The Health and Social Care Act (2012) describes how the Secretary of State and NHS England might issue Directions to the Health and Social Care Information Centre (HSCIC) and any other body may make requests.

This presentation is a guide to the process for the handling of various types of request between the requestor and the responder (the HSCIC).

For each stage, further information is available on the required inputs, processes and possible outcomes.
Definition of a Request

In the Health and Social care Act 2012, section 255 states:

(1) Any person (including a devolved authority) may request the Information Centre to establish and operate a system for the collection or analysis of information of a description specified in the request.

Rather than attempting to restrict the definition, we have decided to treat the whole spectrum of “asks” as being in scope of these handling processes so that
– all contacts are captured and recorded
– all resulting work items are logged and tracked

The diagram overleaf illustrates the various types of request
Types of “request”

A person or organisation may ask for

- request: information standard
- request: S255 Request
- request: new indicator
- Mandatory
- Non-Mandatory
- request: s254 Direction
- request: dissemination of data
- SoS advice re. burden
- request: PQs
- request: SAR
- request: Complaint
- request: FOI
- advice
The principles underpinning our approach

• Legality: we have to operate within the law, and our assessment criteria are designed to ensure this

• Proportionality: some requests are more complex than others; we will aim to respond to each type of query as quickly as possible

• Transparency: by recording all requests through our contact centre system, we will track progress of each item, and you will be able to find out what stage your request has reached

• Responsiveness: we will be publishing service levels for each process, so you can see clearly how long each step should take
Overview of the request handling process

1. Initial contact with HSCIC

2. Processing of request
   - 2.1 Request for access to data
   - 2.2 Indicator
   - 2.3 Direction
   - 2.4 Request for collection
   - 2.5 General enquiry

3. Fulfilling a request
1. Making a request of the HSCIC

Requestor:
- There may be an initial contact with HSCIC
- You have a duty to consult with HSCIC prior to making a Request
- You must “have regard” to this advice, before...
- You may make a request; this will include confirmation of sponsorship

We have published:
- The Code of Practice
- The process for handling requests and
- The process for publishing requirements

Responder:
- We will record details on our CRM system so we can track progress
- We may provide advice and in some cases may be required to do so
- We may publish advice given (e.g. where it is of value to others)
- We will assess what type of request this is and act accordingly
2.1 Processing of a request for access to data

**Requestor**

You may make a request; this will include confirmation of sponsorship.

You will help to confirm elaborated requirements.

You need to agree the Data Sharing Agreement and associated costs.

We will make a first assessment to confirm the data is available.

We will work with you to develop the detailed specification and perform detailed assessment.

We will provide access to the data.

We will draft the Data Sharing Agreement.

We will publish details of all requests for data.

Further details of the process and how to apply may be found here.

**Responder**

Further details of the process and how to apply may be found here.

We will provide access to the data.

We will publish details of all requests for data.
2.2 Processing of a request: indicator

Requestor

- You (whether or not in the UK) may apply to the information centre to have an indicator included in the library.
- You may be asked to provide further details.

We will publish a database of quality indicators that cover both health and social care.

We may ask the applicant to provide details.

We will assess and approve indicators utilising peer reviewers.

The assessment of an indicator includes review and feedback to a proposer, including recommendations, advice and guidance.

If an indicator is deemed suitable to be in the quality library, we will draw up a specification.

When a quality indicator is published it should include a mark that indicates the assured level of confidence that the IC has in the indicator.

Responder
## 2.3 Processing of a Direction

### Requestor

A Direction may be issued by the Secretary of State or by the NHS Commissioning Board

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.3.1</td>
<td>request</td>
</tr>
<tr>
<td>2.3.3</td>
<td>elaboration</td>
</tr>
<tr>
<td>2.3.4</td>
<td>MoU</td>
</tr>
<tr>
<td>2.3.5</td>
<td>appraisal</td>
</tr>
<tr>
<td>2.3.6</td>
<td>agreement</td>
</tr>
</tbody>
</table>

- You may issue a direction; this will include confirmation of sponsorship
- You will help to confirm elaborated requirements
- You need to agree the MoU (to include standard data sharing contract and terms where appropriate)
- You be asked for further clarifications
- MoU will need to be signed before work can start

### Details

#### 2.3.1 Request
- We will make an initial assessment
- We may seek clarifications; we will develop the project brief
- This will consider IG, standards (SCCI), burden and data quality

#### 2.3.3 Elaboration
- We will work with you to develop the detailed specification and impact
- We will publish details of all Directions

#### 2.3.4 MoU
- We will complete the specification, impact and costing
- We will consult with stakeholders

#### 2.3.5 Appraisal
- We will make a detailed assessment and seek formal approvals where necessary
- We will publish details of requirements for submission of data

#### 2.3.6 Agreement
- We will undertake development
- We will publish information collected as a result of a request + linkage

### Responder

A Direction may be issued by the Secretary of State or by the NHS Commissioning Board

- You may issue a direction; this will include confirmation of sponsorship
- You will help to confirm elaborated requirements
- You need to agree the MoU (to include standard data sharing contract and terms where appropriate)
- You be asked for further clarifications
- MoU will need to be signed before work can start

### Details

#### 2.3.1 Request
- We will make an initial assessment
- We may seek clarifications; we will develop the project brief
- This will consider IG, standards (SCCI), burden and data quality

#### 2.3.3 Elaboration
- We will work with you to develop the detailed specification and impact
- We will publish details of all Directions

#### 2.3.4 MoU
- We will complete the specification, impact and costing
- We will consult with stakeholders

#### 2.3.5 Appraisal
- We will make a detailed assessment and seek formal approvals where necessary
- We will publish details of requirements for submission of data

#### 2.3.6 Agreement
- We will undertake development
- We will publish information collected as a result of a request + linkage
2.4 Processing of a request for data collection

**Requestor**

You may make a request; this will include confirmation of sponsorship

If we turn down a request, the requestor may the HSCIC to reconsider

You will help to confirm elaborated requirements
You may need to develop the supporting business case

You need to agree the MOU (to include standard data sharing contract and terms where appropriate)

You be asked for further clarifications
MoU / contract will need to be signed before work can start

**Responder**

We will make an initial assessment

We may reject, or we may seek clarifications; we will develop the project brief

We will work with you to develop the detailed specification and impact

We will complete the specification, impact and costing

We will make a detailed assessment and seek formal approvals where necessary

We will undertake development

We will publish details of requirements for submission of data

We will publish information collected as a result of a request + linkage

This will consider IG, standards (SCCI), burden and data quality

Depending on the nature of the request, the Secretary of State or NHS England may direct us whether or not to comply

We will publish details of all mandatory requests or all successful non-mandatory requests

We will consult with stakeholders

MoU

Elaborate

Request

Reconsider

2.4.1

2.4.2

2.4.3

2.4.4

2.4.5

2.4.6
For more information

Further details may be found as follows:

• Contact centre
  – http://www.hscic.gov.uk/contact-us

• The Code of Practice for Confidentiality
  – www.hscic.gov.uk/cop

• Data Access Rules

• Standardisation Committee for Care Information (SCCI)
  – http://www.england.nhs.uk/iscg/scci

• Burden assessment service (BAAS)
  – http://www.hscic.gov.uk/dcbrform

• Indicators