

Report to: **STRATEGIC COMMISSIONING BOARD**

Date: 13 February 2019

Reporting Member /Officer of Strategic Commissioning Board Councillor Brenda Warrington – Executive Leader, Tameside Council
Maggie Murdoch – Lay Advisor for Public and Patient Involvement, NHS Tameside and Glossop Clinical Commissioning Group
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Subject: **ENGAGEMENT UPDATE**

Report Summary: This report provides the Executive Board with an assurance update on the delivery of engagement and consultation activity in 2018.

The work is undertaken jointly by both Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group as the Strategic Commission – and supported by a single integrated team.

Much of this work – in particular the Partnership Engagement Network (PEN) – is delivered in partnership with Tameside and Glossop Integrated Care NHS Foundation Trust.

Engagement is relevant to all aspects of service delivery, all the communities and wider multi-agency partnership working. The approach is founded on a multi-agency conversation about ‘place shaping’ for the future prosperity of our area and its communities.

Recommendations: Note the content of report and support the ongoing delivery of engagement activity across both Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group as the Tameside and Glossop Strategic Commission.

Financial Implications:
(Authorised by the statutory Section 151 Officer & Chief Finance Officer)

| | |
|---|-------------|
| Integrated Commissioning Section | Fund |
| Decision Required By | |
| Organisation and Directorate | |
| Budget Allocation | |
| Additional Comments There are no direct financial implications arising from the report. All engagement activity is funded from existing approved expenditure budgets | |

Legal Implications:
(Authorised by the Borough Solicitor)

The report outlines an approach that ensures both Tameside Council and Tameside and Glossop NHS Clinical Commissioning Group (as Tameside and Glossop Strategic Commission) discharge their obligations with regard to engagement, consultation and equality and it should be noted that a significant

amount of work has been undertaken effectively and efficiently at a substantial saving to the CCG.

How do proposals align with Health & Wellbeing Strategy?

The findings from engagement and consultation support the development of services to meet the needs of the public as outlined in the Health & Wellbeing Strategy.

How do proposals align with Locality Plan?

The need to undertake engagement and consultation to inform the development of services is a statutory requirement and as such will be a key requirement in the delivery of the components of the Locality Plan.

How do proposals align with the Commissioning Strategy?

The need to undertake engagement and consultation to inform the development of services supports the Commissioning Strategy.

Recommendations / views of the Health and Care Advisory Group:

Not applicable.

Public and Patient Implications:

The subject this report.

Quality Implications:

The findings from engagement and consultation support the development of services to meet the needs of the public including the quality of that provision.

How do the proposals help to reduce health inequalities?

The findings from engagement and consultation support the development of services to meet the needs of the public including reducing health inequalities.

What are the Equality and Diversity implications?

The findings from engagement and consultation support the completion of Equality Impact Assessments (EIAs)

What are the safeguarding implications?

No implications as a direct result of this report.

What are the Information Governance implications?

No implications as a direct result of this report.

Has a privacy impact assessment been conducted?

Not applicable.

Risk Management:

The report outlines an approach that ensures both Tameside Council and Tameside and Glossop NHS Clinical Commissioning Group (as Tameside and Glossop Strategic Commission) discharge their obligations with regard to engagement, consultation and equality.

Access to Information :

The background papers relating to this report can be inspected by contacting Simon Brunet – Head of Policy, Performance & Intelligence – Governance & Pensions.



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1.0 PURPOSE OF THE REPORT

- 1.1 This report provides the Executive Board with an assurance update on the delivery of engagement and consultation activity in 2018. The work is undertaken jointly by both Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group as the Strategic Commission – and supported by a single integrated team. Much of this work – in particular the Partnership Engagement Network (PEN) – is delivered in partnership with Tameside and Glossop Integrated Care NHS Foundation Trust. Engagement is relevant to all aspects of service delivery, all the communities and wider multi-agency partnership working. The approach is founded on a multi-agency conversation about ‘place shaping’ for the future prosperity of our area and its communities.

2.0 KEY HEADLINES

- 2.1 The key headlines from 2018 are summarised in the box below.

- Facilitated over 30 thematic Tameside and/or Glossop engagement projects.
- Received over 5,000 engagement contacts (excluding attendance at events / drop-ins).
- Delivered four Partnership Engagement Network (PEN) conferences attended by nearly 300 delegates.
- Supported 19 engagement projects at the Greater Manchester level.
- Promoted 31 national consultations where the topic was of relevance to and/or could have an impact on Tameside and/or Glossop.
- Agreed and implemented a Tameside and Glossop Engagement Strategy (which was co-designed with the Partnership Engagement Network).
- Achieved Green Star (including four out five domains at outstanding) in the public and patient participation Improvement and Assessment Framework (IAF).
- Undertook the first joint budget consultation exercise for Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group.
- Established the Partnership Engagement Network (PEN) family, a database of residents, patients and stakeholders who receive a monthly digest of all live engagement and consultation for them to access from one place.

- 2.2 A table listing all engagement activity facilitated, supported or promoted in 2018 is attached at **Appendix 1** for information.

3.0 CROSS CUTTING THEMES

- 3.1 Responses to all thematic engagement and consultation activity is thoroughly analysed and the outputs used to inform the specific project related to that piece of work. Clearly common themes occur across the different thematic engagement activity. Similarly the strategic engagement work through the Partnership Engagement Network (PEN) provides

an insight into views and opinions outside of the topic specific thematic work. These cross-cutting themes help to provide a direction of travel and under-pinning understanding of needs and aspirations.

3.2 Below is a summary of the key cross-cutting themes identified in 2018:

- Support for young people including learning opportunities and apprenticeships;
- Availability of public transport giving access to services (routes and evenings/weekends);
- Transport costs, including the cost of public transport;
- Parking at or close to service points – accessible and affordable;
- Raising standards and quality of services;
- Development of digital services but don't forgot older people and those with learning disabilities;
- Availability of appointments for key services, and waiting times;
- Service providers and professional listening to patients and service users;
- Knowledge of what services are available and how to access them;
- Impact of service changes on low income households, those with long term conditions and families;
- Help with financial management and other issues for those at greatest risk;
- Focus on long term support at the lower level to prevent need for intensive interventions;
- More help, support and opportunities for children, young people and families;
- Concerns about ageing population – more support for older people to reduce need for care;
- Person-centred care: focus on the individual and their needs;
- 'Tell it once' approach for patients and service users;
- Need more mental health services;
- Public/private/third sector need to work together;
- Better signposting from services to other services.

4.0 PARTNERSHIP ENGAGEMENT NETWORK (PEN)

4.1 At its best, meaningful and effective public and patient engagement is a range of different activities where each element informs the development of specific projects or plan. And the whole provides a strategic view to guide forward plans for the area – 'place shaping'. With this in mind, it was agreed to establish a Partnership Engagement Network (PEN) to deliver a strategic approach to engagement and consultation across Tameside and Glossop.

4.2 There have now been four Tameside and Glossop Partnership Engagement Network (PEN) conferences. Feedback from the conferences is positive with 9 out of 10 delegates rating them as very good or good overall, and 8 out of 10 delegates saying they were given enough opportunity to express their opinions.

4.3 The table below summarises the topics discussed at each of the conferences.

| Conference | Presentations | Workshops |
|---|--|--|
| October 2017 (Over 60 delegates) | <ul style="list-style-type: none"> • Partnership Engagement Network Approach • Shared Priorities & Objectives • Care Together | <ul style="list-style-type: none"> • Integrated Neighbourhoods • Intermediate Care proposals • Patient voice in care and support planning • Mental Health • Preventing Homelessness Strategy • Air quality |

| Conference | Presentations | Workshops |
|--|--|--|
| February 2018 (Over 50 delegates *) | <ul style="list-style-type: none"> • Patient Choice • Active Ageing • Partnership Engagement Network Update | <ul style="list-style-type: none"> • Patient Choice • Active Ageing Strategy • One Equality Scheme • Preventing hateful extremism and promoting social cohesion • Development of a new 'Compact' • Public Behaviour Change (Self Care Alliance) |
| June 2018 (Over 80 delegates) | <ul style="list-style-type: none"> • Improving Access to Primary Care • Partnership Engagement Network Update • What Matters to You | <ul style="list-style-type: none"> • Working Together to Tackle and Prevent Homelessness • Identifying & Supporting Ex-Service Personnel in the Armed Forces Covenant • Increasing Digital Skills and Employment • Prescribing of Over the Counter Medicine • Planning at End of Life • Improving Access to Primary Care |
| October 2018 (Over 70 delegates) | <ul style="list-style-type: none"> • Frailty • PEN update | <ul style="list-style-type: none"> • Frailty • Community Safety • Patient Centred Diagnosis Discussions in Long Term Conditions • Collaborative Practice in Primary Care • Tameside's Big Food Debate • Children's Emotional Health & Wellbeing |

(* Over 80 participants signed up to attend but a large number of apologies were received on the morning due to the adverse weather conditions)

- 4.6 Full feedback reports are available for all four events and are posted on the Partnership Engagement Network (PEN) pages of the website. Similarly, for all thematic engagement and consultation activity a short feedback report is posted on the Big Conversation pages of the website.
- 4.7 In addition to the conferences there have been a number of Partnership Engagement Network (PEN) forums covering topics including the development an engagement strategy, age-friendly, palliative care and cancer support.

5.0 IMPROVEMENT AND ASSESSMENT FRAMEWORK (IAF)

- 5.1 Each year NHSE undertake an Improvement and Assessment Framework (IAF) regarding for public and patient engagement for every clinical commissioning group. Last year NHS Tameside and Glossop Clinical Commissioning Group achieved the top score of Green Star (with four out of the five domains rated as outstanding).
- 5.2 The IAF for this year is to be submitted by 8 March 2019, having been signed off by the Accountable Officer (Steven Pleasant). Evidence is only required where a measure within a domain does not meet the top level of criteria – i.e. the assessment builds on the previous year.

5.3 NHS North and NHS England have asked Tameside & Glossop to showcase our approach at a number of IAF workshops and webinars to help areas prepare for this year's assessment.

6.0 RECOMMENDATIONS

6.1 As set out on the front of the report.

APPENDIX 1

The table below summarises engagement and consultation activity in 2018.

| Ref | Topic | Lead |
|-----|--|------------------|
| 1 | Urgent Care | T&G |
| 2 | Care Home (on/off contracts) | T&G |
| 3 | Museum of Manchester Regiment – to support a funding bid to the Heritage Lottery Fund | T&G |
| 4 | Statutory local authority budget consultation with business rate payers | T&G |
| 5 | Primary school meals | T&G |
| 6 | Open Libraries Plus evaluation and impact review | T&G |
| 7 | Over The Counter (OTC) – engagement to inform response to national consultation | NHSE |
| 8 | Working Carers – supporting working carers in the workplace | GMHSCP |
| 9 | Hypertension campaign evaluation and impact review | T&G |
| 10 | Trans-Pennine upgrade | Highways England |
| 11 | Promoting social cohesion and preventing hateful extremism | GMCA |
| 12 | Ageing Well Tameside Strategy – engagement to inform the development of the strategy | T&G |
| 13 | Personal Health Budgets | NHSE |
| 14 | Home care / support at home - model and approach (trials), payments | T&G |
| 15 | Shared Lives – payment banding (complexity of need) and expanding service to those aged 16+ | T&G |
| 16 | History Makers (make smoking history in GMCA) | GMCA |
| 17 | Transforming the response to Domestic Abuse | MoJ |
| 18 | Integrated Communities Strategy Green Paper Consultation | MHC&LG |
| 19 | Metrolink Zonal Fares | TfGM |
| 20 | Review of Greater Manchester Children’s Hospital | GMHSCP |
| 21 | Benign Urology | GMHSCP |
| 22 | Consultation on proposed changes to the service specification for Tier 4 Child and Adolescent Mental Health Services (CAMHS) | NHSE |
| 23 | Government’s Draft Clean Air Strategy | Defra |
| 24 | Planning at End of Life | T&G ICFT |
| 25 | Cross Country Rail Franchise | DfT |
| 26 | NHSE Guidance for which Over the Counter Medicine should not be routinely prescribed | T&G |
| 27 | Homelessness Prevention Strategy | Council |
| 28 | Hattersley and Mottram Public realm Vision | T&G |
| 29 | Beelines | TfGM |
| 30 | Reform of the Gender Recognition Act | GEO |
| 31 | GM Cardiology Service Redesign Project | GMHSCP |
| 32 | GM Respiratory Service Redesign Project | GMHSCP |
| 33 | Evidence Based Interventions Consultation | NHSE |
| 34 | Infant Feeding | T&G |
| 35 | Maternity Services | T&G |
| 36 | A new deal for social housing | MHC&LG |
| 37 | Consultation on contracting arrangements for Integrated Care Providers (ICPs) | NHSE |
| 38 | Insight & Perception Survey | GMHSCP |
| 39 | Have your say on taxi and private hire services | TfGM |
| 40 | Council Tax Support Scheme | T&G |

| Ref | Topic | Lead |
|------------|--|----------------|
| 41 | Digital Skills | T&G |
| 42 | Foster carer payments framework | T&G |
| 43 | Economic strategy – draft strategy | T&G |
| 44 | Poverty Action Plan – draft action plan | T&G |
| 45 | Housing Assistance Policy | T&G |
| 46 | Abnormally invasive placenta services | NHSE |
| 47 | Specialised gynaecology surgery and complex urogynaecology conditions service specifications | NHSE |
| 48 | Gluten-free food on NHS prescription in England | DHSC |
| 49 | Proposed changes to specialised severe intestinal failures services for adults | NHSE |
| 50 | Sale of Energy Drinks to Children | DHSC |
| 51 | Early Help Review | DCC |
| 52 | Calorie labelling for food and drink served outside the home | DHSC |
| 53 | Greater Manchester Culture Strategy | GMCA |
| 54 | Developing a good Employment Charter for Greater Manchester | GMCA |
| 55 | Proposals for the reform of the annual canvas | Cabinet Office |
| 56 | Stalybridge Town Centre Challenge | Council |
| 57 | Gambling Policy Consultation | Council |
| 58 | Developing good jobs and growth: Greater Manchester's Local Industrial Strategy | GMCA |
| 59 | Improving Adult Basic Digital Skills | DfE |
| 60 | Consultation on proposals to ban the distribution and/or sale of plastic straws, plastic stemmed cotton buds and plastic drink stirrers in England | Defra |
| 61 | Same-sex accommodation on in-patient mental health wards | Pennine Care |
| 62 | Changes to planning policy and guidance including the standard method for assessing local housing need | MHC&LG |
| 65 | Planning reform: supporting the high street and increasing the delivery of new homes | MHC&LG |
| 66 | Regulating basic digital skills qualifications | Ofqual |
| 67 | Strategy for our veterans: UK government consultation paper | MoD |
| 68 | The Big Alcohol Conversation | GMCA / GMHSCP |
| 69 | Extremism in England and Wales: call for evidence | CCT |
| 70 | Budget Conversation 2019-20 | T&G |
| 71 | Items which should not routinely be prescribed in primary care: an update and a consultation on further guidance for CCGs | NHS England |
| 72 | Williams Rail Review | DoT |
| 73 | Council Tax Charge on Long Term Empty Dwellings | T&G |
| 74 | Developing a drug and alcohol strategy for Greater Manchester | GMCA |
| 75 | MEC SCN children and young people increasing confidence survey | GMEC |
| 76 | Developing a patient safety strategy for the NHS | NHSE |
| 77 | What Matters to You | T&G |
| 78 | Greater Manchester Spatial Framework | GMCA |
| 79 | Police Funding 2019-20 | GMCA |
| 80 | Improving access to social housing for members of the armed forces | MHC&LG |