

**Report To:** **EAST STRATEGIC NEIGHBOURHOOD FORUM**

**Date:** 17 October 2018

**Reporting Officer:** Sandra Stewart, Director - Governance and Pensions  
Sarah Dobson, Assistant Director - Policy, Performance and Communications

**Subject:** **ENGAGEMENT AND CONSULTATION STRATEGY**

**Report Summary:** This report provides an update on the approach to engagement and consultation for Tameside and Glossop Strategic Commission (Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group). Much of this work is delivered in partnership with Tameside and Glossop Integrated Care NHS Foundation Trust. The approach is relevant to all aspects of service delivery, all the communities of Tameside and Glossop and wider multi-agency partnership working. The approach to engagement is founded on a multi-agency conversation about 'place shaping' for the future prosperity of Tameside and Glossop and its communities.

The report briefly re-iterates the agreed approach to engagement and consultation activity when undertaking service redesign projects, then summarises work to date and finally outlines the key next steps.

**Recommendations:** To note the content of the report.

**Links to Corporate Plan:** The Corporate Plan outlines the priorities for improving outcomes for local communities. An effective approach, as outlined in the report, will ensure those priorities are still relevant and outcomes are being improved.

**Policy Implications:** In line with Council policy.

**Financial Implications:** There are no financial implications as a result of this report.  
**(Authorised by the Section 151 Officer)**

**Legal Implications:** It is important that on an ongoing basis service leads, practitioners, commissioners and contract managers engage with service users, the public and patients. Alongside this they should be collating and analysing a range of management, business and contract information. Doing so ensures sufficient evidence is available to understand the impact (including any equalities related impact by protected characteristic group), quality and effectiveness of the service and/or contract. This is of particular importance when undertaking a change in service provision and/or a contract.  
**(Authorised by the Borough Solicitor)**

**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 Jody Smith – Policy, Research & Improvement Manager – Policy, Performance & Communications – Governance & Pensions.



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## 1. PURPOSE OF THE REPORT

1.1 This report provides an update on the approach to engagement and consultation for Tameside and Glossop Strategic Commission (Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group). Much of this work is delivered in partnership with Tameside and Glossop Integrated Care NHS Foundation Trust. The approach is relevant to all aspects of service delivery, all the communities of Tameside and Glossop and wider multi-agency partnership working. The approach to engagement is founded on a multi-agency conversation about 'place shaping' for the future prosperity of Tameside and Glossop and its communities.

## 2. BACKGROUND AND APPROACH

2.1 On an ongoing basis service leads, practitioners, commissioners and contract managers should be engaging with service users, the public and patients. Alongside this they should be collating and analysing a range of management, business and contract information. By doing so they are ensuring they have sufficient evidence to understand the impact (including any equalities related impact by protected characteristic group), quality and effectiveness of the service and/or contract.

2.2 When undertaking a change in service provision and/or a contract further targeted work is required to ensure any decision to change that service or contract is safe and sound and supported by an evidence base that has regard to the law and the impact on equalities, quality and the public, patients and service users. The ongoing work referred to above is the starting point but additional information gathering, analysis and impact assessment is required where the aspects listed below are changing, or there will be some level of impact as a result of a new model of service delivery:

- Thresholds, triggers and entitlement to receive services
- Physical location of services or the method of access to services
- Types of equipment, adaptations, treatments or therapies provided
- Length of time or frequency services and treatments are provided for

2.3 The joint approach to engagement and consultation has three broad elements – strategic engagement; thematic engagement (or pre-consultation) and consultation. All of which should be supported by an assessment of impact by protected characteristic group (Equality Impact Assessment).

STRATEGIC ENGAGEMENT	THEMATIC ENGAGEMENT (pre-consultation)	CONSULTATION
Approach, principles and direction of travel	New and developing models / emerging ideas	Service specific proposals

2.4 The Partnership Engagement Network (further detail in section 3.0 and 4.0) is a mechanism that facilitates strategic discussion, direction setting and buy-in. Where services are undertaking thematic or neighbourhood engagement (i.e. operational engagement) on a specific proposal or topic, the service needs to ensure relevant steps are taken to collect, understand and consider public, patient and stakeholder views; this could be done in a number of ways including focus groups, workshops, task & finish groups, surveys, service monitoring questionnaires etc.

2.5 It is important to note and re-state that the approach outlined is a guide and not prescriptive. Flexibility will be necessary depending on different circumstances.

### 3. PARTNERSHIP ENGAGEMENT NETWORK (PEN)

3.1 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 in the summer of 2017 to establish a Partnership Engagement Network to deliver a strategic approach to engagement and consultation across Tameside and Glossop.

3.2 The Partnership Engagement Network is a multi-agency approach to provide public and partners with an identified and structured method to influence the work of public services and to proactively feed in issues and ideas. The approach ensures that the structures exist to have ongoing conversation with the public and stakeholders and creates forums for people and organisations to get their voices heard, but also to hear about and contribute to the development of public sector programmes and work.

3.3 More detail on the Partnership Engagement Network is attached at **Appendix 1**.

### 4. PARTNERSHIP ENGAGEMENT NETWORK CONFERENCES AND FORUMS

4.1 There have now been three Tameside and Glossop Partnership Engagement Network Conferences:

- 13 October 2017 at Hyde Town Hall
- 28 February 2018 at Dukinfield Town Hall
- 27 June 2018 at Dukinfield Town Hall

4.2 The Partnership Engagement Network Conferences are organised and attended by colleagues from the Tameside and Glossop Strategic Commission (Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group) and Tameside and Glossop Integrated Care NHS Foundation Trust along with public, stakeholders, partners, and voluntary, community and faith sectors.

4.3 Each conference has consisted of a series of presentations and facilitated workshops during which delegates can input on the development of options, emerging ideas and specific issues and challenges currently facing Tameside and Glossop. The discussions and feedback captured during these workshops have been used to provide data, information, evidence and insight to the development of public services in Tameside and Glossop.

4.4 Details of the presentations and workshops delivered at each conference and the numbers of participants are detailed in the following table:

Conference	Presentations	Facilitated Workshops	Participant Numbers
13 October 2017	<ul style="list-style-type: none"> <li>• Partnership Engagement Network Approach</li> <li>• Shared Priorities &amp; Objectives</li> <li>• Care Together</li> </ul>	<ul style="list-style-type: none"> <li>• Integrated Neighbourhoods</li> <li>• Intermediate Care proposals</li> <li>• Patient voice in care and support planning</li> <li>• Mental Health</li> <li>• Preventing Homelessness Strategy</li> </ul>	Over 60

Conference	Presentations	Facilitated Workshops	Participant Numbers
		<ul style="list-style-type: none"> <li>• Air quality</li> </ul>	
28 February 2018	<ul style="list-style-type: none"> <li>• Patient Choice</li> <li>• Active Ageing</li> <li>• Partnership Engagement Network Update</li> </ul>	<ul style="list-style-type: none"> <li>• Patient Choice</li> <li>• Active Ageing Strategy</li> <li>• One Equality Scheme</li> <li>• Preventing hateful extremism and promoting social cohesion</li> <li>• Development of a new 'Compact'</li> <li>• Public Behaviour Change (Self Care Alliance)</li> </ul>	Over 50 *
27 June 2018	<ul style="list-style-type: none"> <li>• Improving Access to Primary Care</li> <li>• Partnership Engagement Network Update</li> <li>• What Matters to You</li> </ul>	<ul style="list-style-type: none"> <li>• Working Together to Tackle and Prevent Homelessness</li> <li>• Identifying &amp; Supporting Ex-Service Personnel in the Armed Forces Covenant</li> <li>• Increasing Digital Skills and Employment</li> <li>• Prescribing of Over the Counter Medicine</li> <li>• Planning at End of Life</li> <li>• Improving Access to Primary Care</li> </ul>	Over 80

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

4.5 All participants at each conference were invited to take part in a post conference feedback survey. Headline results show that for each conference:

- At least 94% of delegates rated the conference as very good or good overall
- Over three-quarters of participants (78%) felt they were given enough opportunity to express their opinions

4.6 Full feedback reports are available for all three events. These are circulated electronically to delegates and are also available on the Council and CCG websites via the Partnership Engagement Network webpages.

4.7 In addition to the three conferences, there have also been three Forum meetings since the Partnership Engagement Network was established:

- 27 November 2017 – Engagement Strategy for Tameside & Glossop – scoping session
- 9 February 2018 – Engagement Strategy for Tameside & Glossop – follow up session
- 30 May 2018 – Palliative and End of Life Care in Tameside & Glossop

4.8 Further detail on the first two Forum meetings which focussed on the scoping and development of the Tameside and Glossop Engagement Strategy is included in section 5.0 of this report.

4.9 Full feedback reports from the Forums are also available on the Council and CCG websites via the Partnership Engagement Network webpages.

4.10 A synopsis of all past and planned future PEN activity is attached at **Appendix 2**.

## 5. ENGAGEMENT STRATEGY

- 5.1 The discussions at the Partnership Engagement Network conference in October identified a desire across organisations, groups and the public and patient representatives for a shared Tameside and Glossop Engagement Strategy. Any strategy should aim to embed best practice into all our engagement and consultation activities with our residents and communities and ensure it is of benefit to them. A shared strategy should outline how organisations and groups, working together, will continue to strengthen the way we consult and engage with our residents, service users, businesses and our stakeholders to ensure that their voice is heard in any service changes that are proposed.
- 5.2 A small task and finish workshop was held on 27 November 2017 to scope out an Engagement Strategy for Tameside and Glossop. The workshop was attended by representatives from 17 groups and organisations. A full feedback report from the workshop was provided to the delegates.
- 5.3 There was a general consensus at the workshop that a joint engagement strategy or framework for Tameside and Glossop is appropriate – facilitated by the three organisations but with all partner agencies involved and paying due regard to it. Alongside this there was general agreement that any document should be a short and focused on a set of key principles to guide rather than prescribe what we do and how we do it.
- 5.4 The outputs from the workshop were used as part of the evidence base to develop the first draft of the Engagement Strategy for Tameside and Glossop. The first draft was then discussed in detail (a page by page review) at a follow up task and finish workshop on 9 February 2018. Following the workshop a final version of the strategy was produced incorporating any feedback. A full feedback report from the follow up workshop was also circulated to the delegates.
- 5.5 A soft launch of the Engagement Strategy was undertaken in early June 2018 with a full public launch at the Partnership Engagement Network Conference on 27 June.
- 5.6 The purpose and scope of the Engagement Strategy are best summarised in the 'vision' and 'outcomes' sections of the strategy.

### Vision

Our vision for Tameside and Glossop puts people at the heart of decisions about their local services. Working together we will create a sense of collective ownership of the issues faced by the communities of Tameside and Glossop and how we address them. We will start conversations with the public and stakeholders early, shaping our plans from the start.

### Outcomes

The success of this strategy should be assessed by the extent to which:

- People have an opportunity to express their views and feel confident that their voices are heard;
- People feel their opinions and ideas will influence the commissioning, design and delivery of local services;
- Our services will be better as a consequence of engagement and consultation;
- High quality engagement will be something that occurs routinely within our organisations, and is ongoing.

- 5.7 A copy of the full Tameside and Glossop Engagement Strategy agreed with the Partnership Engagement Network is attached **Appendix 3**.

## 6. RECENT AND UPCOMING ENGAGEMENT & CONSULTATION ACTIVITY

6.1 The table below summarises recent and upcoming engagement and consultation activity. Many are directly led by Tameside and Glossop Strategic Commission (or its constituent parts) although any Greater Manchester or national engagement or consultation exercises with relevance to Tameside and Glossop are also promoted locally.

Ref	Topic	Type	When	Lead
1	Urgent Care	Consult	Closed 26 Jan 18	SC
2	Care Home (on/off contracts)	Consult	Closed 31 Jan 18	SC
3	Museum of Manchester Regiment – to support a funding bid to the Heritage Lottery Fund	Consult	Closed 9 Feb 18	Council
4	Statutory local authority budget consultation with business rate payers	Consult	Closed 14 Feb 18	Council
5	Primary school meals	Consult	Closed 16 Feb 18	Council
6	Open Libraries Plus evaluation and impact review	Engage	Closed 5 Feb 18	Council
7	Over The Counter (OTC) – engagement to inform response to national consultation	Engage	Closed 14 Mar 18	NHSE
8	Working Carers – supporting working carers in the workplace	Engage	Closed 23 Mar 18	GMHSCP
9	Hypertension campaign evaluation and impact review	Engage	Closed 1 Mar 18	SC
10	Trans-Pennine upgrade	Consult	Closed 25 Mar 18	HE
11	Promoting social cohesion and preventing hateful extremism	Engage	Closed 16 Apr 18	GMCA
12	Ageing Well Tameside Strategy – engagement to inform the development of the strategy	Engage	Feb – Nov 18	SC
13	Personal Health Budgets	Engage	Closed 8 June 2018	NHSE
14	Shared Lives – payment banding (complexity of need) and expanding service to those aged 16+	Consult	Closed 22 Jul 2018	Council
15	History Makers (make smoking history in GMCA)	Engage	Closed 30 April 2018	GMCA
16	Transforming the response to Domestic Abuse	Consult	Closed 31 May 2018	Ministry of Justice
17	Integrated Communities Strategy Green Paper Consultation	Consult	Closed 5 June 2018	Ministry of Housing, Communities & Local Government
18	Metrolink Zonal Fares	Consult	Closed 17 June 2018	TfGM
19	Review of Greater Manchester Children's	Consult	Closed 9	GMHSCP

Ref	Topic	Type	When	Lead
	Hospital		July 2018	
20	Benign Urology	Consult	Closed 15 July 2018	GMHSCP
21	Consultation on proposed changes to the service specification for Tier 4 Child and Adolescent Mental Health Services (CAMHS)	Consult	Closed 14 Aug 2018	NHSE
22	Government's Draft Clean Air Strategy	Consult	Closed 14 Aug 2018	Defra
23	Planning at End of Life	Engage	Spring / Summer 2018	T&G ICFT
24	Cross Country Rail Franchise	Consult	Closed 30 Aug 2018	DfT
25	NHSE Guidance for which Over the Counter Medicine should not be routinely prescribed	Engage Consult	22 Jun – 24 Oct 2018	SC
26	Homelessness Prevention Strategy	Consult	Closed 27 Jul 2018	Council
27	Hattersley and Mottram Public realm Vision	Engage Consult	Closed 31 Jul 2018	Council / Onward Homes / Jigsaw
28	Beelines	Engage	Summer 2018	TfGM
29	Reform of the Gender Recognition Act	Consult	3 Jul – 19 Oct 2018	Government Equalities Office
30	GM Cardiology Service Redesign Project	Consult	Closed 19 Aug	GMHSCP
31	GM Respiratory Service Redesign Project	Consult	Closed 19 Aug	GMHSCP
32	Evidence Based Interventions Consultation	Consult	Closed 28 September	NHSE
33	Infant Feeding	Engage Consult	Closed 19 August 2018	Council
34	Maternity Services	Engage Consult	Closed 19 Sept 2018	Council
35	Relationships education, relationships and sex education and health education	Consult	19 Jul – 7 Nov 2018	Dept for Education
36	A new deal for social housing	Consult	14 Aug – 6 Nov 2018	Ministry of Housing, Communities & Local Government
37	Consultation on contracting arrangements for Integrated Care Providers (ICPs)	Consult	3 Aug – 26 Oct 2018	NHSE
38	Gluten-free food on NHS prescription in	Consult	21 Aug – 1	Dept of



Ref	Topic	Type	When	Lead
	England		Oct 2018	Health & Social Care
39	Sale of Energy Drinks to Children	Consult	30 Aug – 21 Nov 2018	Dept of Health & Social Care
40	Insight & Perception Survey	Consult	Closed 31 Aug 2018	GMHSCP
41	Have your say on taxi and private hire services	Consult	Closed 21 Aug 2018	TfGM
42	Council Tax Support Scheme	Consult	20 Sept – 22 Nov 2018	Council
43	Digital Skills	Engage Consult	3 Sept – 2 Nov 2018	Council
44	Housing Assistance Policy	Engage Consult	TBC	Council

Note: SC = Strategic Commission

- 6.2 Service leads, practitioners, commissioners and contract managers are asked to keep relevant colleagues updated on potential upcoming engagement and consultation activity on a regular basis.

## 7. PARTNERSHIP ENGAGEMENT NETWORK E MAIL UPDATES

- 7.1 A key part of the Partnership Engagement Network infrastructure is the PEN family. This is a growing database of people who are interested in, and want to take part in, engagement and consultation work in Tameside and Glossop. The PEN family provides an opportunity for us to reach out to a wider variety of people than may traditionally engage with public sector services. There are currently over 250 contacts signed up to the PEN family.
- 7.2 From May 2018, a monthly update e mail has been sent to those signed up to the PEN family outlining key issues or events to be aware of and any local, regional and national consultation and engagement opportunities.
- 7.3 Copies of each monthly update are also available on the Partnership Engagement Network webpages.

## 8. RECOMMENDATIONS

- 8.1 To note the content of this report.