

**Engagement team objectives and workplan 2025 – 2026**

| <b>Commitment 1: Being accountable to local people</b>   |                |  |   |
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| <b>Engagement strategic aim</b>  |                |  |   |
| <b>1. Harness the power of local people to hold the ICS and the ICB to account for its functions as public institutions</b>  |                |  |   |
| <b>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>End of year review notes</b>   |
| 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<br>Quarterly attendance at CCPC | CCPC has been reviewed and has started meeting from April 25. Report from EAC was presented at the May 2025 and January 2026 meetings and an update report was tabled at the October 2025 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  | Updating the strategic framework has been put on hold pending the new structures and national development programme starting from April 2026 to support ICBs in becoming strategic commissioners. The work will start summer 2026 to meet national timelines which require ICBs to have an adequately resourced approach to co-production in place by March 2027. |
| 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  | We have put arrangements in place for Healthwatch representation on the EAC, equalities sub committee, the themes and concerns group and the System Quality Group, the primary and secondary care interface group and for the production of a high level quarterly report of Healthwatch insight across south east London.  |

| <b>Commitment 2: Making decisions, setting direction and priorities in partnership with local people and communities</b>  |                             |                   |   |
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| <b>Engagement strategic aims</b>  |                             |                   |   |
| 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  |                             |                   |   |
| <b>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.</b> |                             |                   |   |
| <b>Action</b>   | <b>Lead</b>                 | <b>Timescales</b> | <b>Notes / review</b>   |
| 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.<br>Meetings with programme and project leads.<br>Continued leadership and facilitation of SEL Engagement Practitioners' Network<br>Producing internal guides: <ul style="list-style-type: none"> <li>• Involving patients in changes in general practice</li> <li>• Process for determining the planning of engagement around the consolidation of services across sites</li> </ul> |
| Update the engagement toolkit to ensure robust engagement activity around commissioning cycle and co-production   | Rosemary<br>Iuliana<br>Dinu | September         | We have published a community organising approaches supplement to the engagement toolkit at <a href="#">Engagement toolkit - South East London ICS</a> as part of updating the engagement toolkit to reflect the Model ICB blueprint. This work will continue in conjunction with the refreshed strategic framework.  |
| Develop an evaluation framework for engagement activity to include in toolkit   | Iuliana<br>Rosemary         | September         | We have drafted an evaluation framework to be completed once the updated engagement strategic framework is finalised and which will form part of the updated toolkit.   |
| Promote engagement and updated toolkit and evaluation framework, resources across the ICB and ICS.<br><br>Share best practice and learning across programmes.   | Rosemary<br>Iuliana         | September onwards | The promotion of the updated resources will take place in 2026/27 once they have been finalised.<br><br>We continue to share good practice across projects through sharing examples of project pages, publishing the involving patients in changes at GP and let's talk training guides on the intranet.  |

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| <p>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.</p> | <p>Iuliana<br/>Rosemary</p>           | <p>Aprill<br/>onwards</p> | <p>We continue to support programmes to plan and deliver their engagement (see projects enlisted below).</p>   |
| <p>Develop an overarching approach to engagement in changes to general practices</p>  | <p>Rosemary<br/>Place<br/>C&amp;E</p> | <p>April – June</p>       | <p>We developed the guide to involving patients and informing stakeholders in changes to general practice which published on the staff intranet in August 2025 and shared with primary care commissioning and contracting leads.</p>   |
| <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 Get involved newsletter, Let's talk health and care platform, social media promotion and campaign, website – articles / blogs</p>             | <p>Iuliana</p>                        | <p>Ongoing</p>            | <ul style="list-style-type: none"> <li>• 12 <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> <li>○ <a href="#">Instagram</a> (Join our Black MH community action workshop)</li> <li>○ <a href="#">Instagram</a> (Help us improve wheelchair services in Bexley, Bromley and Greenwich)</li> <li>○ Help design a digital Vital 5 service <a href="#">Instagram</a></li> <li>○ Applying for funding to improve Black maternal health in south east London <a href="#">Instagram</a></li> <li>○ <a href="#">Instagram</a> Improving community ear wax removal service</li> </ul> </li> <li>• Outreach to support engagement on creative health and the reducing waste medicines campaign including:</li> </ul> |

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|  |  |  | <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>○ Bellingham festival – August</li> <li>○ Penge festival - August</li> <li>○ Southwark Carers - -Sept</li> <li>○ Bexley Creative health event – Sept</li> <li>○ One Bromley Wellbeing Hub</li> </ul> |
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| <b>Commitment 3: Working with people and communities in new ways to transform health and care and support and wellbeing</b>   |   |                   |   |
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| <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<br>Liaison with leads of community organising programmes | April – July      | The framework was published as part of the engagement toolkit in October after being presented and discussed with communications and engagement team, September 2025 EPN, September EAC and at VCSE Alliance.   |
| 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   | Rosemary  | April onwards     | Supported the AD of Comms and Engagement in developing C&E framework for neighbourhood development and ensuring learning and sharing good practice from neighbourhood engagement activity and approaches across different places.<br><br>Ensuring engagement in the development of neighbourhood health services is a regular agenda item at the SEL EPN: |

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| <p>good practice and exploring challenges.</p>  |                |                 | <p>May 2025 – Lewisham INT co-design engagement and Bexley Integrated Neighbourhoods engagement<br/> Sept 2025 – developing equitable neighbourhoods and community organising approaches<br/> Nov 2025 – Healthwatch Lambeth – neighbourhood engagement<br/> Jan 2026 – participatory budgeting in Greenwich</p> <p>Attending the Engagement Practitioners’ Network in Greenwich on a regular (bi-monthly) basis where neighbourhood engagement is a main agenda item</p> <p>Attending Lambeth and Southwark Integrated neighbourhood team patient and public engagement meetings.</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> | <p>Iuliana</p> | <p>On-going</p> | <p>We carried out a survey as part of the creative health engagement with the south east London People’s Panel <a href="#">South East London People's Panel creative health survey report   Let's Talk Health and Care South East London.</a></p> <p>We also communicate with members of the people’s panel about, for example, the publication and door drop of the new guide to healthcare and bank holiday pharmacy opening times.</p>   |
| <p>Continue to develop the 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>Iuliana</p> | <p>On-going</p> | <p>We continue to use let’s talk as a key method for engaging with local people and have published 11 new SEL projects since April 2025 include:</p> <ul style="list-style-type: none"> <li>• Reducing Black maternal health inequalities: building health, wellbeing and real solutions together</li> <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>• Help shape community earwax removal services</li> <li>• Developing co-ordinated community-based care to support people from being in hospital</li> <li>• Reducing Black mental health inequalities – building health, wellbeing and real solutions together</li> <li>• Help design a digital Vital 5 service</li> </ul> |

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|  |                         |          | <ul style="list-style-type: none"> <li>• Help us improve wheelchair services in Bexley, Bromley and Greenwich</li> <li>• Partnering with faith leaders to build vaccine confidence</li> </ul> <p>1 April 2025 to 17 March 2026:</p> <ul style="list-style-type: none"> <li>• over 17,000 visits</li> <li>• over 4,000 informed visits e.g. people clicking through and downloading documents)</li> <li>• over 1,000 engaged visits (responding to a survey or chat forum)</li> </ul>  |
| Continue to develop insight library  | Rosemary Communications | On-going | <p>We are currently working with the web developers to further develop the <a href="#">insight's page</a> to make it easier to search on key words. New insight published ( in addition to reports of individual programmes published on let's talk):</p> <ul style="list-style-type: none"> <li>• Creative health insight summary 20205</li> <li>• Community insight summary 2025</li> <li>• Change NHS 2025</li> <li>• Insight from Healthwatch 20205 onwards</li> </ul>  |
| <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 six meetings with a focus on sharing learning and good practice from engagement in neighbourhood development:</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 equitable neighbourhoods</li> <li>○ Developing community organising approaches</li> </ul> </li> <li>• November: <ul style="list-style-type: none"> <li>○ Healthwatch Lambeth – neighbourhood engagement</li> </ul> </li> <li>• January: <ul style="list-style-type: none"> <li>○ Participatory budgeting in the Royal Borough of Greenwich</li> <li>○ VCSE Trust and health Creation Partnership</li> </ul> </li> </ul> |

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|  |  |  | <ul style="list-style-type: none"> <li>• March: <ul style="list-style-type: none"> <li>○ Engagement to support the strategic commissioning roles of ICBs</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> <li>• November: <ul style="list-style-type: none"> <li>○ Be Well Champions</li> <li>○ 64 million artists</li> </ul> </li> <li>• January: <ul style="list-style-type: none"> <li>○ Guide to Healthcare</li> <li>○ Pharmacy First campaign</li> <li>○ Pre-conception health campaign</li> </ul> </li> <li>• March: <ul style="list-style-type: none"> <li>○ Waste medicines campaign</li> <li>○ NHS App</li> </ul> </li> </ul> |
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