



Partnership Engagement Network (PEN)

Report of PEN Let's Reconnect, held 28th June 2022

About PEN

The Tameside and Glossop Partnership Engagement Network (PEN) – established by Tameside Metropolitan Borough Council (TMBC), NHS Tameside and Glossop CCG (T&G CCG), and NHS Tameside and Glossop Integrated Care Foundation Trust (T&G ICFT) – is a multi-agency approach to engagement. It provides the public and partners with a structured method to influence public services, and to proactively feed in issues and ideas.

PEN Let's Reconnect

On 28th June 2022, PEN Let's Reconnect was held at Hyde Town Hall. It was PEN's first face-to-face event in over two years. It was a celebratory event featuring five "You Said, We Did" presentations, which illustrated how feedback from members influenced services and programmes:

- Destination: Bee Network – Steve Burns, Partnerships and Engagement Officer; Transport for Greater Manchester
- Walking and Cycling Projects – Andrea Wright, Walking and Cycling Project Lead; Engineering; Operations and Neighbourhoods
- Customer Service Model – Janine Yates, Team Manager of Welfare Rights and Debt Advice Services; Operations and Neighbourhoods
- Sexual Health Services Offer – Pamela Watt, Public Health Manager; Population Health
- The Active Neighbourhoods Approach – Annette Turner, Programme Manager for Physical Activity; Population Health

Alongside the presentations, there was a marketplace event with stalls featuring various statutory services and voluntary/community sector organisations:

- Action Together
- Age Friendly Champions
- Alzheimer's Society
- Be Well Tameside
- Carer's Association
- Community Champions
- Fit Over Fifty
- Health and Wellbeing College
- Healthwatch
- Join PEN
- Nutrition/Re-Hydration Champions
- Tameside Active
- The Leap Children and Families Centre



- TOG Mind
- Welfare Rights/Debt Advice

These stalls were a central component of the event, providing local stakeholders and members of the public the opportunity to reconnect and network.

Post-Event Feedback

All attendees were invited to provide feedback on the event, either online or via paper copy. Feedback was received from 21 attendees.

Of those who provided feedback, the significant majority rated the event as good (33%), very good (48%), or excellent (14%). Attendees appreciated the informative stalls and resources, the ability to network, and the interesting presentations provided, as well as remarking that the event was well organised and the staff were friendly with the right mind set.

In particular, networking was repeatedly highlighted as key to the event's success. Respondents felt that it provided an opportunity to obtain knowledge, ask questions, meet new people, and open possibilities for collaboration. Some respondents wished for further opportunities to network highlighting that they would have liked more partners in attendance, particularly smaller community groups.

Other constructive feedback was provided regarding the agenda of the event. It was mentioned that the event should have been shorter, with less gaps between the "You Said, We Did" presentations and for lunch to be provided earlier.

Importantly, some respondents noted that they would have preferred more members of the public in attendance, with one respondent remarking that numbers compared to previous events did not seem as high. It was highlighted that advertising for the event was not publicised well, indicating that it was inaccessible.

For future PEN events, an overwhelming majority of respondents wished for these to be delivered face-to-face (95%). One respondent highlighted that more events should be held during the evening.

Respondents identified several items they would like to see on the agenda at future events:

- Town centres – current state and future plans
- Provision of updates by TfGM
- Connecting community groups to funding opportunities
- Joined up working between mental health and support
- Access to health services for women from ethnic minority communities
- T&G ICFT updates
- Information on health activities offered in the community

Interestingly, one respondent highlighted that future events should be aimed at specific audiences, e.g. young people, older people, etc.