

**South East London Engagement team workplan, mid-year review, October 2023**

<b>Commitment 1: Being accountable to local people</b>			
<b>1. Engagement strategic aim: Harness the power of local people to hold the ICS and the ICB to account for its functions as public institutions</b>			
<b>1.1 Engagement objective: Establish good governance for engagement and support open and transparent governance across the ICB</b>			
<b>Action</b>	<b>Lead</b>	<b>Timescales</b>	<b>Review</b>
Six monthly SEL engagement webinars with senior leaders enabling building trust between board/ partnership and the public	Engagement team with relevant programme team	Approximately Spring and Autumn annually	<a href="#">Joint Forward Plan webinars</a> held 19 and 23 May 2023.  <a href="#">Strategy development webinars</a> held 29 September and 2 October 2023
Explore the extension and role of the public open forums before Board and Partnership meeting to enable less formal dialogue between members of the public and members of the Board / partnership supporting open and transparent governance	Engagement and governance teams	July onwards	<a href="#">Creating Ground performed a short theatre piece before the July 2023 Board meeting, which highlighted issues facing migrant women in accessing services.</a>
Develop and support to the Engagement Assurance Committee in its role of assuring engagement	Engagement team	Ongoing	One to one meetings were held with all public members in June / July leading to informal meetings with EAC meetings in September and November in addition to formal committee meetings.
Develop an Engagement, Equalities and Experience Planning Group	Engagement team with Equalities and Patient Experience teams	July – September 2023	This has not been taken forward due to staff changes and capacity.
Ensure visible NED and executive sponsorship and championship for working with people and communities	Engagement team	Ongoing	EAC membership includes a NED chair, the Chief of Staff and the Meical Director – all of whom are Board members in addition to the accountable Director of Communications and Engagement who is a board member.

**Commitment 2: Making decisions, setting direction and priorities in partnership with local people and communities**

**2.1. Engagement strategic aim: 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**

**2.1.1. Objective: Embed and improve processes for working with people and communities including people with lived experience, communities experiencing health inequalities and the wider public**

Action	Lead	Timescales	Review
Develop a shared understanding of what coproduction is building on best practice across south east London to inform ICS programmes. Outputs to be determined by process.	Personalisation lived experience group, Healthwatch, Engagement team and members of the Engagement Practitioners Network	July – December 2023	A memorandum of understanding is in place with Healthwatch Greenwich to facilitate a South east London co-production group till May 2024.
Continue to support programmes and partnerships in their approaches to working with people and communities supporting them to engage early in programmes of work <ul style="list-style-type: none"> <li>• to work with people with lived experience to inform their programmes of work</li> <li>• to use coproduction approaches</li> <li>• to outreach / commission community engagement through trusted voice organisations</li> </ul>	Engagement team	Ongoing	The engagement team have provided support to and carried out direct engagement in the following programmes: <ul style="list-style-type: none"> <li>• <a href="#">Anchor listening campaign</a></li> <li>• <a href="#">Overprescribing project</a></li> <li>• <a href="#">Winter communications campaign</a></li> <li>• <a href="#">ICS strategy development</a></li> <li>• <a href="#">Maternity programme</a></li> <li>• <a href="#">Digital health</a></li> <li>• <a href="#">Joint Forward Plan</a></li> <li>• <a href="#">Muscular Skeletal programme</a></li> <li>• <a href="#">Ears, Nose and Throat procurement</a></li> </ul> Outreach:

		<p>To help build up trust and collaborative relationships with people, particularly people from marginalised communities, the engagement team has attended community events and proactively reached out to groups experiencing the greatest barriers to accessing services including</p> <ul style="list-style-type: none"> <li>• Bengali Community Iftar event, Greenwich, April 23</li> <li>• Healthwatch Southwark Community health event, May 2023</li> <li>• Bromley Penge Festival, June 2023</li> <li>• Carers Week – health and wellbeing event Bexley, June 2023</li> <li>• Greenwich Together 23, June 2023</li> <li>• Lambeth Country Show, June 2023</li> <li>• Southwark Carers, August 2023</li> <li>• South Asian Heritage health and wellbeing festival, Greenwich and Bexley, August 2023</li> <li>• Bromley Asian Cultural Association, August 2023</li> <li>• Southwark Pensioners Centre, September 2023</li> <li>• Evento de Salud Latino Americano, September 2023</li> <li>• Woolwich Service Users Project, September 2023</li> <li>• Age UK Thamesmead befriending cafe launch event, Bexley and Greenwich 2023</li> <li>• Lambeth Aging Well festival, September 2023</li> <li>• South London Listen and Anchor programme – workshop, September 2023</li> <li>• Bengali Women’s Group in Greenwich, October 2023</li> </ul>
--	--	---

			<ul style="list-style-type: none"> <li>• Lewisham Irish Community Centre, October 2023</li> <li>• Lewisham Young Advisors Network – October 2023</li> <li>• Ajoda Group, Greenwich, October 2023</li> <li>• Ethnic Mental Health Carers Forum, October 2023</li> <li>• The Diamond Club, October 2023</li> </ul>
Share best practice and learning across programmes considering development of case studies, 'buddying' or lunch and learn sessions, using staff bulletin, presentations at staff and team meetings	Engagement team	April onwards	<p>Presented at Partnership Southwark's engagement meeting in April 2023 on south east London engagement approach and tools.</p> <p>Attendance at the planning directorate's team meeting in July 2023 to outline engagement approach and support provided by engagement team</p> <p>Presented at Lambeth Together engagement meeting, July 2023 on the engagement toolkit and Let's talk health and care platform</p>
Develop an approach to reward and recognition drawing on best practice	RW	April – September 2023	Approach drafted and discussed at Engagement Practitioners' Network and circulated to SMT for comment prior to pilot. This is likely now to be taken forward from April 2024 due to management costs reductions.
<b>2.2 Engagement strategic aim: Make decisions directly informed by the views, experiences and aspirations of local communities</b>			
<b>2.2.1. Engagement objective: Support the engagement of people with lived experience in programmes of work, using insight from people and communities</b>			
<b>Action</b>	<b>Lead</b>	<b>Timescales</b>	<b>Review</b>
Develop the People's Panel as a source of insight representative of the population of south east London to inform programmes of work	Engagement team	April onwards	A People's Panel of 1,083 people from across the six boroughs has been recruited through face to face methods and is broadly representative of the population according to

			<p>Census 2021 data in terms of age, gender, ethnicity and borough. (Please <a href="#">read more</a>).</p> <p><a href="#">The first survey results have been published</a> and have informed the Anchor listening campaign and shared with senior and programme leads.</p> <p><a href="#">The second survey results have recently been published</a>. The results will inform the year-long communications campaign and will shortly be shared with senior and programme leads.</p>
Work with programmes to systematically plan and schedule surveys / insight gathering via the People's Panel so that insight directly informs decision making.	Engagement and programme teams	April onwards	<p>The third survey will be on NHS 111 to understand experience of the service to inform the development of the service specification for the new service.</p> <p>The team needs to put in place a process to work with programme leads to plan and schedule future People's Panel surveys.</p>
Continue to develop the insights page of the website to facilitate the sharing of insight with and across programmes and the system reducing duplication and helping to align engagement	Engagement team Engagement Practitioners Network	April onwards	<p>We have published a web page <a href="#">what we've heard from local people and communities web page</a>. We have added insight from the South London Listens programme and the People's Panel and are working with partners to add further insight.</p> <p>Funding has been secured from NHS England to work with <a href="#">Mabadiliko</a> to collate, thematise and make accessible insight gained from previous work from Black African, Black Caribbean, South Asian and people from from economically and socially deprived neighbourhoods.</p>
Ensure that all projects on let's talk engagement platform are kept up to date with progress and outcomes of engagement.	Engagement team working	April onwards	We continue to use the <a href="#">let's talk online engagement platform</a> to publish engagement

<p>Consider develop talking heads / blogs as more easily accessible ways of feeding back.</p> <p>Ensure feedback is highlighted in engagement newsletter.</p>	<p>with programmes</p>		<p>projects and their outcomes which we also promote in the monthly engagement newsletter.</p> <p>We offered on-going support for programmes to present progress and outcomes for working with people and communities via the let's talk health and care platform, ICS website, social media, as well as on partners organisation channels e.g. <a href="#">My learning from working with people with lived experience – Emma James, MSK programme lead blog</a></p>
---	------------------------	--	--

<p><b>Commitment 3: Working with people and communities in new ways to transform health and care and support and wellbeing</b></p>			
<p><b>3.1. Engagement strategic aim: Support a world class standard of engagement for the ICS and its partnerships, particularly working with communities experiencing health inequalities</b></p>			
<p><b>3.1.1 Engagement objective: Develop processes and mechanisms to support world class engagement and collaborative approach across place, partners and providers and increase understanding and importance of engagement</b></p>			
Action	Lead	Timescales	Review
<p>Support programmes by providing insight and engagement support aligning activity across partners and place to avoid duplication including for:</p> <ul style="list-style-type: none"> <li>• Anchor Alliance</li> <li>• Strategic priorities development</li> <li>• Joint Forward Plan (JFP) annual refresh</li> <li>• Communication campaigns</li> </ul>	<p>Engagement team and relevant programme teams</p>	<p>April onwards</p>	<p>Anchor Alliance:</p> <ul style="list-style-type: none"> <li>• Provided insight from the People's Panel survey</li> <li>• Set up a project page on let's talk with a chat forum</li> <li>• Facilitated two focus groups with panel members</li> <li>• Supported three listening exercise in three boroughs with those who are experiencing greater barriers of accessing services (e.g. homeless people, older people)</li> <li>• Participated in five workshops where the proposed pledges were discussed</li> </ul>

			<ul style="list-style-type: none"> <li>• Promoted the anchor listening campaign via engagement newsletter and other engagement channels</li> </ul> <p>Strategic priorities devt:</p> <ul style="list-style-type: none"> <li>• Two public engagement webinars in Sept &amp; Oct</li> <li>• Attendance at Lewisham Young Advisers meeting</li> <li>• Updating Let's talk project page</li> </ul> <p>JFP</p> <ul style="list-style-type: none"> <li>• Set up a project page on let's talk with a survey</li> <li>• Two engagement webinars in May</li> <li>• Attendance and discussions at VCSE Strategic Alliance, Healthwatch Chief Officers' meeting, SEL Healthwatch Reference Group</li> <li>• Development of <a href="#">Engagement and insight chapter of plan</a></li> </ul> <p>Communications campaigns</p> <ul style="list-style-type: none"> <li>• Developed a project page on let's talk</li> <li>• Developed a survey for both People's Panel and engaged local people on how and where're they get help, advice and information about health and care to inform winter campaign</li> <li>• Analysed and published survey results</li> </ul>
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	Engagement team	Ongoing	<p>Four meetings have taken place:</p> <p>May 23</p> <ul style="list-style-type: none"> <li>• Updating on devt of insights page</li> </ul>

		<ul style="list-style-type: none"> <li>• Discussion on about reward and recognition to inform policy development</li> <li>• Discussion on JPF engagement</li> <li>• Use of let's talk for partnership projects</li> <li>• People's Panel update</li> </ul> <p>July 23</p> <ul style="list-style-type: none"> <li>• Discussion on reward and recognition approach</li> <li>• Discussion on Anchor listening exercise and VCSE widening participation in workforce</li> <li>• Showcasing examples of co-production at South London and Maudsley (SLAM)</li> </ul> <p>Sept 23</p> <ul style="list-style-type: none"> <li>• Updates on ICS strategy development</li> <li>• Presentation on using creative arts to engage children and young people from Guy's and St Thomas' (GSTT)</li> <li>• Update on SEL pan agency forum for working with Gypsy, Roma and Traveller community</li> </ul> <p>Nov 23</p> <ul style="list-style-type: none"> <li>• South London Partnership involvement and co-production work</li> <li>• Engagement ways of working</li> </ul> <p>The engagement team has delivered three face to face training sessions for EPN members on how to use let's talk online engagement platform for partnership projects in May and September 2023</p>
--	--	--



<p>To work with engagement colleagues in boroughs and at LCP level to align engagement and avoid duplication where this makes sense</p>	<p>Engagement and communications teams</p>	<p>Ongoing</p>	<p>Discussions at regular team meetings. This will be further strengthened through the development of an ICB communications and engagement strategy.</p> <p>Focussed engagement team meetings with place colleagues have taken place. Topics include: JFP engagement, let's talk, reward and recognition policy development, ICS strategic priorities development, planning MSK appointment days on what matters to you.</p> <p>The engagement team organises and facilitates bi-monthly meetings of the SEL community champion co-ordinators meeting:</p> <p>May 23:</p> <ul style="list-style-type: none"> <li>• Be Well Champions updates for South London Listen team</li> <li>• Community Champions training programmes offered in different boroughs</li> </ul> <p>July 23:</p> <ul style="list-style-type: none"> <li>• Anchor Programme Listening Exercise – how to involve Community Champions</li> <li>• Community Champions/ Ambassadors updates from each borough</li> </ul> <p>Sept 23:</p> <ul style="list-style-type: none"> <li>• Introducing the new Health &amp; Care Jobs Hub for SE London, Guy's and St Thomas' NHS Foundation Trust</li> <li>• SEL Long COVID training programme</li> </ul> <p>These meetings are an opportunity for boroughs to share good practice and learn from each other. (e.g. training opportunities,</p>
---	--	----------------	---

			champions involvement approach, funding opportunities, etc.
Need to work more collaboratively with the VCSE particularly smaller grass roots organisations aligning resources and refining our processes so they are not barriers	System development and Engagement teams	April onwards	<p>The engagement team has worked with a number of organisations as part of its outreach work (see section 2.1.1).</p> <p>The engagement team is working with Mabadiliko to collate and thematise insight to make it accessible to communities and to inform programmes.</p> <p>The work around aligning resources and refining processes is being taken forward through the VCSE charter which was approved at the Integrated Care Partnership Meeting on 26 October 2023 and which is being led by the Director of Collaboration and Partnerships and the VCSE strategic alliance working with the system.</p>
<b>3.2 Health and care professionals working in partnership with people through a shift to coproduction</b>			
<b>3.2.1 Engagement objective: Support teams and programmes across the system to shift to working differently with people and communities moving towards dialogue and coproduction</b>			
<b>Action</b>	<b>Lead</b>	<b>Timescales</b>	<b>Review</b>
Recruitment of a clinical and care professional lead	Engagement team and Chief Medical Officers	TBC	This has been put on hold due to Management Cost Reductions (MCR) programme.
Develop closer and more aligned working across ICS partner organisations including place in relation to engagement as part of wider ways of working across system and place to shift towards required culture change needed to embed different ways of working with people and communities	Engagement team and system development team	TBC	This work was superseded by the ICS strategy work. It is unclear about how this work will be taken forward within the context of MCR and the potential changes to the system development function.

<p>Promote the ICS approach to working with people and communities and promoting the engagement toolkit at directorate / programme / team meetings.</p> <p>Explore 'lunch and learn' sessions to showcase good examples of engagement and outcomes of engagement and share insight</p>	<p>Engagement team</p>	<p>June onwards</p>	<p>The engagement team presented at the planning directorate meeting in July 23.</p> <p>The engagement team share links to the engagement toolkit and insight pages to all programme leads who contact for engagement advice and support and share the engagement planning templates for leads to complete prior to the start of engagement projects.</p> <p>Training sessions for potential hub and project administrators on let's talk have been held:</p> <ul style="list-style-type: none"> <li>• 1 online sessions</li> <li>• 3 face to face sessions</li> </ul> <p>This is in addition to ongoing support to colleagues on let's talk.</p> <p>The engagement team worked with the <a href="#">MSK programme lead on a blog</a> to promote the importance of working with people with lived experience.</p>
--	------------------------	---------------------	---