

Report to :	STRATEGIC COMMISSIONING BOARD
Date :	27 November 2019
Executive Member/Reporting Officers:	<p>Cllr Brenda Warrington – Executive Leader</p> <p>Dr Ashwin Ramachandra / CCG Co-Chair</p> <p>Sandra Stewart – Director Governance and Pensions</p> <p>Sarah Dobson – Assistant Director Policy, Performance and Communications</p>
Subject :	ENGAGEMENT UPDATE
Report Summary :	<p>The report provides the Strategic Commissioning Board and Executive Cabinet with an update on the delivery of engagement and consultation activity in the last two years. Much of the work is undertaken jointly – coordinated through the Tameside and Glossop Partnership Engagement Network (PEN) – by NHS Tameside and Glossop Clinical Commissioning Group, Tameside Council and Tameside and Glossop Integrated Care NHS Foundation Trust. However, it should be noted that each of the three agencies undertake work individual where necessary and appropriate for the purposes of specific projects. Engagement is relevant to all aspects of service delivery, all the communities of Tameside and Glossop, 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.</p>
Recommendations :	<p>The Strategic Commissioning Board and Executive Cabinet are asked to note the contents of the report and support future engagement and consultation activity with the communities of Tameside and Glossop.</p>
Links to Corporate Plan:	<p>Achieving the objectives and priorities of the Corporate Plan is dependent on effective service delivery which meets the needs of local residents. Undertaking engagement and consultation to inform service development makes for better services and improved impact.</p>
Policy Implications :	<p>There are no direct policy implications as a result of this report but the activity outlined ensures policies regarding engagement are delivered. Engagement activity (alongside other considerations) will inform policy development in the relevant thematic areas.</p>
Financial Implications :	<p>There are no direct financial implications as a result of this report.</p>
(Authorised by the statutory Section 151 Officer & Chief Finance Officer)	
Legal Implications :	<p>Local government, NHS England, CCGs, and NHS trust/foundation trusts all have separate but similar legal obligations to consult or otherwise involve the public. Duties for local government to consider are that of:</p>
(Authorised by the Borough Solicitor)	<ul style="list-style-type: none"> • overview and scrutiny • public sector equality duty

- health and wellbeing boards
- the legal requirement to hold meetings in public, except where it is permissible to exclude the public.

Due to the democratic accountability of local government, even where there is no legal duty, public consultation is a principle that it continually reinforced. The four main stakeholder groups it is important to reach are:

- service users and the wider public
- clinical staff
- the wider workforce
- local leaders and local politicians.

A well thought through and documented engagement approach, involving the public, communities and other stakeholders, even where there is no obligation by law to do so, is in most circumstances the right thing to do and will ensure services meet the needs of the population. Additionally where possible joint public involvement exercises are encouraged between local government and NHS partners as they reduce the burden on service users and the wider public. Effective communication and involvement throughout will help to build ownership and support for proposals.

Risk Management :

The approach and activity outlined in the report ensures that both Tameside Council and Tameside and Glossop Clinical Commissioning Group meet their obligations with regards to engagement and consultation with local communities.

Access to Information :

The background papers relating to this report can be inspected by contacting Simon Brunet, Head of Policy of Policy, Performance and Intelligence (Tameside and Glossop Strategic Commission)



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1. PURPOSE OF THE REPORT

- 1.1 The report provides the Strategic Commissioning Board and Executive Cabinet with an update on the delivery of engagement and consultation activity in the last two years. Much of the work is undertaken jointly – coordinated through the Tameside and Glossop Partnership Engagement Network (PEN) – by NHS Tameside and Glossop Clinical Commissioning Group, Tameside Council and Tameside and Glossop Integrated Care NHS Foundation Trust. However, it should be noted that each of the three agencies undertake work individual where necessary and appropriate for the purposes of specific projects.
- 1.2 Engagement is relevant to all aspects of service delivery, all the communities of Tameside and Glossop, and wider 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. KEY HEADLINES

- 2.1 The key headlines from 2018/19 are summarised in the box below.

- Facilitated over 39 thematic Tameside and/or Glossop engagement projects
- Received over 6,000 engagement contacts (excluding attendance at events / drop-ins) – 2,600 in 2017, 2,400 in 2018 and 1,200 so far for 2019.
- Delivered seven Partnership Engagement Network (PEN) conferences attended by over 450 delegates.
- Supported 36 engagement projects at the regional and Greater Manchester level
- Promoted 56 national consultations where the topic was of relevance to and/or could have an impact on Tameside and/or Glossop
- Continued to implement the Tameside and Glossop Engagement Strategy, which was co-designed with the Partnership Engagement Network (PEN)
- Continued to develop 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.
- Facilitated the NHS England ‘What Matters to You?’ campaign for the second year (an optional national campaign).
- Undertook the first joint budget consultation exercise for Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group
- Delivered three stakeholder ‘summits’ bringing a range of public service leaders, VCFSE groups and public / patient representatives together to guide future planning on key issues – Green Summit (November 2018), Neighbourhood Summit (January 2019) and Co-operative Summit (October 2019).
- Achieved Green Star (with the highest possible score of 15 out of 15) in the 2018/19 public and patient participation Improvement and Assessment Framework (IAF) *

(*) Note: CCG only. The Council and ICFT are not assessed under an engagement IAF.

2.2 A table listing all engagement activity facilitated, supported or promoted in the last two years is attached at **Appendix 1** for information.

3. 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 2018/19.

- 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 forget 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. WHAT MATTERS TO YOU

4.1 'What Matters to You' is a national campaign led by NHS England that each year encourages and supports more conversations between those who commission health and social care and those who receive it. From 6 June to 31 July 2019, Tameside and Glossop Clinical Commissioning Group (alongside Tameside Council) jointly promoted and facilitated the 'What Matters to You' campaign.

4.2 Feedback cards were circulated across a wide range of platforms such as GP surgeries, voluntary, community, faith and social enterprise (VCFSE) sector organisations, care homes, town halls, local Healthwatch organisations, libraries and Patient Participation Groups (PPG). Those who attended the June 2019 conference of the Partnership Engagement Network were also engaged in a number of workshops.

4.3 In 2019, a total of 142 responses were received, an increase of nearly half on the year previous. The top 10 themes drawn out of the feedback were:

- Availability of GP appointments (a 15% increase on 2018)
- Thank you NHS (a 5% increase on 2018)
- Availability of appointments in general

- Better social care provision and better access to social care (a 2% decrease on 2018)
- More access to mental health, especially men's and pregnant women's mental health issue
- Waiting times for referrals (a 4% decrease on 2018)
- Importance of local services and knowledge of those services (a 2% decrease)
- Being listened to (a 9% decrease)
- Overall wellbeing, keeping myself healthy and having the knowledge of what services are in my area (a 10% decrease)
- More investment in the NHS

4.4 The findings from the 2019 campaign have been shared with senior leaders for their use to inform future service improvement.

5. PARTNERSHIP ENGAGEMENT NETWORK (PEN)

5.1 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.

5.2 There have now been seven 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 9 out of 10 delegates saying they were given enough opportunity to express their opinions.

5.3 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 and 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
February 2018 (Over 60 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)

Conference	Presentations	Workshops
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 and 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 and Wellbeing
February 2019 (Over 70 delegates)	<ul style="list-style-type: none"> • Corporate Plan • Living Life Well 	<ul style="list-style-type: none"> • Living Life Well (All Attendees) • PEN Development Session (All Attendees) • Loneliness • Greater Manchester Moving Local Delivery Pilot • Corporate Plan • Building a Social Movement around Community Wellbeing • Social Prescribing and Asset Based Community Development
June 2019 (Over 80 delegates)	<ul style="list-style-type: none"> • Greater Manchester Clean Air Plan • Tackling Dementia in Tameside and Glossop 	<ul style="list-style-type: none"> • Active Neighbourhoods, Greater Manchester Get Moving Campaign • Personalised Care Planning at the End of Life • Tackling Dementia in Tameside and Glossop • New Ways to Access General Practice • Tameside and Glossop Lung Health Checks • Tameside and Glossop Bereavement Booklet
October 2019	<ul style="list-style-type: none"> • Health Inequalities / Mayors Challenge Fund • Advanced Care Planning – You Said, We Did 	<ul style="list-style-type: none"> • ICFT Health Inequalities – Closing the Gap • Active Parks • ICFT Patient Experience & Service User Engagement Strategy • ICFT Volunteer Strategy • Co-operative Councils • SAMMIE (Smoking, Alcohol, Mobility,

Conference	Presentations	Workshops
		Mental Health, Isolation and Elderly) campaign.

() Note: over 80 participants signed up to attend but a large number of apologies were received on the morning due to the adverse weather condition.*

- 5.4 Full feedback reports are available for the conferences are posted on the Partnership Engagement Network (PEN) pages of both the council and CCG website. Similarly, for all thematic engagement and consultation activity a short feedback report is posted on the Big Conversation pages of the Tameside Council website (with links also included on the CCG website).
- 5.5 In addition to the conferences there have been six Partnership Engagement Network (PEN) forums (smaller focused groups). The topics covered by the forums include Palliative and End of Life Care; Age Friendly Tameside; MacMillan Recovery Services; Patient Experience and Equalities; and the joint Engagement Strategy.
- 5.6 Over the last year three large scale stakeholder ‘summits’ have been held on key themes. These bring together a range of public service leaders, members of voluntary, community, faith and social enterprise (VCFSE) groups and public and patient representatives to discuss and guide future planning in those areas. The three events are the Green Summit (November 2018), the Neighbourhood Summit (January 2019) and the Co-operative Summit (October 2019).

6. IMPROVEMENT AND ASSESSMENT FRAMEWORK (IAF)

- 6.1 Each year NHSE undertake an Improvement and Assessment Framework (IAF) regarding for public and patient engagement for every clinical commissioning group. Last year – 2017/18 – NHS Tameside and Glossop Clinical Commissioning Group achieved the top score of Green Star (with four out of the five domains rated as outstanding).
- 6.2 For the 2018/19 assessment Tameside and Glossop Clinical Commissioning Group has been given the top rating – Green Star (with the highest possible score of 15 out of 15) for patient and community engagement. Only 35 out of 195 areas in the country have received Green Star, and Tameside and Glossop is one of only 13 out of 195 go achieve the highest possible score of 15 out of 15.
- 6.3 The Improvement and Assessment Framework (IAF) for public and patient engagement is only undertaken for Clinical Commissioning Groups. However a key element of the evidence base submitted for the 2018/19 assessment was the joint working through the Tameside and Glossop Partnership Network (PEN).
- 6.4 NHS North and NHS England asked Tameside and Glossop to showcase our approach at a number of IAF workshops and webinars to help other Clinical Commissioning Groups (CCGs) across England prepare for this year’s Improvement and Assessment Framework (IAF) for public and patient engagement.

7. RECOMMENDATIONS

- 7.1 As set out on the front of the report.

APPENDIX 1

The table below summarises engagement and consultation activity in the last two years.

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

Ref	Topic	Lead
48	Specialised gynaecology surgery and complex urogynaecology conditions service specifications	NHSE
49	Gluten-free food on NHS prescription in England	DHSC
50	Proposed changes to specialised severe intestinal failures services for adults	NHSE
51	Sale of Energy Drinks to Children	DHSC
52	Early Help Review	DCC
53	Calorie labelling for food and drink served outside the home	DHSC
54	Greater Manchester Culture Strategy	GMCA
55	Developing a good Employment Charter for Greater Manchester	GMCA
56	Proposals for the reform of the annual canvas	Cabinet Office
57	Stalybridge Town Centre Challenge	Council
58	Gambling Policy Consultation	Council
59	Developing good jobs and growth: Greater Manchester's Local Industrial Strategy	GMCA
60	Improving Adult Basic Digital Skills	DfE
61	Consultation on proposals to ban the distribution and/or sale of plastic straws, plastic stemmed cotton buds and plastic drink stirrers in England	Defra
62	Same-sex accommodation on in-patient mental health wards	Pennine Care
63	Changes to planning policy and guidance including the standard method for assessing local housing need	MHC&LG
64	Planning reform: supporting the high street and increasing the delivery of new homes	MHC&LG
65	Regulating basic digital skills qualifications	Ofqual
66	Strategy for our veterans: UK government consultation paper	MoD
67	The Big Alcohol Conversation	GMCA / GMHSCP
68	Extremism in England and Wales: call for evidence	CCT
69	Budget Conversation 2019-20	T&G
70	Items which should not routinely be prescribed in primary care: an update and a consultation on further guidance for CCGs	NHS England
71	Williams Rail Review	DoT
72	Council Tax Charge on Long Term Empty Dwellings	T&G
73	Developing a drug and alcohol strategy for Greater Manchester	GMCA
74	MEC SCN children and young people increasing confidence survey	GMEC
75	Developing a patient safety strategy for the NHS	NHSE
76	What Matters to You	T&G
77	Greater Manchester Spatial Framework	GMCA
78	Police Funding 2019-20	GMCA
79	Improving access to social housing for members of the armed forces	MHC&LG
80	Single Handed Care	T&G
81	Suicide Prevention Campaign Consultation	GMHSCP
82	Relationships education, relationships and sex education and health education	DfE
83	Cataract Survey	HW Derbyshire
84	Greater Sport Physical Activity Survey	Greater Sport
85	Implementing the NHS Long Term Plan - Proposals for possible changes to legislation	NHS England
86	Consultation on consistency in household and business recycling collections in England	Defra
87	Introducing a Deposit Return Scheme for Drinks Containers	Defra
88	Tameside Food Survey	T&G
89	Plastic waste and recycling in Greater Manchester	GMCA
90	Introducing further advertising restrictions of products high in fat, sugar and salt (HFSS) on TV and online	DoHSC
91	Tackling Homelessness	MfHCLG

Ref	Topic	Lead
92	Tameside Parenting Support Survey	T&G
93	Greater Manchester Fire & Rescue Service - Programme of Change	GMCA / GMFRS
94	Serious violence: new legal duty to support multi-agency action	Home Office
95	Healthwatch Tameside NHS Long Term Plan	Healthwatch
96	Deferred Payment Scheme Consultation	T&G
97	Recycle for Greater Manchester Campaign Feedback	Recycle 4 GM
98	Our Pass Opportunities	GMCA
99	Consultation on a new Rent Standard from 2020	Regulator of Social Housing
100	Greater Manchester Clean Air Plan	GMCA
101	Greater Manchester Vascular Services	GMHSCP
102	Children not in school	DfE
103	Greater Manchester Vascular Services Survey	GMHSCP
104	Wheelchair Survey	GMHSCP
105	Adding folic acid to flour	Department for Health and Social Care
106	What Matters to You?	T&G
107	Tameside Museums and Galleries: Planning for the future	T&G
108	Consultation on Proposed PSPO for Moorland	T&G
109	Local Studies and Archives Forward Plan	T&G
110	Shining a Light on Suicide	GMHSCP
111	Higher technical education consultation	DfE
112	Changing Places Toilets	MHCLG
113	Support for victims of domestic abuse in safe accommodation	MHCLG
114	Greater Manchester High Rise Residents Survey	GMCA
115	Redress for purchasers of new build homes and the new homes Ombudsman	MHCLG
116	Restraint in mainstream provision settings and alternative provision	DfE
117	Tenancy deposit reform: a call for evidence	MHCLG
118	Digital-first Primary Care: Policy consultation on patient registration, funding and contracting rules	NHSE
119	Supporting victims and witnesses every step of the way: experiences of police, court and support services	GMP
120	How we should engage and involve patients and the public in our work	Medicines and Healthcare Products Agency
121	VCSE in Greater Manchester – the next 10 years	GM VCSE Devolution Reference Group
122	A new deal for renting: resetting the balance of rights and responsibilities between landlords and tenants	MHCLG
123	Rogue Landlord Database Forum	MHCLG
124	Advancing our health: prevention in the 2020s	Department for Health and Social Care
125	Co-operative Councils Innovation Network Proposals	T&G
126	Transport and the Night Time Economy	GMCA
127	Improving Specialist Care Programme: GM Cardiology Services	GMHSCP
128	Home to School Travel and Transport: statutory guidance	DfE
129	Sprinklers and other fire safety measures in new high rise blocks of flats	MHCLG
130	Electric vehicle charge-points in residential / non-residential buildings	DfT
131	Measures to reduce personal water use	Defra