

Report title: Engagement and Insight Committee Assurance Report

Report to: HMR Locality Board

Date of meeting: 29 August 2023

Cabinet Portfolio Holder: Cllr Daalat Ali – Deputy Leader and Portfolio Holder for Health

Report of: Kuiama Thompson – Director of Public Health

Public or private: Public

Key Issue: No

Published on the Forward Plan: No

1. Points of Escalation & Any decisions required

1.1 There are no points of escalation this reporting period.

1.2 There are a few requests to the Locality Board to support further progression of the framework.

- Support the decision of the final document being a framework to advise and guide.
- Support the Engagement and Insight Framework use within teams /services.
- Support with nomination of a health colleague to engage with around the Framework development.

2. Key Risks

2.1 Meeting of the engagement and insight group are bi-monthly with regular reporting via the LCO delivery group.

2.2 There is currently 1 operational risk being managed by the Engagement & Insight Group which has a residual score of 6.

- Engagement & Insight (Resource) – IF sufficient resource is not available to fully engage stakeholders including residents to gain lived experience feedback THEN we will fail to be fully compliant with statutory requirements with regards to insight and engagement.

Mitigations

- An exercise was undertaken to identify areas for engagement as part of the business plan.
- A Co-operative Engagement Toolkit has been developed and presented to the LCO Delivery Group to inform members.
- LCO Programmes have linked directly with the Engagement and Insight SRO to identify specific areas of best practice and training has been available in July.

3. Areas of outstanding practice and innovation

3.1 The co-operative engagement toolkit refresh has taken place and two training sessions have been delivered with Senior Responsible Officer's (SRO) to upskill and provide a consistent

approach. It was identified at the training sessions that further training opportunities for individual service teams would be valuable.

- 3.2 Poverty, serious violence, and people programmes have been identified as priority programmes to support the development of the Engagement and Insight Framework. An additional project working with pharmacies and the South-East Asian population has also been identified and further discussions are to take place to establish if this is feasible.

NEXT STEPS

- Liaise with identified services and deliver additional co-operative engagement toolkit training.
- Develop and implement specific workplans for the identified priority programmes around engagement and insight.
- Discuss with Head of Primary Care around the potential opportunity to link in with the pharmacy workstream.

4. Any other highlights

4.1 The two quarter one milestones have been completed these were:

- Scoping of current system engagement options
- Identify and agree the engagement & insight workplan for the priority programmes.

4.2 Work is currently underway on the quarter two milestone to implement the workplans for the priority programmes.

Background Papers: None

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