

Compliance Framework
Monitor
4 Matthew Parker Street
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21 June 2011

Dear Sir/Madam

Monitor: Consultation on community service governance indicators and quality governance assessments in transactions

I am grateful for the opportunity to respond to Monitor's consultation on community service governance indicators and quality governance assessments in transactions. As Health Service Ombudsman I provide a service to the public by undertaking independent investigations into complaints of injustice or hardship resulting from maladministration or poor service by the National Health Service.

This document sets out the proposed approach to assessing governance risk in the provision of community services. We appreciate that community services are, over time, likely to represent a significant proportion of the overall activity of a Foundation Trust and, as such, we would agree that it is entirely appropriate to include these services within the overall assessment of governance risk.

We agree with the principle of using the existing governance indicators in the *Compliance Framework* (insofar as they apply to community services) and with the principle of addressing the poor data quality across community providers. We make no comment on the specific metrics - or data completeness thresholds - proposed.

Monitor also proposes to include the *Quality Governance Framework* in its review of transactions (we have already commented on this *Framework* in response to an earlier consultation): the consultation document outlines a number of proposals aimed at securing the necessary assurance that all risks to compliance with the terms of authorisation have been mitigated - whether these arise from the scale of the transaction or through the differing nature of the services acquired by the transaction. Whilst we have no comment to make on the detail of these, we would support the general aim of the proposals in seeking to provide Monitor with an appropriate degree of assurance on the quality governance arrangements in place.



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Yours faithfully

A handwritten signature in blue ink, consisting of several fluid, connected strokes that form a stylized name.

Ann Abraham
Parliamentary and Health Service Ombudsman