



Capacity Tracker

Insight for Care

15 September 2022

Upcoming Changes to Workforce Data Collection & New Packages of Care Collection

From the end of September 2022, in response to feedback and to highlight pressures over the winter period, new workforce related questions are being added to Capacity Tracker for both care home and home care providers. There will also be two new questions about packages of care for home care providers. Appropriate help text for these new questions will be available within Capacity Tracker.

For both care home and home care providers, new questions about workforce will be:

- How many hours have you paid direct employees to work in the last month/four weeks*, including any overtime?
- How many hours of overtime have you paid for in the last month/four weeks*?
- How many hours of agency staff time have you paid for in the last month/four weeks*?
- How many days/hours* of absence have you recorded in the last month/four weeks*?

**Time period optional to suit working practice, e.g. could cover last complete pay period using payroll data in recognition that pay periods will differ between or even within providers (some staff will be paid weekly and others fortnightly or monthly) and no one pay period option will be meaningful to all.*

For home care providers only, new questions about packages of care will be:

- In the last 28 days, how many current NHS and LA funded service users' care packages have you had to return?
- In the last 28 days, how many current self-funded service users' care packages have you had to end?

These questions refer to previously agreed packages that have been returned/ended after service provision started.

The new workforce and packages of care questions will become mandatory for the December 2022 reporting window.

From the end of September, we will also be changing the wording of one of the questions in the ASC Home Care Collection. To provide added clarity, the question “How many people are using your service today?” will change to “How many service users are currently receiving care from your agency?”

We are currently reviewing the necessity of the currently collected workforce absence questions for both care home and home care providers in light of these additions.

With kind regards,
Capacity Tracker Team on behalf of
DHSC & NHSE/I

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