



## Partnership Engagement Network (PEN)

### Report of Virtual Conference held on 19 November 2020

#### Background

The Partnership Engagement Network (PEN) was established as part of 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 structures exist to have an 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 of work.

#### Introduction

On 19 November 2020 representatives from Tameside Council, NHS Tameside and Glossop Clinical Commissioning Group and Tameside and Glossop Integrated Care NHS Foundation Trust along with public, patients, service users, stakeholders, partners, voluntary, community and faith sectors came together for the second PEN Conference of 2020 – the first to be held virtually. There were over 70 participants in total.

Participants heard feedback on the virtual engagement sessions that had taken place during the summer focussing on the impact of Covid-19, followed by a presentation on preventing transmission of the virus.

Participants also listened to a presentation on upcoming major projects and consultations locally and across Greater Manchester, before taking part in two rounds of workshops.

#### Facilitated Workshops

Eight facilitated workshops took place to gain input on the development of options, emerging ideas and specific issues and challenges currently facing the local area. The approach to the workshops was flexible with the workshop leads invited to facilitate the workshop in the way which worked best for the topic they were delivering. Key points and notes of these discussions are available at Appendix 2 onwards.

Participants were invited to take part in a choice of two of the following seven workshops:

- Clean Air Plan
- Minimum Licensing Standards
- Trans Pennine Upgrade
- Improving Access to Primary Care
- Inclusive Growth Strategy
- Environment Strategy
- Community Safety Strategy
- Budget Conversation

The discussions and feedback captured during these workshops will be used to provide data, information, evidence and insight to the development of public services in Tameside and Glossop. The full notes of each of the workshops are included in the attached appendices (2 to 9).

### **Post Conference Feedback Survey**

All participants were invited to take part in a post-conference feedback survey. The key findings of the results include:

- Of those who responded, 85% said they would attend another virtual PEN Conference in the future
- All respondents rated the organisation of the event as either Very Good (61%) or Good 39%
- Over eight in ten (84%) rated the presentations as good or very good
- Participants were invited to provide comments about the presentations. The key findings were:
  - Presentations were limited due to the virtual format but overall easy to understand and ran smoothly
  - Positive comments about the presentations
- Over eight in ten (84%) rated the workshops overall as good or very good
- Participants were invited to provide comments about the workshops. Some of the key points were:
  - Comments about workshop allocation choices - surprised or unexpected choice
  - Enjoyed the breakout sessions
  - Missed the opportunity to participate in around the table conversation, looking forward to in-person conferences
- Participants were asked what they would like to see at future PEN Conferences, including suggestions for future discussion topics. Some of the comments included:
  - 'You said we did' sessions so participants can hear about how their feedback has contributed to certain projects
  - Fewer workshop topics built around a specific theme
  - Impact of Covid-19 on visually impaired people
  - Encourage more people from Black, Asian & Minority Ethnic backgrounds to participate in PEN
  - How GP surgeries are funded
  - Impact of mutual aid during the pandemic and how to build on it
- The vast majority of participants (91%) said they did not experience technical issues during the conference

A full breakdown of the responses can be found at Appendix 10

## **Appendices**

The following appendices are attached:

- Appendix 1 – Conference Agenda
- Appendix 2 – Workshop notes; Clean Air Plan
- Appendix 3 – Workshop notes; Minimum Licensing Standards
- Appendix 4 – Workshop notes; Trans Pennine Upgrade
- Appendix 5 – Workshop notes; Improving Access in Primary Care
- Appendix 6 – Workshop notes; Inclusive Growth Strategy
- Appendix 7 – Workshop notes; Environment Strategy
- Appendix 8 – Workshop notes; Community Safety Strategy
- Appendix 9 – Workshop notes; Budget Conversation
- Appendix 10 – Post Conference Feedback Survey Findings



Tameside & Glossop  
Partnership Engagement  
Network (PEN)

**NHS**  
Tameside and Glossop  
Clinical Commissioning Group

**Tameside**  
Metropolitan Borough

**NHS**  
Tameside and Glossop  
Integrated Care  
NHS Foundation Trust

## PARTNERSHIP ENGAGEMENT NETWORK VIRTUAL CONFERENCE

Date: Thursday 19 November

Time: 2.00pm to 4.30pm

Venue: *include Zoom link here*

### AGENDA

1.	<b>Welcome &amp; Housekeeping</b> – (Karen Huntley, Lay Member for Public Participation, NHS Tameside & Glossop Clinical Commissioning Group)	2.00pm – 2.05pm (5 minutes)
2.	<b>Opening Remarks and Scene Setting</b> – (Councillor Brenda Warrington, Executive Leader, Tameside Council and Jane McCall, Chair of the Tameside and Glossop Integrated Care NHS Foundation Trust)	2.05pm – 2.10pm (5 minutes)
3.	<b>Feedback on Covid-19 engagement to date</b> – (Karen Huntley, Lay Member for Public Participation, NHS Tameside and Glossop CCG)	2.10pm – 2.20pm (10 minutes)
4.	<b>Covid-19 – What we need to do to prevent transmission</b> – (James Mallion, Consultant Public Health, Tameside and Glossop Strategic Commission)	2.20pm – 2.30pm (10 minutes)
5.	<b>Upcoming major projects and engagements/consultations</b> – (Simon Brunet, Head of Policy, Performance and Intelligence, Tameside and Glossop Strategic Commission)	2.30pm – 2.35pm (5 minutes)
6.	<b>Breakout Sessions – Round 1</b> (See overleaf)	2.35pm – 3.20pm (45 minutes)
7.	<b>Feedback from Breakout Session 1</b>	3.20pm – 3.30pm (10 minutes)
8.	<b>Breakout Sessions – Round 2</b> (See overleaf)	3.30pm – 4.15pm (45 minutes)

9.	<b>Feedback from Breakout Session 2</b>	4.15pm – 4.25pm (10 minutes)
10.	<b>Close</b> – (Karen Huntley, Lay Member for Public Participation, NHS Tameside & Glossop CCG)	4.25pm – 4.30pm (5 minutes)

<b>BREAKOUT SESSIONS</b>	
<b>A</b>	<b>Clean Air Plan</b> – (Gary Mongan, Regulatory Services Manager Environmental Services (Public Protection), Operations and Neighbourhoods, Tameside Council)
<b>B</b>	<b>Minimum Licensing Standards</b> – (Mike Robinson, Regulatory Services Manager (Licensing), Tameside Council)
<b>C</b>	<b>Trans Pennine Upgrade</b> – (Andy Dawson Project Manager, Highways England, Matt Robinson Design Lead, Atkins Design Agency, Joe Walmsley Regional Communications Manager, Highways England & Nigel Gilmore Strategic Lead Transportation & Infrastructure, Tameside Council)
<b>D</b>	<b>Improving Access in Primary Care</b> – (Joseph Corbett, Health & Social Care Digital Transformation Manager, Tameside & Glossop CCG; Tracy Turley, Policy & Strategy Lead, Tameside & Glossop Strategic Commission)
<b>E</b>	<b>Inclusive Growth Strategy</b> – (David Berry, Head of Economy, Employment and Skills, Tameside Council and Matthew Kershaw, Project Manager Economic Growth, Tameside Council)
<b>F</b>	<b>Environment Strategy</b> – (Alison Lloyd-Walsh, Head of Environmental Development — Environmental Development, Strategic Property, Growth and Christina Morton, Environmental Development Officer, Environmental Development, Strategic Property & Growth, Tameside Council)
<b>G</b>	<b>Community Safety Strategy</b> (John Gregory, Head of Community Safety and Homelessness, Operations and Neighbourhoods, Tameside Council & Dave Smith Partnership Manager, Community Safety and Homelessness, Operations and Neighbourhoods, Tameside Council)
<b>H</b>	<b>Budget Conversation (Tameside &amp; Glossop Strategic Commission)</b> – (Jody Smith, Policy & Strategy Service Manager, Tameside & Glossop Strategic Commission and Heather Green, Finance Business Partner, Tameside & Glossop Strategic Commission)

## Workshop notes - Clean Air Plan

The workshop attendees heard information on the Greater Manchester Clean Air Plan and gave their input based on a series of questions:

### Clean Air Plan - discussion (Group One)

#### Question 1 – Do you agree with the boundaries?

- Some participants did not agree, on the basis that Hyde is part of Cheshire.
- More evidence needed to prove that there is a pollution problem in Hyde.
- Some agreed that the Greater Manchester-wide boundaries are suitable.
- Concerns regarding the air traffic impact on air quality - and travel to and from the airport. It was said that Clean Air Zones are at local authority level not including air traffic, which is covered by central government.
- Concerns over how the GM boundary will impact traffic coming from Derbyshire into Tameside? Traffic outside Tameside on this route would not be charged.
- Other concerns lie with motorways which are not included in the plans. The pollution hotspots within GM are around motorway junctions and motorways where we have no control. The Highways Agency are not included, so these vehicles will only be charged if come off the motorway into GM area.
- Comment on how to ensure the government make the Highway Agency more accountable, as they should share responsibility

#### Question 2 – Do you agree with the hours of operation (24/7)?

- Participants agreed with the hours of operation. Concerns given included that public do not want some businesses to attempt to avoid charges by operating at certain times of day or night.

#### Question 3 – Do you agree with the charges?

- Participants had difficulty agreeing or disagreeing as not impacted directly by the proposals. There seems to have been genuine thought put into reducing the effect on the business/vehicle owner.
- Question over how the charges will be implemented, confirmed to be – ANPR cameras, the system will recognise vehicle and then check to see if compliant.
- Question on whether there will be tax relief for businesses on this charge? Concerns around the impact of this being introduced when taxi drivers are having a tough time at the moment, tax relief would help a little. It is a difficult time to introduce charges.
- Lots of thought has gone into the charges. For many, any charge at all won't sit right, however not the same as a congestion charge, idea is to encourage people to upgrade to compliant vehicle.

#### Question 4 – Do you agree with the exemptions?

- Participants agreed with the exemptions

### **Question 5 – Funding proposals?**

- Hope people will take advantage of the proposal, sure some would like more however acknowledge constraints. It seems fair.
- Is the money being used to offset compliance? What is the charge money being used for? It goes back to air quality and aiming to improve air quality. In theory, year on year the number of non-compliant vehicles will decrease as more vehicles become compliant. By 2026 all vehicles should be compliant, clean air zone will no longer be needed.

### **Clean Air Zone – discussion (Group 2)**

#### **Question 1 – Do you agree with the boundaries?**

- Shame that the A57/A628 are not included in this due to falling under the Highway Agency. Roads come into Hollingworth and through Tintwistle -, amount of pollution from these roads is high.
- Good, the wider this area can be made the better as will have a larger impact.

#### **Question 2 – Do you agree with the hours of operation (24/7)?**

- Concern over weekends, however appreciate that simpler is better, so can see it makes sense.
- Concerned around potential impact on weekends and local businesses. Will this cost be passed onto consumer in taxi fares/bus fares?

#### **Question 3 – Do you agree with the charges?**

- Participants generally agreed.

#### **Question 4 – Do you agree with the exemptions?**

- Comments echoed agreement. Some confusion around Showground vehicles at first, however realise these may be hard to replace, low mileage and difficult for businesses to make compliance.
- Road diversion exemption also good

#### **Question 5 – Funding proposals?**

- With Covid and Brexit we need to help businesses with maintaining what they have while improving the environment.
- Highlighted need to be confident that GM will get the full grant.

### Workshop notes - Minimum Licensing Standards

The participants were given a presentation on Minimum Standards for Taxi and PHVs. The standards were discussed and put to the audience if they had any further questions.

#### Minimum Licensing Standards – discussion (Group 1&2)

- Question over how many people this affects – 400 private hire vehicles licenced in Tameside, 20,000 in Greater Manchester approximately. In Tameside, we have 150 licenced Hackney non-compliant vehicles – only two are compliant; the rest need to change. However, all are wheel chair accessible so they will be charged from 2023.
- Clarification that all Hackney carriage charges are set by the council, we agree on a fixed price for them. Private Hire vehicles are set by the company – we have no say in that – but all have to be competitive.
- Question regarding prices will affect less well-off members of the public – it is possible but this is not the intention. This scheme would help the drivers and support them towards buying a more compliant vehicle – In Tameside we have an age policy and the standards that are being proposed, we already meet for the majority.
- This scheme is only for Greater Manchester as it stands but if drivers from Derbyshire pass through the Greater Manchester area they will be charged – all taxis and Lorries will be charged.
- Comments that if CCTV was fitted to all vehicles, this would be acceptable as long as drivers and users are made aware.
- Comments about the appearance of the vehicles that are being submitted: Great for tourists – knowledge of the fleet and safety conscience
- Discussion took place about the nominations for good conduct for drivers etc. Excellence in licensing award – public can nominate the services of staffing – and award of standards of excellence – recognises the good work of drivers – something that is a good proposition
- Discussion around how to raise awareness, to nominate the drivers who go above and beyond. This was said to be: engagement with public, making people aware of standards, publishing it locally and nationally
- Further questions or thoughts – it was raised that it was an Interesting subject, complimenting drivers and the helpfulness of some taxi drivers she has come across, guide dogs and reporting drivers.” Other comments raised participants’ own experiences with the fleet, and finally the need to raise awareness in the service over complaints so that people can be provided with extra support.

### **Workshop notes - Trans Pennine Upgrade**

Participants of the workshop heard an overview of the plans and timeline of the Trans Pennine Upgrade from representatives from Highways England. They were given the opportunity to share their thoughts and ask questions.

#### **Trans Pennine Upgrade – discussion (Group 1)**

- Comment on whether impact has been calculated on how busy roads will be in Tintwistle / Hollingworth
- Question on traffic around Crowdon (A628)
- Will buildings need to be demolished? Clarification that Highways England own most of the properties in the impacted area. Discussions with homeowners have taken place
- It was said that the feeling in Glossop is that traffic is just being moved somewhere else – hopefully it will be resolved. Plans don't address the issue of the A57 – bottlenecks occurring in Glossop.
- Concerns around exhaust fumes in this area, near schools – air quality is credible problem.
- Concerns that traffic from Woodhead will still come down Mottram Moor & through Tintwistle
- Some confusion regarding the map/logistics presented

#### **Trans Pennine Upgrade – discussion (Group 2)**

- Concerns that traffic light controls may still clog up roads through Glossop. Important to manage traffic controls to ensure it doesn't clog up, including different rush hours of lorries and traffic coming in and out of Manchester.
- Concerns that traffic will just be moved elsewhere
- Concerns about residents in Tintwistle and Hollingworth
- Question over during the project, how will road closures impact / general constructions
- Comments that people feel as though they are being short-changed – residents not seeing the benefits
- Feedback so far has been generally favourable / is quite well supported so far which is positive

### **Workshop notes - Improving Access to Primary Care**

Participants were asked to feedback on Improving Access to Primary Care specifically around digital access to Primary Care/GP services.

#### **Improving Access to Primary Care – discussion (Group 1)**

- Participant with chronic health condition received numerous telephone consultations with GPs and other Healthcare Practitioners and has had a Zoom call with her consultants – during Covid 19 has found her experience of virtual health services very positive
- Going forward it would be useful to have a combination of access to health services, making joint decisions with each patient
- Learning Disability monthly Shadow Partnership Board no longer meeting due to the impact of the virus– lots of services are inaccessible for people with Learning Disabilities and this should be taken into consideration
- Digital Poverty is an issue and should be considered
- Training needs to be given for those who are less digitally enabled
- Surgeries seemed to be in too much of a rush to close down during the pandemic
- Delays in B12 injections, delays in Diabetes injections, delays in everything that would normally be routine during Covid.
- Digital access is not the right things for everyone, we need to be careful how far we go with this
- During the current pandemic our BAME communities found GP appointments very difficult e.g. online booking, video conferences, prescriptions etc., it is really difficult when English isn't your first language – definitely need to consider language barriers to digital access.
- Need to make digital access inclusive to our BAME communities. Reception staff in GP surgeries need to be more sensitive to cultural differences.
- Patients are finding it difficult to access their GP, there just doesn't seem to be that offer of home visits/face to face appointments and this is impacting on the Ambulance Services who are being called out for things that a GP should deal with and Ambulance staff are having to contact patients GP on their behalf. Also people are using Go-To-Doc more frequently.
- What will happen when the vaccine is rolled out - will access get worse and routine appointments?
- Digital access to services needs to be looked at wider than just GP appointments, what about hospital appointments, dentists etc.
- There have been delays in blood tests during the pandemic, people in the community are under the illusion that there are no GP services and the communications from GP surgeries has been poor
- In some ways digital access does save time
- Some GPs need training in online access
- Loneliness – people sometimes need face to face
- Covid19 has probably been great for do not attend rates
- We need to ensure access for everyone - there needs to be a good mix of how people can access healthcare, we need to be inclusive to everyone's needs and digital access needs to be introduced in a managed way.

- During lockdown participant needed a GP appointment, completed a form online and was contacted the same day by telephone and also received their prescription on the same day.
- During lockdown the calls to GP practices increased and we now have a stressed workforce
- There is a need to look at resources in GP practices and they need to be re-aligned with GP priorities to give them extra capacity where necessary.

### **Improving Access to Primary Care – discussion (Group 2)**

- Great to do GP consultations online and over the phone etc., participant would opt for this all the time
- Great for people who have good hearing and good vision, however what about those people who don't - this needs to be taken into consideration
- Digital services have had to adapt at pace due to pandemic we need to support everyone to access digital services
- Training and support needs to be given to staff and patients alike
- We need to understand who cannot access digital and why so that we can support people.
- Digital inclusion for Glossop also needs to be implemented
- Some people struggle with GP websites but generally a positive experience of digital services
- If hard of hearing – needs to be a video consultation – need to understand patients when booking appointments
- Digital access needs to be promoted, where, how etc., by each individual GP practice
- The population in general are accepting of digital services but we need to be inclusive for those who can't access digital services and those who won't as we do not want to widen health inequalities
- For those people who can access services digitally this will free up face to face appointments for those that want them
- Concerns around safeguarding for vulnerable people, there may be missed opportunities by not seeing a GP face to face e.g. loneliness, domestic abuse, body language etc.,
- Cost of Wi-Fi and equipment, will this be free?
- There needs to be contracts for people on low income in terms of Wi-Fi access
- Biggest barriers are language barriers for those people whose first language isn't English, this needs to be looked at separately there is no room for inequalities
- There needs to be instant translation services etc., to prevent people from feeling excluded
- Some people's language isn't a written language and they need to be able to access this verbally
- Patient Access online - people need to be reassured that this is not a scary process, people need advice and support

### **Data Sharing**

- There are practices out there who will not sign up to data sharing
- Patients who choose not to share information outside of their GP practice - these details cannot then be shared with other provider organisations, patients are missing out this isn't inclusive.
- There needs to be wider communications to our local populations re data sharing and the importance of data sharing

## Workshop notes - Inclusive Growth Strategy

Participants of this workshop were presented with the draft Inclusive Growth Strategy and invited to give feedback on the content and general principles of the document.

### Overview

The general feedback relating to the draft the strategy, from both workshops, was positive, with the broader vision and approach welcomed. Many of the comments were more action and delivery orientated, touching on issues and actions picked up in the projects and priorities section of the Strategy. The broader feedback received from both groups on health and low aspirations, and the profile and reputation of Tameside have been noted as important contributions for further development of the strategy.

### Inclusive Growth Strategy – discussion (Group 1 & 2)

#### Question 1

**Do you feel the aims of the inclusive growth strategy adequately reflect what needs to be achieved in Tameside?**

The aims of the strategy were largely approved of by both groups. There were suggestions that improving health and the raising of aspirations needed to be expressed more explicitly in the aims that address skills and productivity. Most concerns raised were with regards to how the aims would be achieved with challenges posed by potential job losses and funding cuts to services.

#### Question 2

**Do you feel the strengths outlined in the Strategy adequately consider all Tameside's strengths with regards to inclusive growth?**

There was general agreement with the Strengths identified in the strategy document. No other strengths were put forward.

#### Question 3

**Do you feel that the challenges outlined in the strategy adequately consider all Tameside challenges with regards to inclusive growth?**

There were no disagreements raised with any of the challenges in the strategy. As with question 1 regarding the aims, health and low aspirations were raised as extra challenges to be considered for inclusion. Tameside's reputation and lack of profile was also raised.

#### Question 4

**Do you feel the opportunities outlined in the strategy adequately consider all Tameside opportunities with regards to inclusive growth?**

There were no disagreements raised with the opportunities for inclusive growth included in the strategy.

## Workshop notes - Environment Strategy

Participants were presented with the draft Environment Strategy and invited to give their feedback based around a series of questions.

### Environment Strategy – discussion (Group 1 & 2)

#### Question 1. What are the main messages and actions that you would want to see in the Strategy and Action Plan

The following points were raised during the workshop discussions:

- All have a part to play – need to a balance between what public can do and what the government can do
- Influencing government policy
- Language needs to be inclusive – what does ‘low carbon’ mean?
- Language used – how to translate ‘decarbonisation’ to a real life scenario.
- Try to get younger people involved in the strategy
- Strategy will need to be accessible for all, making it simple and clear
- Would want the strategy to help develop community resources to help lower income households’ access sustainable products
- Schools to use local suppliers for school meals to reduce carbon footprint.
- Information on how agencies and organisations can work together to influence change
- Clean air zones (around schools)
- Public Transport – easy to access and more affordable
- Smaller heat networks that households can access

#### Question 2. What actions are you taking now to help achieve carbon reduction and improve the environment? What actions would you like to take but find difficult, what are the barriers?

##### Actions taking to help achieve carbon reduction and improve environment

- Reducing waste and recycling
- Family activities to encourage recycling and sustainability – for example making fabric bags for presents rather than wrapping paper
- Local group have been taking pumpkins after Halloween for compost in their allotments, they also take in boxes, which is a great way of re-using.
- Recycle centres – allow people to help themselves to produces that don’t need to be thrown away
- Health & Well-being – encouraging to walk and cycle more.
- Recycling
- Could look to make all bins the same colour to avoid confusion if moving to a new area?

## Barriers

- Terminology – change carbon reduction into a different phrase.
- To buy sustainable it is more expensive, buy in bulk in the community to help
- Transport, with Covid-19 pandemic - public transport need to put out a 'bigger message' on how they are making it safe.
- Packaging on products is a barrier, not all recyclable.
- Public Transport – Over 65's bus pass cannot be used before 09.30 am, encouraging more personal car use – need to make available at all times.
- Need more renewable energy generation or will struggle to meet the demand.
- Access to grants, this can be a challenge if the applicant does not meet the full criteria but does not have the money to fund themselves.
- Language – need clear and concise information from the government.

### **Workshop notes - Community Safety Strategy**

This workshop was presented with a copy of the draft Community Safety Strategy and participants were invited to share their feedback and suggestions.

#### **Community Safety Strategy – discussion (Group 1)**

- Building stronger communities is key objective during and after coronavirus. Community and voluntary organisations will play an important role in this.
- People have taken it upon themselves to link in with communities during pandemic to deliver food and activities (e.g.: Ashton United food bank, Broadoak Community Centre). Strong feeling of isolation among some residents, and any kind of contact is welcome. How can CSS support and maintain community links during and after coronavirus? Integration of services that Tameside provide also an issue, is licensing linked in with enforcement, planning? If we have a Local Plan can we control some of the environment we live in, for example takeaways, betting shops?
- Question of how the CSS will be monitored, both in terms of where we are at the moment and any kind of improvement.
- Community links and engagement must be sustained when coronavirus pandemic recedes
- Mutual aid and Neighbourhood Watch groups have played an important role in local coronavirus support in Stockport; getting information out, mutual support, scam awareness etc. The driving force for CSS must be bringing Council and GMP together with local organisations, communication up and down.
- Strength of communities coming together is a big lesson to take out of coronavirus pandemic. Local voluntary groups and organisations must be recognised for the hard work they've done during the pandemic.
- Lack of interaction in Home Watch groups is a concern; exchange of information is not where it needs to be at the moment. Might be worth looking into regularly scheduled Zoom meetings with community and partner organisations.
- Hope that a "Love where you live" spirit is emerging due to pandemic.
- Councillor in Stockport has responsibility to bringing together all local aid groups to coordinate. Could a similar thing take place in Tameside?
- Key point: Importance of building stronger communities and seeing existing strength of those communities. How can CSS harness this going forward and implement it as a partnership?

#### **Community Safety Strategy – discussion (Group 2)**

- CSS does not concentrate on the fact that no legal action is taken on antisocial behaviour. Needs of victims must be paramount.
- Could closure of youth clubs and other amenities have an effect on antisocial behaviour? Are young people just bored?
- CSS references youth engagement and, where appropriate, using powers of criminal justice system.
- More work can be done on "changing hearts and minds", getting to young people at an age before they engage in ASB.
- Agreement that boredom and lack of amenities for young people is an issue. What are the provisions available for youth people and people in other difficult

circumstances (leaving prison, mental health issues etc) to prevent them engaging in ASB and reoffending?

- Coronavirus pandemic has impacted many services that would facilitate release from prison and reintegration into society.
- Many people have become very vulnerable to exploitation during pandemic due to scams, economic difficulties etc. Is there anything put in place to identify and deal with this?
- Aware that this is a serious issue, along with deterioration in mental health during lockdown. Many vulnerable people are hard to reach using online methods. Part of GM work is around “building back better” from coronavirus. CSS directly feeds into this by creating an online, interactive document which can more easily signpost people to partners and services.
- Hold conversations with other areas of council about CSS and how it links into housing/employment/community building etc?
- What information can be given to communities to help them decide their priorities and discuss what they need? What might be an issue in one area may not be an issue in another.

## Workshop notes - Budget Consultation 2021-22

In this workshop, participants were presented with key information on how the Strategic Commission spends money and invited to share what their spending priorities, and where savings could be made relating to the Tameside and Glossop budget setting process for 2021/22.

### Budget Consultation 2021-22 – discussion (Group 1 & 2)

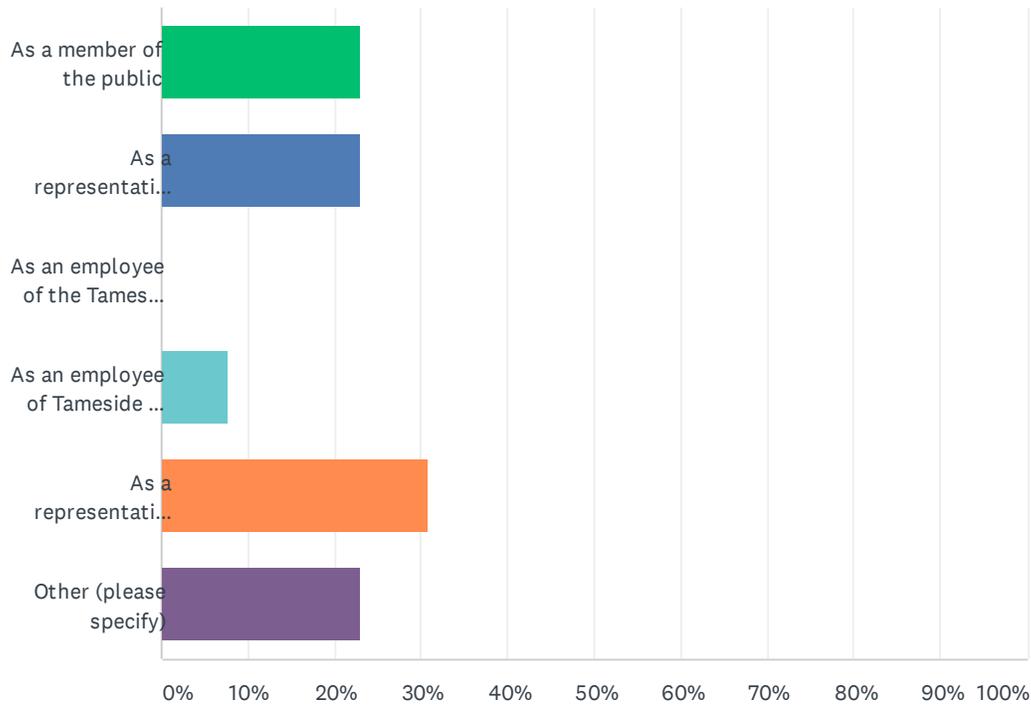
#### Priorities, Suggestions & Feedback

- Mental health and emotional support in existing services - people are struggling. Mental health is becoming a major need for local people and will be a big challenge over the next year.
- Third sector mental health support will be vital in the post-covid world; expecting a “second pandemic” of low-level mental health problems.
- Young people are very focused on the environment and resource wasting e.g. plastic cutlery. Priority could be given to those trying to innovate. Investing in the third sector to solve issues can enable the community to take responsibility which may reduce demand for services.
- Every GP should attend training on motivational interviewing to upskill health workers so that they can promote support that’s integrated with the third sector e.g. social prescribing.
- In order to plan in the medium and long term post-covid, need to look systematically across the wider system before cutting individual services, e.g. third sector providers are important but often lose funding when cuts are being made.
- Lived experience leadership- using lived experience in services to guide service development when making savings. Understand how service users use the service when redesigning them- what works and what’s beneficial?
- Prescribing costs are very high- how many free prescriptions are for over-the-counter medication that patients could buy themselves e.g. free paracetamol.
- Make greater use of third sector providers for early mental health help to potentially save money.
- Tameside MBC owns a lot of buildings that are under-utilised while third sector organisations are struggling for space with social distancing etc. The authority could share use of their facilities with smaller organisations.
- Should work with volunteering opportunities more closely and act as enablers for others to provide successful and innovative services.
- Third sector is under-utilised as there’s too big a gap between clinical and community health interventions. Need to integrate services so patients don’t feel like they’ll lose their support if they choose to self-manage health needs.
- Services like emptying bins fall within wider health determinants. How are these conversations being linked with Derbyshire/High Peak? Always looking to engage with Derbyshire; the partnership appreciates the difficulty for residents of Glossop to understand what fits where; e.g. lip reading - people are struggling to get appointments/face-to-face appointments/masks- does this fall under health (CCG) or public health (separate authorities)?

- Notable that prescribing costs were greater than those for primary care or mental health.
- The power lies in the community- our community should feel empowered and invested in. Where in the budget is there space for enterprise, where people with an idea for a project or business for support from the authority?
- Council used to provide employment opportunities for people with learning disabilities as an outreach programme- support people through employment or volunteering opportunities.
- Real community spirit, especially in deprived areas, and funding can be used to support this.

# Q1 In what capacity did you attend the Partnership Engagement Network Conference

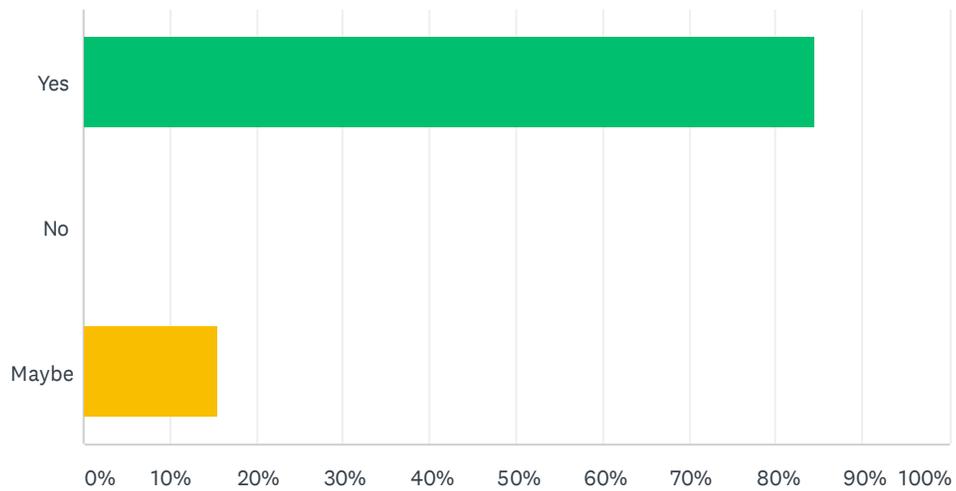
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
As a member of the public	23.08%	3
As a representative or a member of a voluntary, community or faith group	23.08%	3
As an employee of the Tameside and Glossop Strategic Commission (Council and CCG)	0.00%	0
As an employee of Tameside and Glossop Integrated Care NHS Foundation Trust	7.69%	1
As a representative of a partner organisation	30.77%	4
Other (please specify)	23.08%	3
Total Respondents: 13		

## Q2 Would you attend another virtual PEN engagement session in the future?

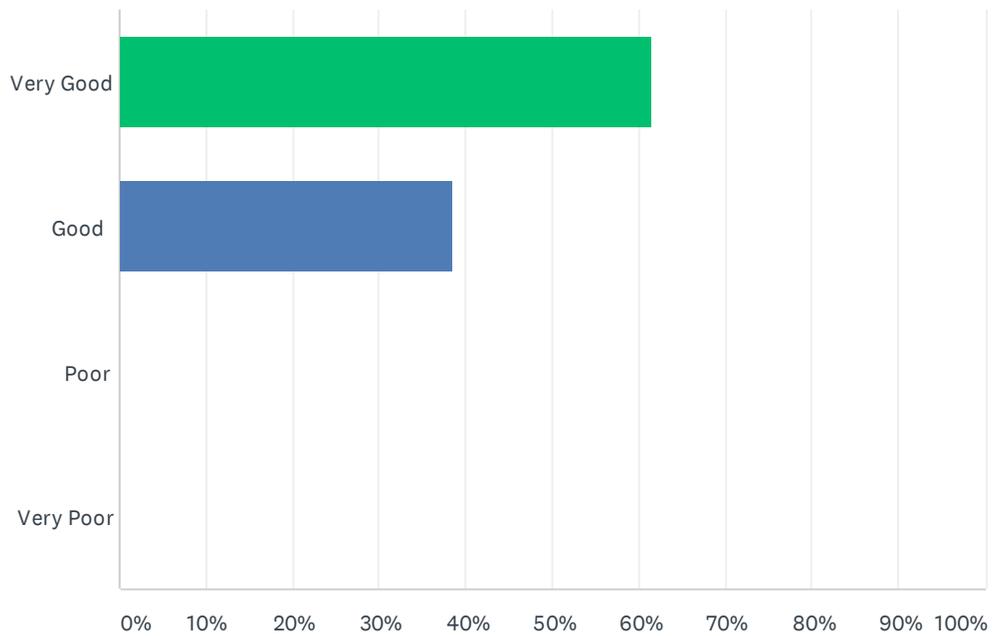
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	84.62%	11
No	0.00%	0
Maybe	15.38%	2
TOTAL		13

### Q3 How would you rate the organisation of the event? (Please tick one box only)

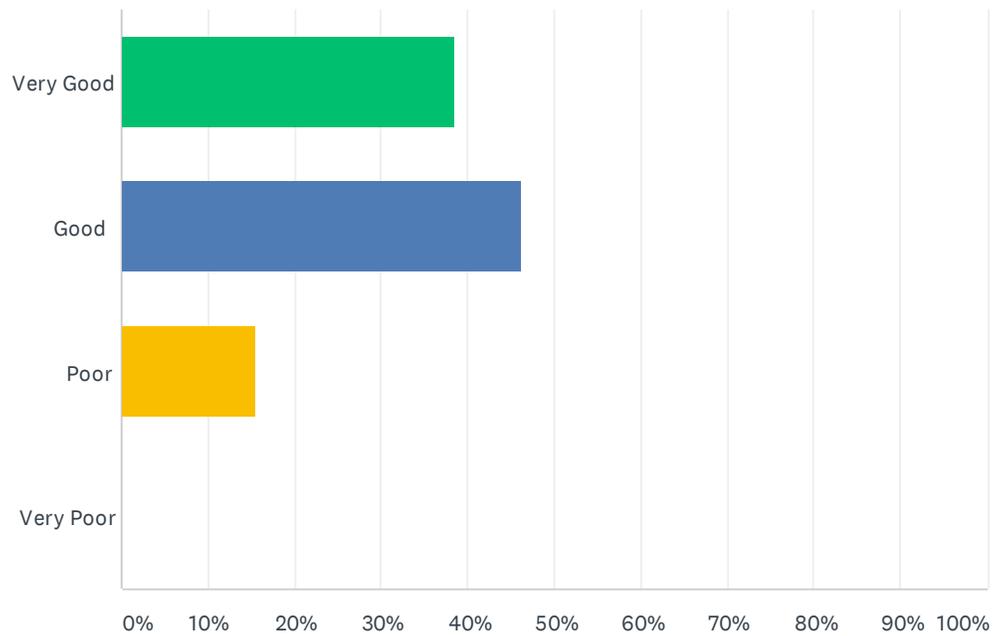
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Good	61.54%	8
Good	38.46%	5
Poor	0.00%	0
Very Poor	0.00%	0
<b>TOTAL</b>		<b>13</b>

## Q4 How would you rate the presentations overall? (Please tick one box only)

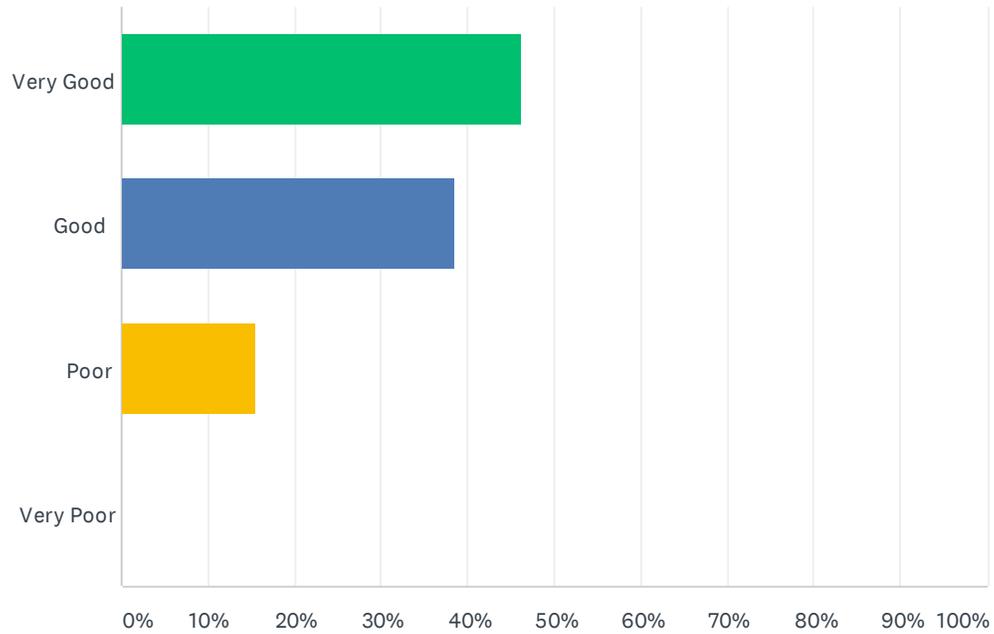
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Good	38.46%	5
Good	46.15%	6
Poor	15.38%	2
Very Poor	0.00%	0
<b>TOTAL</b>		<b>13</b>

## Q6 How would you rate the workshops overall? (Please tick one box only)

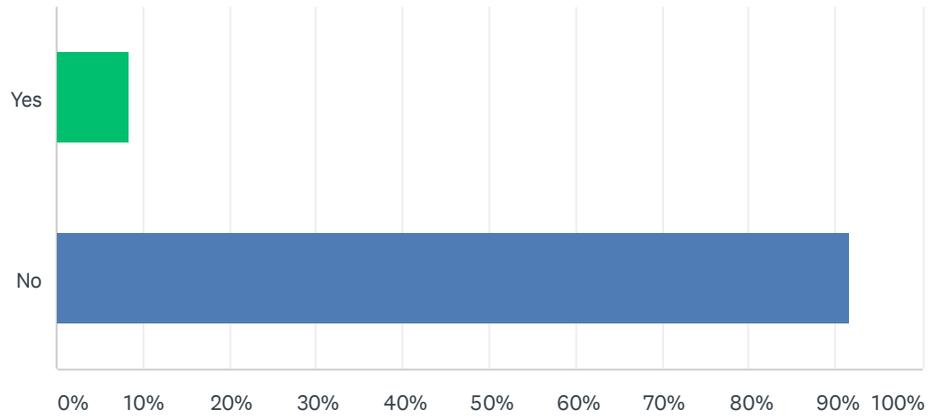
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Good	46.15%	6
Good	38.46%	5
Poor	15.38%	2
Very Poor	0.00%	0
<b>TOTAL</b>		<b>13</b>

### Q9 Did you experience any technical issues during the session(s)?

Answered: 12 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	8.33%	1
No	91.67%	11
TOTAL		12