

HSCN Performance Review Terms of Reference

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Reviewers

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Carl Smith	HSCN Service Manager	04/11/2021	1.0

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Carl Smith		HSCN Service Manager	04/11/2021	1.0
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Glossary of Terms

Term / Abbreviation	What it stands for
HSCN	Health and Social Care Network
CNSP	Consumer Network Service Provider
SIP	Service Improvement Plan

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Introduction

Purpose of Document

This is a document that explains the Terms of Reference for the monthly performance reviews that the HSCN team in NHS Digital hold with Consumer Network Service Providers (CNSP).

Objectives

These meetings take place between the Service Co-Ordinator team and CNSPs to review the monthly performance of each CNSP against the Obligations Framework, provide feedback and raise concerns about poor performance.

The Service Co-Ordinator team can also create a Service Improvement Plan for a CNSP that has consistent poor performance in a particular area. The SIP will have the area of concern, the action required, and the progress made so far. SIPs are reviewed on a monthly basis until sufficient improvement has been made that the SIP action can be closed.

Scope

Monthly Performance Review meetings are limited to a CNSPs performance against the Obligations Framework:

- Incident Management performance
- Reporting document submissions:
 - Forward Schedule of Changes
 - Contact Details
 - Estates Data
 - Monthly Performance Report
- Availability
- Security reports
- Commercial reports

In addition, any Service Improvement Plans will be discussed but as above are limited to concerns raised against performance against the Obligations Framework.

Operational items

There may be occasions where additional operational items may need to be discussed, such as when we need to discuss information that relates to all CNSPs such as renewal of certificates, responses to security incidents or other matters where the Service Co-Ordinator team needs to establish a response from all CNSPs to feed back to internal NHS Digital teams.

Terms of Reference

Membership

The performance review will comprise:

- Representatives of the Service Co-Ordinator function within the HSCN team, NHS Digital
- Representatives of the Consumer Network Service Provider (CNSP) the review is being held with

Roles and Responsibilities

Service Co-Ordinator team:

- Produce the Monthly Performance report used in the meeting based on performance data sent by the CNSPs every month
- Arrange the Monthly Performance review meeting with the CNSPs
- Chair the meeting
- Take the CNSP through the report and explain the scoring of each area
- Collate minutes and distribute after the meeting with the final agreed scoring in the report

CNSP:

- Attend meeting when requested by Service Co-Ordinator team
- Review the scoring provided in the report and ask questions if required
- Agree the final scoring for the report with the Service Co-Ordinator team

Based on the Performance data that are produced by CNSPs each month, the Service Co-Ordinator team will use that data, as well as information such as if reports have been submitted on time by CNSPs and High Severity Service Incidents (HSSI) information to create the scoring for the monthly reports discussed in the monthly Performance Review meetings.

All scoring is based against the HSCN Obligations Framework so that it can be explained and evidenced to CNSPs in a non-subjective way.

The scoring and rationale behind them are discussed with the CNSPs in these meetings and areas of concern are raised by the Service Co-Ordinator team. The CNSPs can provide commentary and challenge a score if they feel they have been unfairly scored against a particular KPI.

The meeting is closed once there is agreement on the scores from both parties and a copy of the final report is sent by the Service Co-Ordinator team to the CNSP for storage.

Meetings

Meetings will be chaired by a member of the Service Co-Ordinator team. The Service Co-Ordinator team may choose to not hold a Performance Review meeting with every CNSP every month (for example if they have scored green in every category and no concerns have been raised for discussion). In this case, a copy of the Performance Review report will be emailed to the CNSP.

The Service Co-Ordinator team will try to have a Performance Review with every CNSP at least every three months and in some cases will be held more frequently for situations such as:

- Concerns about consistent performance in one or more areas
- Review of a Service Improvement plan due to performance concerns
- Review of a new supplier to ensure they understand the process of Performance Reviews and are meeting initial expectations

Amendment, Modification or Variation

This Terms of Reference may be amended, varied, or modified in writing after consultation and agreement with the CNSPs and carried out by the HSCN Service Manager and HSCN Compliance Manager.