Client-level Data Overview

December 2023

What is covered

1.What is Client-level Data?

- Structure of data: capturing adults' journeys through the Social Care system

- Information collected

- Data flows: from local authority systems to central data processor
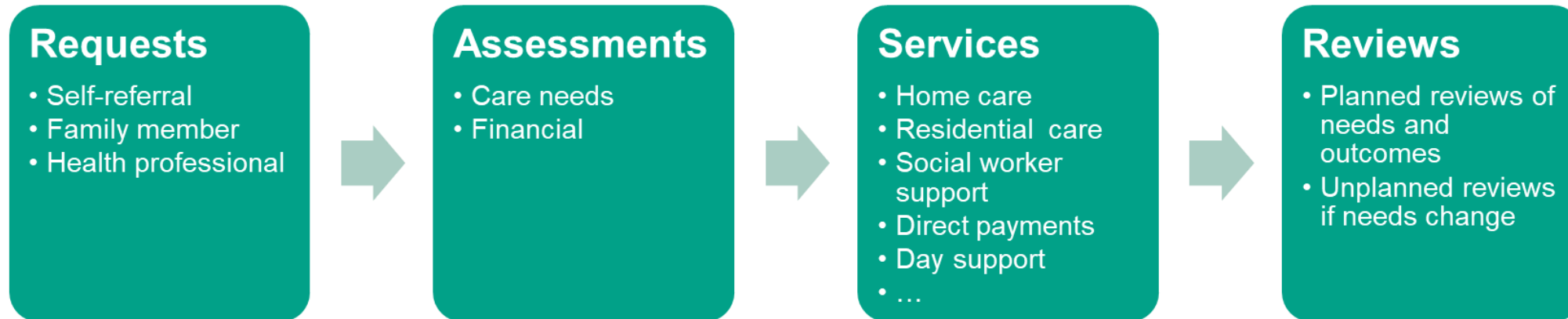
2.How will CLD be used to improve adult social care?

3.Project workstream updates?

1. What is Client-level Data?

What is Client-level Data (CLD)? *Structure of data*

CLD contains details of the **main events and interventions in an adult's journey** through the Social Care system when they approach the Local Authority (LA) for funded care:

Requests
- Self-referral
- Family member
- Health professional

Assessments
- Care needs
- Financial

Services
- Home care
- Residential care
- Social worker support
- Direct payments
- Day support
- …

Reviews
- Planned reviews of needs and outcomes
- Unplanned reviews if needs change

This is a stylised overview of the care user pathway – in reality, it is much more complex!

Individual event data, from LA's case management systems, is arranged in chronological order. Each row of the database represents an event in an individual's care journey: a request; an assessment (care needs or financial); a service; or a review. These can be linked using a person ID.

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What is Client-level Data (CLD)? *Information collected*

SUBMISSION	PERSON DETAILS (CONT)	EVENTS - ALL	EVENTS - SERVICES
LA code	Accommodation Status	Event Type	Service Type
Reporting Period Start Date	Employment Status	*Event Reference (v)*	Service Component
Reporting Period End Date	Has Unpaid Carer	Event Start Date	*Delivery Mechanism (v)*
	Autism Spectrum Disorder (ASD) (v)	Event End Date	*Provider CQC Location Name (v)*
PERSON DETAILS	*Visual Impairment (v)*	*Event Description (v)*	*Provider CQC Location ID (v)*
Person Unique Identifier	*Hearing Impairment (v)*	Event Outcome	
NHS Number	*Dementia (v)*		
First Name		**EVENTS - REQUESTS**	**COSTS - SERVICES**
Last Name	**CLIENT FUNDING STATUS**	Route of Access	*Unit Cost £ (v)*
GP Practice Name (v)	Client Funding Status		*Cost Frequency (Unit Type)(v)*
GP Practice Code (v)		**EVENTS - ASSESSMENTS**	*Planned Units per week (v)*
Gender		Assessment Type	
Ethnicity	**CARERS INFORMATION**	*Eligible Needs Identified (v)*	**EVENTS - REVIEWS**
Date of Birth	*Total Hrs Caring per week (v)*	Method of Assessment	Review Reason
Date of Death	*No. of adults being cared for (v)*		Review Outcomes Achieved
Client Type	*Adult 1 Linked Person_ID (v)*		Method of Review
Primary Support Reason	*Adult 2 Linked Person_ID (v)*		
Postcode	*Adult 3 Linked Person_ID (v)*		

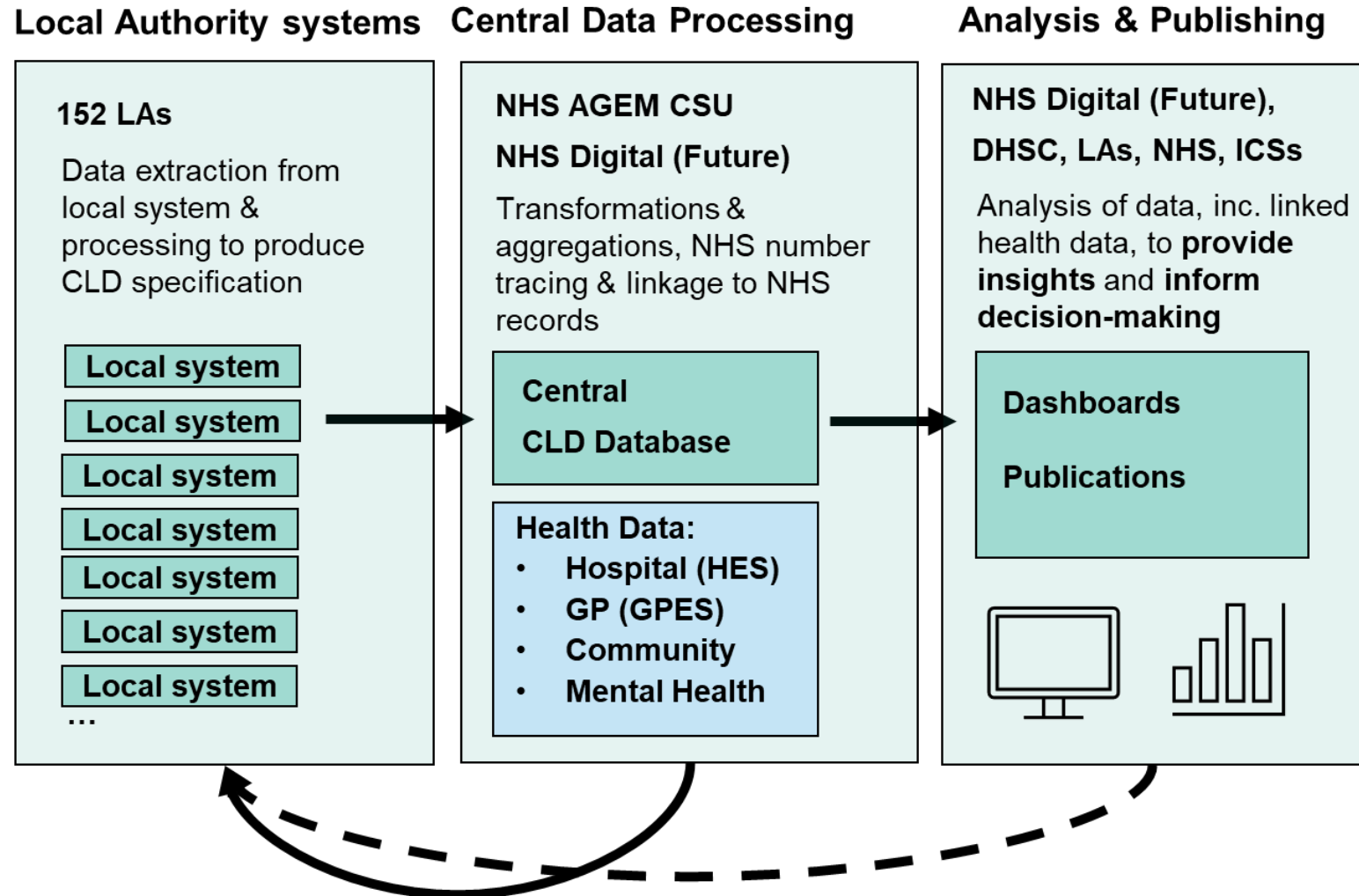*cld-data-specification_release_1_feb_update-v2   (v) = voluntary

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What is Client-level Data (CLD)? *Data flows from LAs*

From April 2023, CLD submissions to NHS Digital became mandatory, and will annual aggregated return – the "Short and Long Term" (SALT) return.

Two submissions have been made by LA's. The first covering 2023/24 Q1 and the second covering 2023/24 Q1-Q2.

Local Authority systems

152 LAs

Data extraction from local system & processing to produce CLD specification

- Local system
- Local system
- Local system
- Local system
- Local system
- Local system
- Local system

…

Central Data Processing

NHS AGEM CSU

NHS Digital (Future)

Transformations & aggregations, NHS number tracing & linkage to NHS records

Central CLD Database

Health Data:
- **Hospital (HES)**
- **GP (GPES)**
- **Community**
- **Mental Health**

Analysis & Publishing

NHS Digital (Future), DHSC, LAs, NHS, ICSs

Analysis of data, inc. linked health data, to **provide insights** and **inform decision-making**

Dashboards

Publications

2. How will CLD be used to improve care?

Planned uses of the client level data

Key information about adult social care: Replace the Short and Long Term Support (SALT) collection. Key statistics on requests, episodes of short term support (max), long term care. Calculating the ASCOF measures.

Improve understanding: More detailed information allowing for client profiling and understanding the impact of different models of assessment and care delivery.

Data sharing: National tools to support local commissioners, decision makers and performance leads.

Better oversight and assurance: More timely insights to understand demand for and use of social care providing assurance of the system. Will be used by a range of stakeholders, including DHSC, CQC and service user representative groups.

Promote joint approaches to health and social care pathways: Develop effective ways of using the CLD alongside NHS hospital data to improve understanding of how people move between health and social care settings.

CLD will improve care across the health and care system

Service users: The quality of care and of user experience will be vastly improved through standardisation of information flows for direct care and commissioning purposes. Care pathways and interactions across health and social care settings will be better understood, with services re-configured and improved through analysis of client- level, event-driven evidence.

Providers: CLD will underpin the specification of a Digital Social Care Record Information Standard which will be mandated to care providers and their system vendors with standardised specifications that will enable interoperability with health care systems.

Commissioners: Local Authorities and ICSs have direct access to person-level health care data linked to social care data, enabling deep analysis of local services and outcomes, benchmarking, market oversight and planning.

Policy development: DHSC and NHSE will have access to more granular, more timely social care data for analysis as well as a wide range of linked health care data through national data access portals such as NHSE's Secure Data Environment.
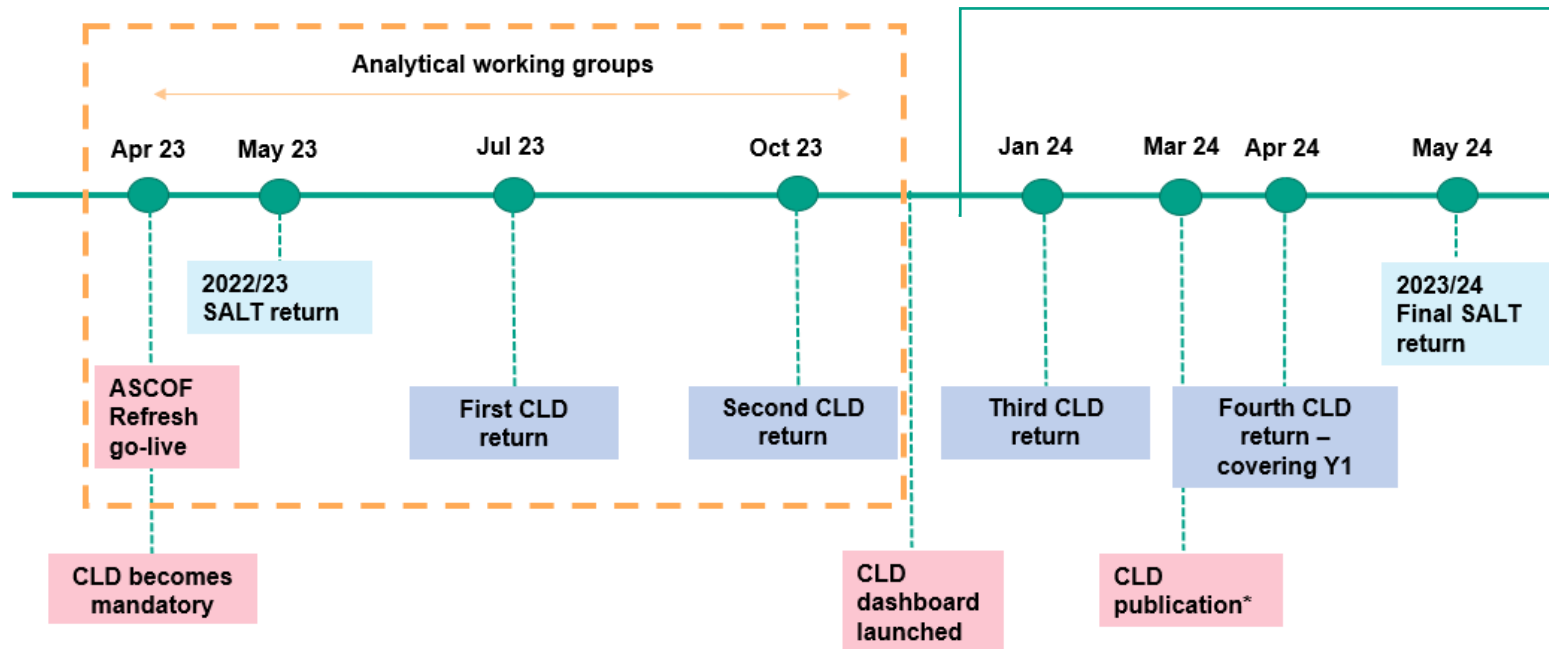
Research: Scientific networks, academic research and innovation organisations will benefit from standardisation of ASC data flows and opportunities arising from more frequent, person-level data.

3. National project workstream updates

Project update, plans and decision to discontinue SALT

Since April, our focus has been engaging with you to develop valid statistical methodologies and useful outputs.

Analytical working groups

Apr 23 — May 23 — Jul 23 — Oct 23 — Jan 24 — Mar 24 — Apr 24 — May 24

- 2022/23 SALT return (May 23)
- 2023/24 Final SALT return (May 24)
- ASCOF Refresh go-live (Apr 23)
- First CLD return (Jul 23)
- Second CLD return (Oct 23)
- Third CLD return (Jan 24)
- Fourth CLD return – covering Y1 (Apr 24)
- CLD becomes mandatory (Apr 23)
- CLD dashboard launched (Oct 23)
- CLD publication* (Mar 24)

SALT discontinuation

- It has been agreed and confirmed that SALT is not to be collected by LAs from 1 April 2024.

- Data & Outcomes (DOB) discussed this on 6th September.

- September letter confirmed intention to derive SALT metrics from CLD in future

- DOB approved decision to discontinue SALT on 13th November

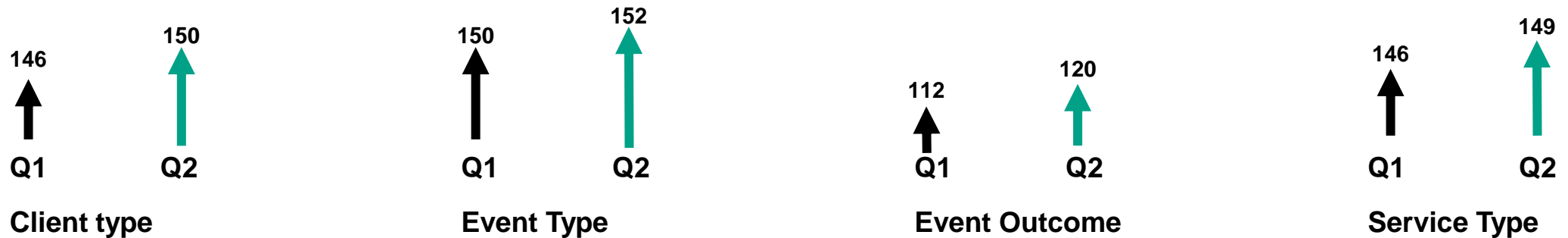## Next steps - our project team are focusing on several areas:

- **Data quality improvement**: including working with AGEM CSU; technical and strategic engagement (sharing best practice, work with social care workforce and ICBs); working with IT system suppliers.

- **Analysis & insights**, working with CLD reference group, LGA, ADASS, NHSE and CQC on waiting times, hospital discharge metrics, benchmarking.

- **Data access & publication**, adding SALT and ASCOF metrics to CLD LA dashboard, working with LAs on content of publication

Improvements made from Q1 | We have received Q2 CLD submissions from 152 local authorities; there have been improvements in data completeness and overall local authority engagement

152	**9**	**5.8M**	**5.2M**	**1.8M**
Local Authority Data Submissions	Regions	Rows of Data	(Estimated) Unique Events	Person IDs

Over 5 million records of unique events were submitted in Q2, an increase from ~3.5 million in Q1. These cover interactions between local authorities (requests, assessments, services and reviews) and nearly two million individuals.

The challenge for Q2 was to improve data quality, especially fields required to recreate key adult social care activity statistics (SALT). The number of local authorities meeting basic thresholds for completeness and validity of these fields shows notable improvement:

146	150	150	152	112	120	146	149
Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2

Client type   **Event Type**   **Event Outcome**   **Service Type**

Next steps: While we are happy with improvements in data completeness and validity, our next step is to look at the accuracy and consistency to understand how far we can derive useful and comparable metrics from the data.

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CLD Dashboard update

Version 1 of the CLD Dashboard has now launched to all Local Authorities!

- **User access**

  - DASSs and CLD contacts were invited to access the dashboard on Monday 6th November (see email from Agem.apps@england.nhs.uk)

  - Response is required from the DASS to either assume or delegate responsibility for authorising individuals in their LA to access their data and provide a list of pre-approved users.

  - These users have been sent instructions to register for the Athena platform, where the CLD dashboard is hosted. Access will be granted once the Athena helpdesk have approved the registration.

  - Athena colleagues are running a session at 1pm today (16th Nov) on how to register and navigate the Athena platform.

NHS

Athena
**Collaborative intelligence
to improve health and care**

Arden&GEM

Purpose of version 1

- Provide a way for DHSC to share back CLD analysis with local authorities.

- Provide an overview of each local authority's activity based on their latest CLD submissions, to help drive improvements in data quality.

- Test initial methodologies for analysis CLD with local authorities.

Provisional development plans

- A subset of SALT metrics will be available on the dashboard in early 2024

- Working with LAs through LGA and the ADASS regional networks to develop a benchmarking section

- Subject to sector engagement, waiting/response times metrics onto the dashboard from April 2024

Adult Social Care **Client Level Data Dashboard - V1**   Department of Health & Social Ca

Dashboard Overview

Introduction

This dashboard provides analysis of Adult Social Care Client Level Data (CLD) for your local authority for the latest mandatory reporting period, including an indication of the data quality for your local authority and the national dataset.

Purpose of version 1
In this first version the dashboard is designed to:
- provide a way for DHSC to share summary data with local authorities derived from their CLD submission, describing demand and use of adult social care services in their areas.
- provide an overview of each local authority's activity based on their CLD submissions, to help drive improvements in data quality.
- test initial methodologies for analysing the data with local authorities.

Plans for development
The dashboard will evolve and improve over time as CLD becomes more established and the data quality improves. We are working with the sector to develop additional insights. This includes working with the CLD reference group to develop and include more meaningful metrics and working with LGA and ADASS to develop appropriate benchmarking metrics.

Contents
Requests - volume of requests received, people requesting support and timeseries analysis.
Assessments - volume of assessments completed, people assessed and timeseries analysis.
Service users - number of service users and carers, and timeseries analysis.
Service costs - total spend within the reporting period.
Reviews - volume of reviews completed, people reviewed and timeseries analysis.
Data Quality - an overview of the validity of the data at local and national level.
Methodology - an overview of the methodology used to develop the dashboard.

Data included in the dashboard

The data included in this dashboard is the latest submission for each local authority covering the whole of the latest mandatory reporting period.

We are developing the pipelines to update the dashboard on a quarterly basis with the latest submission from each local authority.

For more information on data processing methods adopted see the methodology page or the full methodology document on the Athena platform.

Date of last refresh: 07/11/2023

Navigation

Pages of the dashboard can be accessed at the bottom. Each page contains multiple filters which subset the data underlying each of the visuals to the options selected.

Data for each visual can be exported by clicking on the three dots in the top right hand corner of a visual and selecting export data.

For more information about each visual click the information (i) button at the top.

Support
For technical help and support please contact: agem.apps@england.nhs.uk

For queries about the content and methodologies contact:
socialcaredata@dhsc.gov.uk

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Methodology to reproduce SALT and ASCOF

- Developed in collaboration with local authority and DHSC analysts on our CLD SALT metrics reference group, as well as consulting previous proposals from the pilot phase.

- Intended to stay in line with principles adopted by SALT, to describe the fields and methods used from CLD to reproduce the existing SALT metrics, as well as an indication of known limitations.

- Feedback welcomed before Christmas so any updates can be incorporated in the New Year, ahead of the 2023/24 analysis period.

- All feedback greatly appreciated to ensure important steps in the logic have not been overlooked.

- **Link to the Central Transformation Principles document for reproducing SALT and ASCOF metrics from CLD**

NHS England

Central Transformation Principles

Reproducing SALT and ASCOF metrics from CLD

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Contact details

- CLD dashboard user access support: agem.apps@england.nhs.uk

- CLD dashboard feedback or wider CLD queries: socialcaredata@dhsc.gov.uk

- Feedback on the Central Transformation Principles document for reproducing SALT and ASCOF metrics from CLD: england.clientleveldata@nhs.net

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