

## 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	6 month 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	CCPC has been reviewed and has started meeting from April 25. Report from EAC was presented at the May meeting.
Ensure visible NED and executive sponsorship and championship for working with people and communities	Rosemary	Ongoing	Chief of Staff, Chief Medical Officer and Non-Executive Director are all members of EAC and member of the Board with the Director of Communications and Engagement.
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	We have started work on updating the engagement toolkit to reflect the Model ICB blueprint.
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	Regular meetings have been taking place and are now instigated on a regular basis between the Healthwatch chief officers and the ICB to look at interim and hand over arrangements (pending legislation and further guidance).

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	Leading discussions at team meetings. Meetings with programme and project leads. Continued leadership and facilitation of SEL Engagement Practitioners' Network.
Update the engagement toolkit to ensure robust engagement activity around commissioning cycle and co-production	Rosemary Iuliana Dinu	September	We have drafted a community organising approaches supplement to the engagement toolkit to be published in October. Toolkit being updated Sept – Dec to reflect engagement in commissioning cycle.
Develop an evaluation framework for engagement activity to include in toolkit	Iuliana Rosemary	September	We have started drafting an evaluation framework to reflect updated engagement toolkit and planning engagement template.
Promote engagement and updated toolkit and evaluation framework, resources across the ICB and ICS.  Share best practice and learning across programmes.	Rosemary Iuliana	September onwards	Promotion to now take place January – March once we know new structures and further guidance on neighbourhood working and the strategic commissioning framework is received.  We continue to share good practice across projects.
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,	Iuliana Rosemary	Aprill onwards	We continue to support programmes to plan and deliver their engagement (see projects enlisted below).

embedding feedback to people and communities in how they engagement and insight has made a difference and impacted on decisions.			
Develop an overarching approach to engagement in changes to general practices	Rosemary Place C&E	April – June	We have developed the guide to involving patients and informing stakeholders in changes to general practice which was published on the staff intranet in August 2025 and shared with primary care commissioning and contracting leads.
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	<ul style="list-style-type: none"> <li>• Six <a href="#">Get Involved monthly newsletters</a> produced.</li> <li>• Engagement opportunities are promoted on social media, including Facebook and Instagram, including: <ul style="list-style-type: none"> <li>○ <a href="#">(2) We're improving how GPs and hospitals work... - South East London ICS   Facebook</a></li> <li>○ <a href="https://www.instagram.com/p/DMh63Ytubkm/?igsh=c2djODM0a3N3OTQw">https://www.instagram.com/p/DMh63Ytubkm/?igsh=c2djODM0a3N3OTQw</a></li> <li>○ <a href="#">(2) Improving Black Maternal Health Starts... - South East London ICS   Facebook</a></li> <li>○ <a href="https://www.instagram.com/p/DLrfzdPv6tw/?igsh=MWFoOTNnOXMxNwV4ZA==">https://www.instagram.com/p/DLrfzdPv6tw/?igsh=MWFoOTNnOXMxNwV4ZA==</a></li> <li>○ <a href="#">(8) Post   LinkedIn</a></li> </ul> </li> <li>• Outreach to support engagement on creative health and the reducing waste medicines campaign including: <ul style="list-style-type: none"> <li>○ Thamesreach carers event – May</li> <li>○ Eid in the Park, Southwark – June</li> <li>○ Lambeth Country Show – June</li> <li>○ Bexley South Asian festival - July</li> <li>○ Thamesmead festival – August</li> <li>○ Southwark Carers - -Sept</li> <li>○ Bexley Creative health event – Sept</li> </ul> </li> </ul>

<b>Commitment 3: Working with people and communities in new ways to transform health and care and support and wellbeing</b>			
<b>Engagement strategic aim</b>			
<b>3.1. Support a world class standard of engagement for the ICS and its partnerships, particularly working with communities experiencing health inequalities</b>			
<b>3.2. Health and care professionals working in partnership with people through a shift to coproduction</b>			
<b>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</b>			
<b>Action</b>	<b>Lead</b>	<b>Timescales</b>	<b>Notes / review</b>
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	The framework is drafted and was presented and discussed with communications and engagement team, September 2025 EPN, September EAC and at VCSE Alliance. Due to be published end of September / early October.
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	Supported the AD of Comms and Engagement in developing C&E framework for neighbourhood development and ensuring learning from neighbourhood engagement activity and sharing insight across different places.
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	The people's panel have received the creative health survey.
Continue to develop Let's Talk on-line platform as a key engagement tool ensuring projects are kept up	Iuliana	On-going	We continue to use let's talk as a key method for engaging with local people and have published 6 new SEL projects since April 2025 include: <ul style="list-style-type: none"> <li>Reducing Black maternal health inequalities: building solutions together</li> </ul>

to date with engagement activity, insight gained, outcomes and next steps.			<ul style="list-style-type: none"> <li>• Help shape the future of women's bladder care</li> <li>• Help us reduce medicines waste in SEL</li> <li>• Improving how GPs and hospitals work together</li> <li>• Help shape the sharing of patient care records</li> <li>• Developing co-ordinated community-based care to support people from being in hospital</li> </ul>
Continue to develop insight library	Rosemary Communications	On-going	We are currently working with the web developers to further develop the <a href="#">insight's page</a> to make it easier to search through the reports. We have published the insight gained as part of the Change NHS engagement. We have produced a summary of community insight as part of the planning round which will be published on the page in the autumn.
<p>Develop closer and more working on engagement across place to align engagement and avoid duplication</p> <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	<p>We continue to lead and facilitate the South East London Engagement Practitioners' network on a bi-monthly basis and have had three meetings since April:</p> <ul style="list-style-type: none"> <li>• May: <ul style="list-style-type: none"> <li>◦ engagement in the development of integrated neighbourhood working: Lewisham and Bexley</li> </ul> </li> <li>• July: <ul style="list-style-type: none"> <li>◦ Insight and engagement to inform the primary and secondary care interface project</li> <li>◦ Partnership with Impact on Urban Health: addressing trust and inequalities in Black maternal health and Black mental health</li> </ul> </li> <li>• September: <ul style="list-style-type: none"> <li>◦ Developing community organising approaches</li> </ul> </li> </ul> <p>We also continue to coordinate and lead the Community Champions co-ordinators meeting and have had three meetings since April:</p> <ul style="list-style-type: none"> <li>• May: <ul style="list-style-type: none"> <li>◦ Lung Cancer Screening training programme specifically developed for Community Champions, Health Ambassadors and Social Prescribers</li> </ul> </li> <li>• July: <ul style="list-style-type: none"> <li>◦ Asthma digital health passport campaign</li> </ul> </li> <li>• September: <ul style="list-style-type: none"> <li>◦ Woman and girls' health hubs education and training</li> <li>◦ Reaching adults with mental health needs</li> </ul> </li> </ul>