

To: The Board

For meeting on: 28 May 2015

Agenda item: 5

Report by: Peter Sinden, Chief Information Officer

Report on: Memorandum of Understanding between Monitor and the Health and Social Care Information Centre.

Summary

1. Monitor is dependent on data services, many of which are provided by the Health and Social Care Information Centre (HSCIC).
2. The Knowledge and Information Management team (KIM) has been working with the HSCIC to improve and formalise relations between the organisations to reduce risk, align interests and support the national information agenda.
3. KIM representatives have worked to develop a Memorandum of Understanding (Non Binding Collaboration Agreement) to clarify the principles and governance that will underpin this future relationship. The Agreement is attached as an annex to this report.
4. The Collaboration Agreement has been reviewed and revised by Monitor's Technology Assurance Committee and approved to progress to the Board by the Chief Executive's Office and the Executive Committee.

Key Considerations

5. The Agreement is intentionally short, focusing on principles, supported though pragmatic governance which include a quarterly status review held meeting between senior staff. Two meetings between Monitor and the HSCIC have been held to date and have materially improved understanding regarding overlapping strategic initiatives, risks and mitigations.
6. The Agreement reflects the dependencies between the organisations and establishes a commitment to collaborate and cooperate while respecting each other's responsibilities, statutory foundations and independence.

7. There is a commitment from each organisation to deliver effectively where the other is reliant on its outputs. This includes a commitment to safe and effective sharing of information required by Monitor to complete its statutory duties. This is reinforced by clearly establishing that data and information must be collected and made available to Monitor, by one or other organisation, for Monitor to achieve its functions. Where data is collected by Monitor, and is appropriate for wider dissemination, it should be published by the HSCIC.
8. The agreement to share information is balanced by a commitment, in line with established public policy, to reduce the burden of data collection on the system over time. This includes commitments to collect information only where there is a clear business purpose, to reduce and retire national requests that are no longer needed, and to align collections to national information standards and use robust, professional practice.
9. The two organisations will work together to encourage providers to adopt technology and systems that enable efficient and effective care and to make better use of technology to enable more efficient ways of accessing, sharing and acquiring information.
10. In order to achieve the above, the organisations will proactively work together to share and align information strategies, adopting common information standards, establishing clear boundaries and interfaces between work programmes and avoiding duplication where unnecessary. Each organisation will have due regard for the other's organisational priorities and proactively share knowledge, experience and potentially staff (through secondments) to cement the relationship.
11. Learning and developments will be shared through the National Information Board to encourage wider collaborative working.
12. Joint planning (at a high level) is recognised as important and a governance relationship is established to develop this joint working.

Next Steps

13. The Agreement is progressing through parallel processes at each respective organisation.
14. **The Board is asked to approve the contents of the Agreement for publication, subject to no material changes being requested by the HSCIC as a result of its review and approval process.**

Peter Sinden
Chief Information Officer

Collaboration Agreement

between

Monitor

and

The Health and Social Care Information Centre

Revision History

Version	Date	Summary of Changes
0.10	6 Dec 2013	Draft to share with Monitor
0.11	2 Jan 2014	Updated following initial Monitor review
0.12	30 Jan 2014	ISCG changed to NIB
0.13	24 Feb 2014	Monitor amendments
0.14	3 April 2014	Monitor amendments
0.15	12 Dec 2014	Amendments following Monitor-HSCIC senior management meeting
0.16	05 Feb 2015	Amendments following Monitor's TAC Meeting
0.17	18 Feb 2015	Final Amendments following TAC review
0.18	23 Mar 2015	HSCIC amendments
0.19	25 Mar 2015	Minor HSCIC amendment
0.20	13 May 2015	Corrections to spelling and membership
0.21	20 May 2015	Added reference to legal duty to cooperate

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Introduction

1. This agreement sets out the strategic intent and commitment of Monitor and the Health and Social Care Information Centre (HSCIC) to collaborate and cooperate to deliver common objectives for the benefits of patients and the taxpayer, while respecting our individual responsibilities, statutory foundations and independence.
2. Monitor uses data and information to understand and influence system performance, and supports the improvement of efficiency, quality and sustainability of health economies. The HSCIC is the national provider of data and information, IT systems and services and information standards (working through the Standardisation Committee for Care Information) . These activities are inextricably linked. Effective joint working will, therefore, be instrumental in supporting improvements across the NHS.
3. This document reflects the duty in the Health and Social Care Act 2012 of Monitor and the HSCIC to co-operate with each other in the exercise of their respective functions. This document is not legally binding and cannot constrain either organisation in exercising their respective roles and responsibilities as set out in the Health and Social Care Act 2012 and under direction from the Secretary of State.

Purpose

4. Monitor and the HSCIC agree to work together in a way which supports the overall system through the safe and effective sharing of information to enable care and understanding of care and drive positive change.
5. Monitor and HSCIC share the vision of supporting and enabling the delivery of safe, sustainable and high quality care to improve patient outcomes. We will achieve this by working together to a set of principles described below that enable each organisation to achieve its role more effectively than if operating in isolation.
6. This agreement sits alongside other arrangements which both Monitor and the HSCIC have in place with organisations operating within the wider health and social care system such as NHS England, CQC, Public Health England and NICE, noting that the National Information Board (NIB), provides the forum for agreeing joint priorities.

Principles

7. Monitor and the HSCIC will work together effectively by:
 - Defining coherent information strategies for collecting, analysing and disseminating data required to inform effective decision making.
 - Defining a clear programme of work to enable long-run, safe access to data to enable Monitor to complete its statutory duties within required timelines.
 - Working together to review strategic and operational areas of overlap to:
 - Align our approaches and establishing a joint roadmap
 - Establish clear boundaries and touch points
 - Avoid duplication where practical
 - Minimise burden by working collaboratively on interdependent systems
 - Adopt common information or technical standards where possible
 - Define appropriate, formal governance, where impacts or risks are high, and
 - Allow for independence of delivery but synchronisation of key initiatives.
 - Reviewing the roadmap on an agreed, regular cycle to incorporate changes.

- Establishing a simple and effective process for agreeing priorities between the HSCIC and Monitor as well as through the NIB.
 - Committing to effective delivery where the other organisation is reliant on outputs.
 - Establishing clear mechanisms for transferring authority and/or funding where necessary to complete essential tasks.
 - Sharing the output of our joint working to influence broader unified thinking through the National Information Board (NIB).
8. A clear process will be agreed for commercial and funding arrangements for services or projects, aligned with the NIB and the HSCIC commissioning process.
 9. Our collaboration will give due regard to the following core principles:
 - We will listen to people who use services and act in their interests
 - We will have regard to each other in decisions about priorities (bearing in mind the role of the NIB)
 - Our activities will be proportionate, accountable, consistent, transparent and targeted
 - We will understand and give due regard to each others' unique expertise and roles to add value through sharing of knowledge and expertise
 - We will make sure intelligence is proactively and consistently pooled and shared to identify emerging issues early and respond to concerns
 - We will give due consideration to both joint working and secondment of staff between the organisations to improve information sharing and working relations
 10. Data and information must be collected and made available to Monitor, by one or other party, for Monitor to achieve its function.
 11. Data and information produced by Monitor as part of its functions should be published by the HSCIC in line with its intended functions as the source of National data and information, where it is appropriate for wider dissemination.
 12. Monitor will use existing national indicators where possible, and where suitable use the Indicator Assurance process to assure new indicators.
 13. We will manage national requests for information using the Standardisation Committee for Care Information (SCCI) or replacement processes and ensure that we:
 - Only collect information from service providers where there is a clear business purpose which justifies the administrative burden required to provide the information;
 - Work together to establish the HSCIC as the national base for information which is collected or extracted from local systems;
 - Ensure that the collections and extractions are aligned with robust professional practice, such as NICE or other professional guidelines, and information standards;
 - Reduce and retire those national requests for information that are no longer needed or justifiable.
 - Work together to agree reduction in the burden of data collections that are undertaken outside the national process managed by the HSCIC.
 14. We will work collaboratively to:

- Encourage care providers in the adoption of technology and systems which support the provision of safe, effective and efficient care, and the use of national information and interoperability standards
- Make better use of technology to introduce more efficient ways of accessing, sharing and acquiring information, especially by moving away from manual transfers or collections of data to electronic transfers and automated extractions of data directly with local systems, and using existing data held nationally.

Governance and Contacts

15. Regular contact will be formalised at operational and strategic levels. A Joint Collaboration Board will oversee the effectiveness of our collaboration and will be held accountable by our Chief Executives.

Senior team to Senior Team

16. Monitor and the HSCIC will hold a senior team to senior team meeting on at least an annual basis to agree the strategic objectives for our collaboration and review the effectiveness of our collaboration and the impact it is having.

HSCIC and Monitor Joint Collaboration Board

17. The Joint Collaboration Board will manage strategic and developmental issues and oversee the effectiveness and impact of our collaboration. Each party will nominate representatives for the group. The group will agree its remit and ways of working based on the principles in this agreement and the senior team to senior team meetings. This Board will meet on a quarterly basis, with one of the quarterly meetings becoming the annual senior team meeting.

Operational Collaboration

18. Monthly assessment meetings will be held between Monitor and the HSCIC. Each party will nominate a Relationship Manager for overseeing the operation of the agreement and related services. The Relationship Managers and other key contacts are listed in Annex 1. The parties will notify each other as soon as possible if the key contact changes.
19. The Relationship Managers will be the prime point of contact between the organisations, in particular for:
 - Managing and developing the relationship, including understanding the needs, capabilities and objectives of the organisations, and sharing strategies and plans.
 - Highlighting and resolving issues
 - Facilitating new contacts, services or opportunities for learning and sharing.

Operation of the Agreement

20. The agreement will last until terminated by either party in writing, giving at least 30 days' notice. It should be reviewed at least annually to ensure it continues to represent the objectives and intentions of the two organisations in respect of how they work together.
21. Terms and conditions for the provision of services between the organisations will be detailed in a separate agreement, with schedules to define the particular services, including data sharing.

Signed

HSCIC Chairman

Date:

Signed

Monitor Chair

Date:

Signed

HSCIC Chief Executive

Date:

Signed

Monitor Chief Executive

Date:

Annex 1 – Key Contacts

Relationship Managers

HSCIC

Martin Orton
Head of Customer and Relationship Services
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Monitor

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Joint Collaboration Board

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