



LINK Report Writing Protocol

Following an enquiry of issues, York LINK will publish a report containing the findings and any recommendations to improve or develop services.

It is important to try to make sure that everyone in the community has a chance to contribute towards the evidence given to the LINK and statutory services have the chance to verify that the LINK has the correct factual information about the services necessary to provide constructive recommendations.

This will be achieved through the following steps:-

Prior to adopting an issue for enquiry

1. Information on how to refer 'issues' for the work plan will be published in the LINK newsletter and posted on the website at least two months prior to the Annual General Meeting (AGM).
2. When all issues have been gathered they will be collated into an 'issues voting form' that will be sent to all members. Members will be asked to complete and return the form at least two weeks before the date of the LINK AGM.
3. The result of the voting will be assessed by at least two members of the Steering Group and the issues collecting the highest number of votes will be adopted to form the LINK the work plan for the following year.
4. The work plan will be announced at the AGM and communicated to other members via the next LINK newsletter and posted on the LINK website.
5. All voting papers will be retained by the LINK until at least the next AGM.

Collecting information

1. Following the AGM the LINK Steering Group will agree dates to begin enquiries into the various issues during the year.
2. Notification of the start of an enquiry will be published via a letter in the 'letters page' or an editorial in the 'Press' newspaper. This will appear at least two weeks

prior to the agreed date for an enquiry and will request further information on the relevant issue.

3. The LINK will request information from statutory services, arrange 'enter and view' visits or Public Awareness and Information Events (PACE) to gain further information prior to writing a report.
4. The LINK will cross reference all evidence and information gained from the above actions to the Care Quality Commission Essential Standards of Quality and Safety; all information will be retained and made available to the Care Quality Commission Assessors on request.

Writing a LINK report

1. When Steering Group members are satisfied that all information has been collected a report of the findings will be written in draft form and sent to presenters at PACE events etc as required, for verification.
2. A meeting will be arranged with at least two Steering Group members who will go through the information in the report and agree recommendations that meet the Care Quality Commission Essential Standards.
3. The recommendations, including the numbers of people who provided evidence, will be written into the draft report which will then be sent to statutory services for initial comment and verification of factual accuracy - with a timescale of twenty working days to respond.
4. The draft report will then be sent to all Steering Group members for final agreement / approval at the following Steering Group meeting. Any responses from statutory services to the draft report will be discussed at that meeting.

Publishing a LINK report

1. When a draft report has been agreed at a LINK Steering Group meeting it will be published within a period of two weeks.
2. The published report and a letter outlining the recommendations will be sent by the LINK to the relevant statutory authority requesting a response within 20 days or a reason why this is unavailable.
3. The expected response should include details of how the relevant statutory authority intends to take forward the recommendations made, or provide an explanation as to why this will not be feasible.

- 4. A notice will be put in the 'Press' newspaper and the LINK newsletter and posted on the website to inform members and the public that the published report is available via the website, and on request from the LINK office.
- 5. A copy of the published report will also be sent to all public libraries and as many public gathering places as possible in York with a request to put it on display.
- 6. A letter will be sent to everyone who provided evidence asking them to inform the LINK office if they would like a copy of the published report.

This protocol has been agreed by the LINK Steering Group and statutory authorities.

Signed:Date.....

Name: Andrew Kent, Chair York LINK

Signed:Date.....

Name: Bill Hodson, Director of Adult Social Services, City of York Council

Signed:Date.....

Name: Patrick Crowley, Chief Executive, York Foundation Hospital

Signed:Date.....

Name: Jayne Brown, Chief Executive, NHS North Yorkshire & York