The Director of Communications and Engagement is also a board member.

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	End of year 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 	<ul style="list-style-type: none"> • July 24 – refreshed engagement toolkit and planning template published on website

<p>Share best practice and learning across programmes considering development of case studies, 'buddying' or lunch and learn sessions, using engagement newsletter, blogs and vlogs, staff bulletin, presentations at staff and team meetings</p>	<p>Rosemary / Iuliana Dinu/ wider communications and engagement (C&E) team</p>		<p>toolkit in July 2024</p> <ul style="list-style-type: none"> • New intranet page for staff launched in August • Presentation at all staff briefing in October 	<ul style="list-style-type: none"> • July 24 – toolkit presented to EAC • July 24 – refreshed toolkit, planning template, how to guides discussed at the ICS engagement practitioners' network • Aug 24 - new communications and engagement staff intranet page published • Nov 24 presentation at all staff briefing • Dec 24 – ICS engagement approach presented and discussed at Lewisham Local Care Partnership seminar • Feb 25 – training on ICS approach to wider comms and engagement team • March 25 - ICS engagement approach presented and discussed at Lewisham & Greenwich NHS Trust learning webinar
<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 	<p>Iuliana/Rosemary/ social media manager</p>	<p>Ongoing</p>		<ul style="list-style-type: none"> • 11 Get Involved newsletters published since April 2024 (Not published in June as pre-election period) with an average combined circulation of 2,000 with partners also circulating. • Update on let's talk – see page 5 • Promoted women and girls' survey (and chat forum initially) via a paid for social media campaign with a combined reach of 89,606 and a good click through rate.

				<ul style="list-style-type: none"> • Vlog on listening to voices around pelvic health published in May 2024
<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 • Women and Girls • Overprescribing project • Diabetes programme • Maternity • Prevention • Primary care • Planned care: <ul style="list-style-type: none"> ○ MSK: ○ Development of survey around cataract pathway • Impact on Urban Health – support the partnership as required 	Rosemary and Iuliana	Ongoing	Other programmes will come on-line throughout the year	<p>Support has been provided to projects below with further detail on the relevant project page on the let's talk platform:</p> <ul style="list-style-type: none"> • NHS 111: supported outreach (July – Sept) and recruitment of people in procurement process (Oct - Nov) • Women and Girls: supported outreach, survey, focus groups and workshops (August – Nov) • Overprescribing project: revisit groups outreached to previously to share 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, esp. engagement in preconception project • Prevention: attend Prevention, Wellbeing and Equity MDT to support with insight and engagement • Primary care: Survey about contacting your GP on-line support

				<p>primary and secondary interface work with sharing insight</p> <ul style="list-style-type: none"> • Planned care: MSK - the programme continued to listen to people with lived experience through the Community MSK and Orthopaedics lived experience group. The group feedback was instrumental in the development of Musculoskeletal (MSK) Single Point of Access (SPOA) pathway which was launched on the 10 March 2025. <p>Support has also been provided on engagement in the programmes below with further detail on let's talk:</p> <ul style="list-style-type: none"> • Change NHS • Support to neurodivergent children and young people • Menopause • Adult weight management • Services for autistic adults • Information for people whilst waiting for surgery • Sickle cell • Creative health
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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	End of year review
<p>Develop a community engagement model /approach for SEL that will enable us to ‘go further’ in our engagement work with communities.</p> <p>Comms and engagement at place to promote local VCSE charter implementation and identify and recommend programmes that would benefit from the commissioning of VCSE organisations to deliver impactful community involvement.</p>	<p>Rosemary Assistant Director of Place Based C&E Director of VCSE Collaboration and Partnerships Director of SEL Healthwatch Programme Lead, South London Listens</p>	<p>October onwards</p>	<p>Detailed workplan in process of being developed</p>	<p>Initial mapping undertaken of issues and internal workshop being planned for March to explore links and alignment with other programmes.</p>
<p>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</p> <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 	<p>Iuliana</p>	<p>On-going</p> <p>May July – Oct Aug – December Oct</p>		<p>290 new panel members recruited:</p> <ul style="list-style-type: none"> • 45% identify as Black or Black British • 9% mixed heritage • 8% Asian • 27% aged 16–24 • 28% aged 25-34 • 6% where their gender differs from their birth gender • 8% bisexual • 4% gay women

				<ul style="list-style-type: none"> • 2% gay men
<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>11 new projects published on let's talk since April 24 and as well as updates to on-going projects. 41,000 visits, 18,000 informed visits (clicking through or downloading a document) & 10,000 engaged visits (responding to a survey or chat forum)</p> <p>Oct 24 - training provided to new members of the team</p>
<p>Continue to develop and facilitate the Engagement Practitioners' Network (EPN) to share best practice, insight as a means of aligning engagement across the system and place</p>	Rosemary and Iuliana	<p>Bi-monthly – May onwards</p>		<p>Six EPN meetings have taken place since April 202 and have included updated toolkit / guides, women and girls' health hubs, sustainability programme, creative health, Change NHS, evaluation frameworks for engagement, learning and tops tips for co-production, integrated neighbourhood health.</p> <p>Over 62 people on mailing list with average attendance of 20- 30 / meeting and 39 people on the EPN Teams channel.</p>
<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	<p>April onwards</p>		<p>Sept 24: pilot approach agreed at the executive committee to take place 1 Oct 24 – 31 March 25.</p>

				<p>Oct 24: pilot approach promoted in staff bulletin and published on the staff intranet pages</p> <p>March 25: evaluation of approach – 29 people across 12 programmes have claimed a recognising involvement award.</p>
Refresh engagement toolkit and how to work with VCSE / Healthwatch and how to develop and analyse effective survey questions	Rosemary Iuliana Director of VCSE Collaboration of Partnerships Director of SEL Healthwatch	April – July	Published July 2024	July 24 – refreshed toolkit and guides published and discussed at EPN and EAC.
<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 Iuliana</p> <p>Rosemary / social media manager</p>	<p>July</p> <p>September</p> <p>October</p>		<p>July 24 – Links to SEL Healthwatch insights linked to the ICS insights page on website</p> <p>Nov 24 – Mabadiliko insights from people from Black African, Black Caribbean, South Asian and socio-economically deprived neighbours hood published and discussed at the ICB equalities sub group (Nov) and ICS Themes and Concerns group (Dec).</p> <p>Work with web developers is outstanding.</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 • 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 	<p>Rosemary Iuliana</p>	<p>Ongoing</p>		<p>6 EPN meetings co-ordinated and facilitated (see above).</p> <p>6 community champions' coordinators meeting taken place and includes discussions on the Food for Purpose work with and community engagement in the diabetes programme, women and girls' health programme, winter well and vaccination campaign, London Tobacco Alliance, the Guide to Healthcare campaign, Lung Health checks campaign and the Tommy's campaign about planning a healthy pregnancy.</p> <p>Work to oversee and align engagement activity across place is on-going.</p>
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