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| **Title**  | Work programme 2025/26 |
| **Author** | Emma Freda, Chief Executive Officer  |
| **Date of meeting**  | 17 September 2025 |
| **Purpose of paper**  | To comply with contractual obligations  |
| **Summary**  | As part of our contract in relation to point 3 ‘Improved patient and user experience of services’ each year HBB must develop an appropriate range of engagement techniques, establish an annual work programme and provide evidence of engagement with local communities.HBB undertakes two listening surveys in Q4, the priority listening survey and stakeholder 360 survey. These surveys, along with feedback and intelligence received through our enquiries service and outreach activities shape the content of our annual work programme for the year ahead.  |
| **Action**  | ISAB is asked to discuss and note the contents of this document.  |