

## Engagement team objectives and workplan 2025 – 2026

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 Board via the Clinical and Care Professional Committee.	Rosemary Watts	Bi -monthly EAC meetings Quarterly attendance at CCPC	CCPL has been reviewed and has started meeting from April 25.
Ensure visible NED and executive sponsorship and championship for working with people and communities	Rosemary	Ongoing	
Lead refresh of the working with people and communities strategic framework, reflecting changes to the current operating environment and role of ICBs going forward including Model ICB, updates to the NHS Capability Assessment Framework and ICB and ICS governance	Rosemary	September onwards	
Work with Healthwatch to reframe the SEL ICS Healthwatch partnership model, ensuring that patient voice is represented and informs the work of the ICB.	Rosemary	April onwards	

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
Leadership and development of the ICB engagement function and team including ensuring the team provides advice and guidance or direct support to ICB work.	Rosemary	On-going	
Update the engagement toolkit to ensure robust engagement activity around commissioning cycle and co-production	Rosemary Iuliana Dinu	September	
Develop an evaluation framework for engagement activity to include in toolkit	Iuliana Rosemary	September	
Promote engagement and updated toolkit and evaluation framework, resources across the ICB and ICS.	Rosemary Iuliana	September onwards	
Share best practice and learning across programmes.			
Support programmes to plan, deliver and reporting activities meaningfully involving people with lived experience, carers, community groups in designing solutions with focus on reaching underserved communities, embedding feedback to people and communities in how they engagement and insight has made a difference and impacted on decisions.	Iuliana Rosemary	Aprill onwards	
Develop an overarching approach to engagement in changes to general practices	Rosemary Place C&E	April – June	
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 Get involved newsletter, Let's talk health and care platform, social media promotion and campaign, website – articles / blogs	Iuliana	Ongoing	

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 organising framework as a tool to support collaborative engagement at neighbourhood level and update engagement toolkit to include / append.	Rosemary Iuliana Liaison with leads of community organising programmes	April – July	
Work with the AD C&E and place based C&E team to support the development, implementation and reporting of engagement in the development of integrated neighbourhood services, sharing good practice and exploring challenges.	Rosemary	April 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.	Iuliana	On-going	Dependencies on programmes.
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.	Iuliana	On-going	
Continue to develop insight library including	Rosemary Communications	On-going	
Develop closer and more working on engagement across place to align engagement and avoid duplication <ul style="list-style-type: none"> <li>Facilitate and coordinate the EPN</li> <li>Facilitate and co-ordination the bi-monthly community champion co-ordinators meetings</li> </ul>	Rosemary Iuliana	Ongoing	