



Department  
of Health &  
Social Care

# Adult Social Care Client Level Data Dashboard

Methodology document

Version 1

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# Introduction

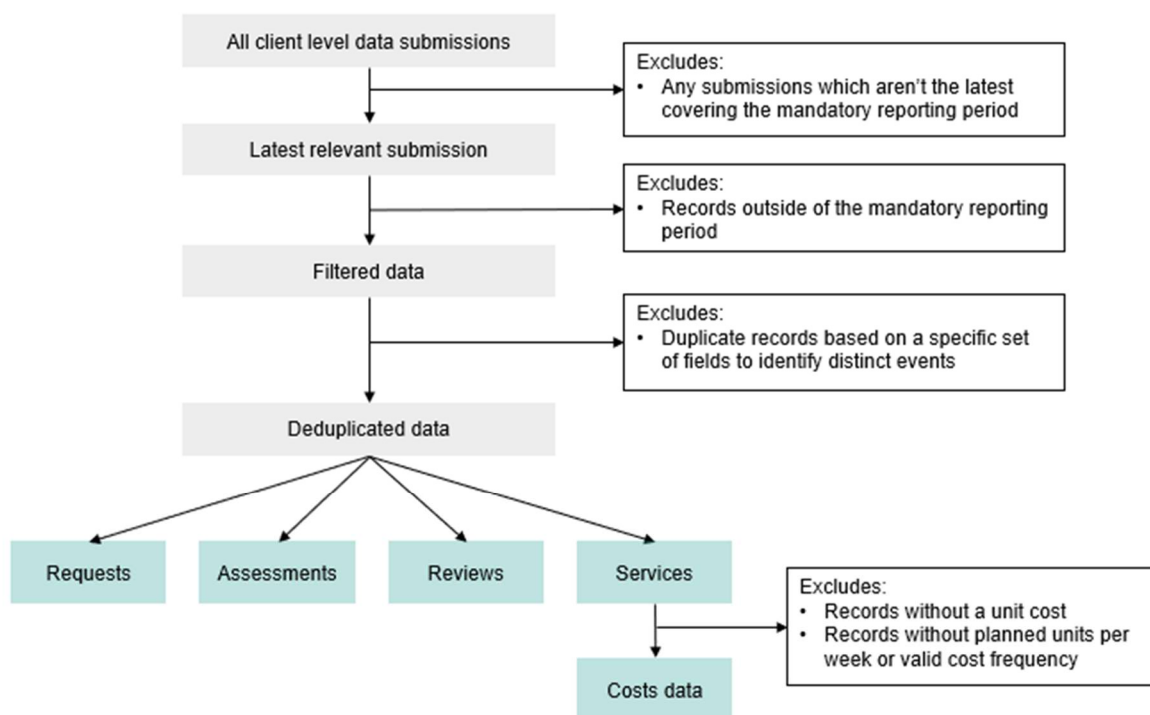
This document outlines the methodologies (logic and data processing) used to produce the data and metrics contained within the Adult Social Care Client Level Data dashboard for local authorities. It is split into 3 sections:

1. **Data processing** to generate SQL data tables that feed the dashboard
2. **Fields derived in SQL** using single records of data in the SQL data tables
3. **Metrics calculated within power BI** by performing calculations across a combination of fields and records from the data tables.

## Data processing

### Overview

This is an overview of the steps taken when processing Client Level Data to create the data tables which underpin the Power BI dashboard.



### 1. Filter to the relevant submission for each local authority

Data included in the dashboard is the latest CLD submission from each Local Authority covering the whole of the latest mandatory reporting period. The submission for each Local Authority is identified by selecting:

1. files which cover the whole of the mandatory reporting period based on the Reporting Period Start and End Dates. For example, for the second quarter's submission, files are selected with a minimum Reporting Period Start Date on

or before 1<sup>st</sup> April 2023 and a maximum Reporting Period End Date on or after 30<sup>th</sup> September 2023.

2. if multiple files are returned in step one then the file with the latest import date is selected.

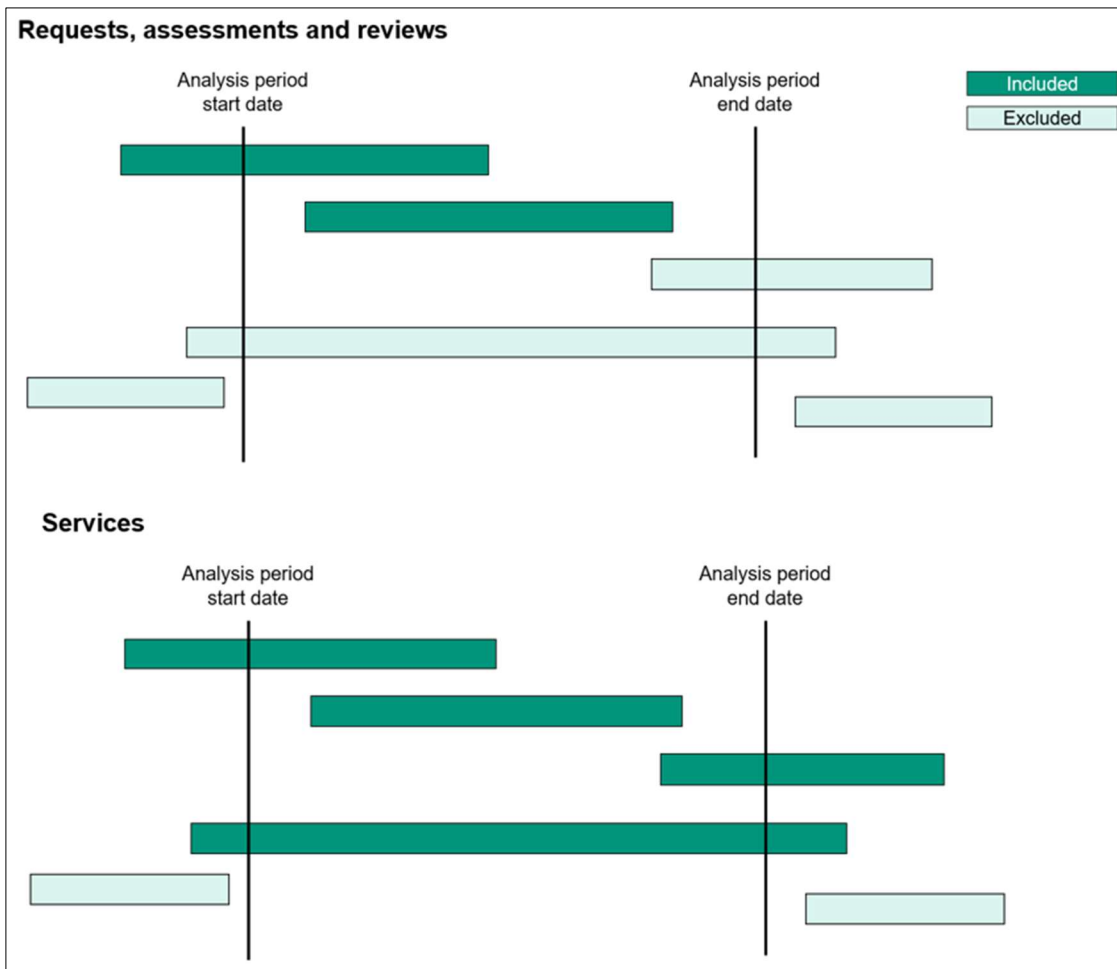
To be included in the dashboard, the data must have been submitted as a single file covering the whole of the reporting period. Individual submissions covering consecutive months will therefore be excluded from this version of the dashboard.

## **2. Filter to the analysis period of interest**

The dashboard shows events for the latest mandatory reporting period only. Inclusion criteria vary for the different event types, in line with the CLD guidance:

- Requests, Assessments and Reviews – include records where the Event Start Date is before or within the analysis period and Event End Date is within the analysis period.
- Services – Event Start Date must be before or within the analysis period and Event End Date must be within the analysis period or blank (open services).

Records with missing Event Type or Event Start Date are excluded at this stage and any requests, assessments and reviews with missing Event End Date are also excluded.



### ***Accounting for date of death***

Where a Date of Death is provided and it lies between the Event Start Date and Event End Date, or after the Event Start Date and where the Event End Date is missing, then the Date of Death is used as the Event End Date. This affects around 2% of records in the first quarter submissions. If the Date of Death is before the Reporting Period Start Date or before the Event Start Date then this record is excluded. This affects less than 1% of records within the mandatory reporting period.

### **3. Deduplicate to retain unique records only**

We investigated ways of de-duplicating records to identify distinct records from multiple records. Following discussion with the local authority analytical working group and investigation of data quality across the first set of CLD submissions, we have used the fields listed in the table below to distinguish unique records. More information on the methods for each event type is outlined below.

	Requests	Assessments	Services	Reviews
LA Code	✓	✓	✓	✓
Derived Person ID (NHS number unless missing then LA_ID)	✓	✓	✓	✓
Event Start Date	✓	✓	✓	✓
Event End Date	✓	✓		✓
Client Type	✓	✓	✓	✓
Request: Route of Access	✓			
Assessment Type		✓		
Service Type			✓	
Service Component			✓	
Delivery Mechanism			✓	

### ***Reason for not using Event Reference Number***

In the CLD guidance document, local authorities are asked to provide the Event Reference as a unique reference number for each event to help deduplicate records. Although intended for this purpose, in practice there are several issues that mean it does not work as intended:

- Event Reference is a voluntary field and around one in seven local authorities have not submitted it for all records.
- Some local authorities use the same Event Reference numbers by coincidence.
- In around 6% of records in the first quarter submissions, the Event Reference is identical, but values submitted for any of the other fields differ (e.g. Event Type, Event Start Date).
- In around 3% of records, the Event Reference differs, but values entered for all other fields are identical.
- Overall, use of the Event Reference number alongside the other variables appears to result in overcounting. It appears that some local authorities generate the Event Reference at the point of extracting the data from their case management system to create the CLD submission: it differs between each upload and does not correspond to a unique event.

### ***Person identifiers***

The anonymised person identifier used throughout the dashboard is based on the anonymised NHS number in the first instance (including those which have been traced by AGEM). If the NHS number is missing, the local authority Person ID is used. Note, this methodology also includes a check of whether the local authority Person ID is already present in another event record with an associated NHS number. If this is the case, the associated NHS number is used.

A very small number of local authority Person IDs (less than 0.01% of records from the first quarter submissions) have multiple NHS numbers associated with the same

local authority Person ID. In these instances, the code takes the latest NHS number based on the following fields:

- Latest submission
- Reporting Period End Date (descending)
- Reporting Period Start Date (descending)
- A derived unique record id (descending, most recent at the top)

### **Requests**

The following fields are used to produce a distinct count of requests.

1. LA Code
2. NHS Number traced where populated otherwise LA Person ID
3. Event Start Date
4. Event End Date
5. Client Type
6. Request: Route of Access

If values submitted for all the above fields are identical, the data is ordered using the fields below and the first (top) record is retained:

- Reporting Period End Date – descending (most recent at the top)
- Reporting Period Start Date – descending (most recent at the top)
- Event Outcome – as per the hierarchy in the CLD guidance
- Derived unique record id – descending (most recent at the top)

Limitations:

- As with the SALT STS001, numbers of requests captured will be shaped by the local authority's arrangements for handling client contacts such as centralised call centres, outsourced arrangements etc. The method of recording client contacts locally will also influence what is shown on the dashboard.
- Where local authorities operate strengths-based approaches or offer drop-in assessments, initial contacts that are submitted solely as a record with Event Type = Assessment will not be counted as requests. To avoid this problem, we have suggested two approaches for local authorities when submitting data. We have recommended that these events should be submitted in the CLD return using Event Type = Request and that the Event Description field is used to indicate that these are initial conversations or assessments (Annex C of CLD guidance). Alternatively, some local authorities have submitted additional records for these events, one with the Event Type = Request and one with the Event Type = Assessment to ensure full information is submitted across all relevant fields. Either approach should ensure that initial contacts are counted as requests.

### **Assessments**

The following fields are used to produce a distinct count of assessments.

1. LA Code
2. NHS Number traced where populated otherwise LA Person ID
3. Event Start Date
4. Event End Date
5. Client Type
6. Assessment Type

If values submitted for all the above fields are identical, the data is ordered using the fields below and the first (top) record is retained:

- Reporting Period End Date – descending (most recent at the top)
- Reporting Period Start Date – descending (most recent at the top)
- Event Outcome – as per the hierarchy in the CLD guidance
- Derived unique record id – descending (most recent at the top)

Where local authorities operate strengths-based approaches or offer drop-in assessments, we have suggested two approaches for local authorities when submitting data, as described in the [Requests section](#). Where local authorities use Event Type = Request and Event Description to indicate it is a conversation, these are to be counted as both requests and assessments.

These events are identified in the following way and included in the assessments count:

- Event Type is Request and
- Event Description contains details indicating it is a conversation

These events are then deduplicated as per the request's methodology outlined above.

### **Services**

The following fields are used to produce a distinct count of services.

1. LA Code
2. NHS Number traced where populated otherwise LA Person ID
3. Event Start Date
4. Client Type
5. Service Type
6. Service Component
7. Delivery Mechanism

Event End Date is not included since open and ongoing services are submitted with this field left blank, and the field is only populated once the service is closed.

Information about costs is not used to identify unique services since the intensity and cost of a service can change over time. Fields identifying care providers are also not used since these are currently voluntary.

If values submitted for all the above fields are identical, the data is ordered using the fields below and the first (top) record is retained:



Reporting Period End Date – descending (most recent at the top)  
 Reporting Period Start Date – descending (most recent at the top)  
 Event Outcome – use the hierarchy in the CLD guidance  
 Derived unique record id – descending (most recent at the top)

### **Reviews**

The following fields are used to produce a distinct count of reviews.

1. LA Code
2. NHS Number traced where populated otherwise LA Person ID
3. Event Start Date
4. Event End Date
5. Client Type

If values submitted for all the above fields are identical, the data is ordered using the fields below and the first (top) record is retained:

Reporting Period End Date – descending (most recent at the top)  
 Reporting Period Start Date – descending (most recent at the top)  
 Event Outcome – as per the hierarchy in the CLD guidance  
 Derived unique record id – descending (most recent at the top)

### **4. Additional exclusions applied to costs data**

The costs dataset, which underpins the costs page on the dashboard, is derived from the services dataset with the following additional processing steps applied.

Planned units per week and Cost Frequency both provide information on the frequency of a service but there are instances where the two fields don't obviously align (e.g. Cost Frequency unit type = monthly but Planned units per week = 3). In general, Cost Frequency is trusted over the Planned units per week as Planned units per week is only required for services where the unit cost occurs more frequently than weekly e.g., hourly, daily, or per session.

To simplify calculation of metrics, average weekly units have been derived from Cost Frequency when the Cost Frequency is weekly or less frequent as follows:

Cost frequency (Unit Type)	Derived weekly units
Weekly	1
Fortnightly	1/2
4-weekly	1/4
Monthly	12/52
Quarterly	4/52
Annually	1/52

When the Cost Frequency is more frequent than weekly the absolute values are taken for Planned units per week. The absolute values are also taken for Unit Cost to deal with any negative values (~2% of service records). No further attempt is made

to clean the data; therefore, any erroneous costs or outliers will be included in the dashboard.

Any records without a unit cost are removed. Any records without planned units per week (actual or derived) are also removed unless the cost frequency is 'one-off'. Because of higher rates of incompleteness of costs fields in the first set of submissions, these two exclusion steps result in the costs table containing approximately 25% fewer records than the services fact table.

## **5. Creating local authority level tables**

Once a table of distinct records for each event type is created, this is aggregated up at local authority level. This is done by grouping by all the fields which are required to create the metrics and breakdowns in power BI. As this includes fields such as person ID and event start and end dates, the resulting aggregation is very minimal, and most of the data remains at record-level.

## **6. Data quality reporting**

This page contains a completeness and validity check of each entry in each field, indicating whether each entry meets the expected data type and defined list of values. These checks align with the data quality reports provided by Arden & GEM back to local authorities (via MESH). The dashboard allows users to select whether the data field is applicable and mandatory for a given record, based on a number of key fields (such as client type and event type). These filters are developed in line with the CLD guidance. For example, the data quality check of the Request: Route of Access field is only applicable and mandatory when a record is a request.

## Fields derived in SQL

### **Der\_Latest\_Age**

This is a person's age at the latest point in an event. For all records where an end date is provided, this is the age at the Event End Date: for services where the Event End Date is blank, the Reporting Period End Date is used. As we do not have access to the date of birth, the Birth Year and Birth Month fields are used and the first day of the month is used as a proxy for the date of birth.

### **Der\_Age\_band and Der\_Working\_Age\_Band**

These fields assign age bands depending on the value of the Der\_Latest\_Age (derived above).

### **Der\_Person\_ID**

This field contains the Der\_NHS\_Number\_Traced\_Pseudo unless this is missing, in which case the code will check whether the Der\_LA\_Person\_Identifier\_Pseudo is associated with a traced NHS number in the latest person data table. If it fails to find an associated NHS number, the field is populated with the local authority Person ID. More information can be found in [Person Identifiers](#).

### **Review\_type**

This field assigns two high level categories of 'planned' or 'unplanned' based on the Review Reason field.

### **Service\_type\_grouped**

For purposes of filtering the data on the dashboard, this field assigns three high level categories based on the Service Type: 'Short Term', 'Long Term' and 'Carer Support'

### **Event\_outcome\_grouped**

This field groups together all Event Outcomes which relate to no further action (NFA), for the purposes of plotting this on a chart.

### **Event\_outcome\_raw\_stripped and Event\_outcome\_hierarchy**

The Event Outcome field has less good validity than other fields (i.e. a higher % of responses are not provided in line with the defined list in the CLD specification) and therefore directly joining this field to the defined event outcome hierarchy reference table particularly limits matching. The event\_outcome\_raw\_stripped field takes the event outcome field but strips it of spaces and punctuation, so that it can then be joined onto the stripped version of event outcome in the hierarchy table with a higher match rate.

## **Long\_Term\_Service\_Flag**

The LTS Flag is a field added to the request, assessment and review tables. It determines whether the individual has a long-term service event open at the time of the request, assessment or review start date.

## **Costs fields**

**Weeks\_of\_service** – the number of weeks the service was open for within the reporting period. This uses the start and end dates of the event unless these fall outside of the reporting period, in which case the reporting period start and end dates are used. This step occurs after date of death has already been accounted for, as described earlier.

**Cost\_per\_week** – unit cost\*planned\_units\_per\_week, except when the cost frequency is 'one-off'. For unit costs that are less frequent than weekly, the derived weekly units are used e.g. for monthly service costing £500 per month, the cost per week will be  $£500 * 12 / 52 = £115.40$  per week.

**Total\_cost\_period** – the total cost for the service within the reporting period. Where cost frequency is one-off then the unit cost is taken. For all other events this is  $\text{Cost\_per\_week} * \text{Weeks\_of\_service}$ .

# Metrics calculated within Power BI

## Number of requests received, assessments completed and reviews completed over time

These measures are a count of the number of requests received, assessments completed or reviews completed on a given day. For the number of requests received, this is based on the Event Start Date. For the number of assessments completed and reviews completed this is based on the Event End Date. These are aggregated up to weekly and monthly counts and displayed in the line chart visuals.

## 7 day rolling average of requests received

This is only provided for requests received, and it calculates the average number of requests completed in the past 7 days, reported daily.

## Number of active service users and carers

This measure counts the number of service users and carers with service events open and ongoing at a given point in time. This is determined by counting events with an Event Start Date on or before the given calendar date and an Event End Date which is either null, greater than or equal to the given calendar date. This is reported weekly by week ending.

## Counts of individuals

The following measures are created by taking a distinct count of the der\_person\_id field for each of the event tables. For more information see [Person Identifiers](#).

- Person\_count\_requests
- Person\_count\_assessments
- Person\_count\_services
- Person\_count\_reviews
- Person\_count\_costs

## Mean cost in period per person

This is the total reported cost in the period divided by the total number of service users. This measure is an average across all service users and costs, and therefore does not reflect the intensity of a service. For example, one user may receive 6 weeks of service whilst the majority receive a couple of days.

## SQL Code

The SQL scripts which produce the data tables underpinning the CLD dashboard are publicly available on GitHub here: [DataS-DHSC/ASC-CLD-LA-Dashboard: The code used to produce the data tables underpinning the Client Level Data Dashboard for Local Authorities. \(github.com\)](#)