

1. Introduction

North Tyneside LINK intends to comply with:

- Reporting Requirements set out in the LINK Regulations
- Best practice set out in the guidance produced by the NHS Centre for Involvement

North Tyneside LINK is committed to focussing on people and groups that are traditionally 'hard to reach' and will develop communication methods and reporting systems that will allow the LINK to reach these groups.

2. Website

2.1 North Tyneside LINK has, as part of its development, adopted a number of policies and procedures that will be published on its website. These include:

1. Decision Making
2. Managing the Budget
3. Enter and View
4. Reporting
5. Complaints and Resolution of Disputes
6. Code of Conduct for LINK members
7. Register of interest
8. Terms of reference
9. Board Recruitment
10. Equality and Respect Statement
11. Inclusion Policy
12. Expenses Policy
13. Volunteer Policy
14. Data protection Policy

2.2 Copies of Board Minutes, including decisions and summary reasons for decisions, will be published on the Website. Board minutes may also contain confidential items that will not be published.

2.3 In addition North Tyneside LINK Website will include an outline of each project undertaken by the LINK. This outline will include:

- Which services the activities relate to
- Background to the project
- Activity planned and carried out
- Results from this activity
- Final report

The results of each project will be reported to the Board who will decide:

- On the content of any report and/or recommendations that are made
- Whether to refer a matter to an Overview and Scrutiny Committee (OSC); and
- Whether to report a matter to anyone else.

Final and agreed reports will be published on paper and/or the website.

3. Annual reports

3.1 The agreement with North Tyneside Council and the LINK Directions obliges the LINK/Host to produce an annual report of our activities. The annual report must include:

- Name, address and contact details for the LINK
- Name, address and contact details for the Host organisation
- Names of individuals who were either authorised representatives of the LINK or were involved in making relevant decisions [the Board]
- The amounts of any money received by the Host from the Local Authority to support LINK activities during the year and details of how it has been spent
- The LINK activities that have been carried out
- How the views of people involved in LINK activities have been made known to commissioners, providers, managers and scrutinisers of care services
- The impact of LINK activities and, in particular, the impact on hard to reach groups
- How many requests for information were made by the LINK to commissioners and providers (including independent providers), what those requests concerned and who the requests were made to
- Whether or not responses were received and whether these were within 20 working days of receipt of the request
- How many referrals were made to OSCs, the matters concerned, whether receipt of referrals was within 20 working days, whether the OSC kept the LINK informed about any actions in relation to referrals and what actions OSCs took in respect of the referrals
- How many reports or recommendations were made to commissioners, what those concerned, whether they were responded to within 20 working days with an explanation of actions to be taken or why actions were not to be taken
- What actions were actually taken as a result of the reports or recommendations
- Which premises authorised representatives entered and viewed and how many times those premises were entered and viewed.

3.2 In addition to the above the LINK Annual Report will contain reports on:

- levels and diversity of participation in the LINK;
- how much money the LINK received and how it was spent;
- views and opinions received from communities; and
- how views and opinions have influenced commissioners and providers of local health and social care.

3.3 These reports must be with the Local Authority by 30th June each year and are to be publicly available with copies sent to:

- North Tyneside Council and North Tyneside Overview and Scrutiny Committee
- Relevant PCTs and SHAs
- The Secretary of State
- Any others people prescribed by the Secretary of State.

- 3.4 North Tyneside LINK recognises that its Annual report should, in addition to any material required by statute, provide an easy to read summary of both the purposes of the LINK and the activities it has carried out. However North Tyneside LINK also recognises that it should not rely solely on the Annual report as a way of communicating with its members, the general public and other stakeholders.

4. Ad Hoc reporting and communicating

- 4.1 Whilst a website and annual report could be a key source of information for local people about LINK activities and priorities North Tyneside LINK will also find other creative and innovative ways of communicating with (and listening to) people and groups that do not usually access information in traditional ways.
- 4.2.1 North Tyneside LINK will use the skills and knowledge of the Host and other partner organisations to keep in touch with local people, groups and communities on an ongoing basis via a number of mechanisms that meet different needs. North Tyneside LINK will particularly focus on people and groups that are traditionally 'hard to reach'.

5. Review

- 5.1 This policy will be reviewed by October 2012.

LINK Manager
October 2011