

ENCLOSURE: G

Engagement Assurance Committee

DATE: Monday 23 May 6 – 8pm

Title	Let's Talk Health and Care in South East London: Online engagement platform	
This paper is for discussion		
Executive Summary	<ul style="list-style-type: none"> • Following the presentation that the Committee had in July 2021 about the plans of developing an engagement platform we would like to introduce you to our brand-new engagement platform • Let's Talk Health and Care in South East London was launched on mid April 2022 and already had good positive feedback form – residents, voluntary sector organisations, partners, engagement practitioners, clinicians and other stakeholders • Let's Talk Health and Care in South East London online engagement platform is an integrated part of our working with people and community ICS engagement framework. It enables us as a system to broaden our reach, facilitate greater engagement with the community and provide access to information about engagement work and opportunities form across the south east London health system as well as more in depth for each Local Care Partnership. • The online platform is enabling us to open conversations with residents and create opportunities for interaction among our communities as people are getting involved in discussion forums, surveys, generate ideas, stories, etc. • We are working with our ICS teams to identify engagement projects that can be hosted on the platform. As well we are supporting the local care partnership teams to understand the benefits of the platform to facilitate engagement activities at local level. 	
Recommended action for the Committee	<ul style="list-style-type: none"> • The members of the committee are asked <ul style="list-style-type: none"> - to support the promotion of the platform within their their networks - to endorse and champion the value and benefits of the platform for the ICS working with people and communities' engagement work - to use the closed EAC forum on the platform to support the remit of this committee Engagement Assurance Committee Members' Hub Let's Talk Health and Care South East London (letstalkhealthandcareselondon.org) 	
Potential Conflicts of Interest	None	
Impacts of this proposal	Key risks & mitigations	Let's talk health and care South East London is an online tool and the ICS recognises that digital inclusion is key to address inequalities. The ICS will

		continue to provide non-digital means for engagement, including face to face meetings, working with community groups to reach hard to reach members of the south east London communities.
	Equality impact	The online platform is enabling us to broaden our reach and engage with a wider audience. The online platform has functionalities in place to support people with sensory disabilities to engage, and multiple languages translation options. We are looking to add more accessibility tools. We will ensure that videos will have subtitles and the information will be added on Easy Read documents depending on the project. The online engagement activities will run in parallel with other engagement activities, to ensure inclusion. The platform will enable us to host the South East London People's Panel which aim to be formed by a demographically representatives group for south east London population
	Financial impact	Annual licence cost.
Which corporate objective does this item link with? (please mark the relevant line with an x in the right hand box)	1: To ensure we commission services which meet the health and wellbeing needs of the population and reduce health inequalities	
	2: To work in partnership to maintain and improve the quality of our commissioned services, and ensure all safeguarding protections are in place	
	3: To enhance collaborative working with other health and care organisations to develop and deliver an effective ICS – able to deliver national, ICS and local objectives - with our population at the centre	
	4: Strengthen our partnership working and develop a culture which embraces lessons learned and surfaces and embeds best practice	x
	5: To secure the active participation and visibility of patients and local people, including from diverse and seldom heard groups, in the planning and design of local services	x
	6: To ensure that clinical leadership is embedded in our ways of working and our change programmes including the involvement of member practices and system partners	
	7: Develop an organisation and workforce capable of delivering the CCG's objectives and ensure members of the organisation feel valued and enjoy coming to work.	
	8: Ensure that the CCG meets its commitments with regards financial and performance improvement, maintains effective governance within the organisation and across partnerships, and optimises progress against the delivery of NHS constitutional standards	
Wider support for this proposal	Public Engagement	The proposal to set up the engagement platform was approved by the Engagement Assurance Committee in January 2021.

	Other Committee Discussion/ Internal Engagement	SELCCG Communications and Engagement team ICS Executive as part of the Working with People and Communities engagement framework Engagement Practitioners Network (March 2022) Lewisham Patients Reference Groups (April 2022) Bexley Community Champions (May 2022) Healthier Greenwich Partnership board (May 2022)
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