



Department for
Communities and
Local Government

H-CLIC

Frequently asked questions

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Purpose of this document

This is a general document providing background information on DCLG's new homelessness data collection system, H-CLIC, and provides responses to commonly raised questions on what local authorities and IT specialists need to consider in preparing for the data collection. There are some more technical aspects of data submission included in the final section at the end of the document.

This document will be useful if you currently provide P1E data to DCLG from a local authority and will be involved in returning case-level statutory homelessness data once the Homelessness Reduction Act has commenced.

It will also be useful to you work in the IT sector and will be helping local authorities implement the new H-CLIC case level data requirement.

Can this document be shared with others?

Yes, this is a public document and we want to ensure that everyone working on H-CLIC has access to these. The latest version document will be available online with no access restrictions:

<https://gss.civilservice.gov.uk/statistics/working-with-users/dclg-homelessness-statistics-user-forum/>

Other useful links

The H-CLIC data requirement is available on the DCLG Homelessness Statistics User Forum:

<https://gss.civilservice.gov.uk/statistics/working-with-users/dclg-homelessness-statistics-user-forum/>

Information on DCLG's new online data collection system DELTA is available at: <https://delta.communities.gov.uk/introducing-delta>

Frequently asked questions on DELTA are available at: <https://delta.communities.gov.uk/FAQs>

Quarterly homelessness statistics are published at: <https://www.gov.uk/government/collections/homelessness-statistics>

A draft Code of Guidance on the homelessness legislation, updated to incorporate the requirements of the Homelessness Reduction Act 2017, is available at: <https://www.gov.uk/government/consultations/homelessness-code-of-guidance-for-local-authorities>.

The draft code has been available for consultation, which closed on 11th December.

Moving from P1E to H-CLIC

For decades, the P1E form has been used to collect household data aggregated at local authority level. This has been used to report on the performance of local authorities under statutory homeless legislation and their prevention and relief activity through DCLG's quarterly statutory homelessness statistics publication. The 2017 Act introduces new statutory duties for local authorities so the P1E collection will no longer be fit for purpose. P1E will be replaced by H-CLIC.

The Homelessness Case Level Information Classification, H-CLIC, is being introduced in April 2018 to coincide with the commencement of the Homelessness Reduction Act 2017 ('the 2017 Act'). H-CLIC will collect case level data, which will provide more detailed information on the causes and effects of homelessness, long term outcomes and what works to prevent it.

The Homelessness Reduction Act 2017

The Homelessness Reduction Act 2017 will commence on 3rd April 2018, and will effect a significant change in homelessness legislation in England. The Act places duties on local authorities to intervene earlier to prevent homelessness, and to provide help to all eligible homeless applicants irrespective of 'priority need' or 'intentional homelessness'. Most local authorities should prepare for an increase in customers who are entitled to 'case work' support, and be prepared to capture more information on the circumstances and needs of homeless people seeking assistance.

Glossary of acronyms and abbreviations

CLIP-H – Central and local government information partnership – housing. This group enables central and local government to work together to ensure the monitoring and reporting of information is fit for purpose and of proportionate burden. There are several groups under a range of policy themes, of which housing is one.

CSV –Comma separated values. It is a simple **file format** used to store tabular data, such as a spreadsheet or database. CSV is a format from which tabular data can be transferred typically between spreadsheets and / or databases.

DCLG – Department for Communities and Local Government

DELTA – DELTA is a new online system provided by DCLG to streamline its processes and systems for collecting statistical data and grant applications. DELTA is replacing the data collection systems for local government finance data (Excel), housing and planning data (INTERFORM), and grant administration (LOGASnet).

GDPR – General Data Protection Regulation is a new EU data protection regulation. It replaces the Data Protection Directive 95/46/EC, designed to protect citizens, providing them with more power over their data privacy.

H-CLIC – Homelessness Case Level Information Classification. The new statutory homelessness case level data collection that will replace the P1E to monitor the 2017 Homeless Reduction Act.

ICO – Information Commissioner’s Office. “The UK’s independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.” (ico.org.uk)

Interform – DCLG’s housing and planning electronic data collection system.

LA_CRN – Local authority case reference number. This is a unique case reference number created each time a household applies for homelessness assistance from a local authority as specified in the H-CLIC data requirement.

LOGASnet - LOGASnet was DCLG's web-based data capture and payments system used to support the management of grant claim processing.

P1E – A quarterly statistics return managed by DCLG, containing data as reported by 326 local authorities that covers: Households dealt with under the homelessness provisions of the 1996 Housing Act, and homelessness prevention and relief.

‘The 2017 Act’ – the Homelessness Reduction Act 2017

XML – Extensible Markup Language (XML) is a simple, very flexible text format. It is a machine readable format rather than a direct user interface. It was designed to meet the challenges of large-scale web publishing and sharing but can also be used to transfer data between software and organisations.

XSD – XML Schema Definition. Used to describe the structure and content of elements in an XML file.

H-CLIC Timetable

Milestone	Delivery date
Draft H-CLIC data requirement released for consultation	August 2017
Final data requirement released, H-CLIC v1.0 – <i>still subject to updates</i>	26 th October 2017
Overhauling data project funding paid to local authorities	w/c 4 th December 2017
H-CLIC FAQs & guidance published	December 2017
H-CLIC burdens assessment deadline	15 th December 2017
XSD schema provided	End January 2018
Data protection guidance and Privacy Impact Assessment published	End January 2018
Upload test DELTA site available	February 2018
Pilot phase for H-CLIC data uploads to DELTA	March–June 2018 (TBC)
Pilot phase for online H-CLIC DELTA forms	March–June 2018 (TBC)
Homelessness Reduction Act commences	3 rd April 2018
Final P1E data return that includes all local authority homeless cases (January – March 2018 data)	April 2018
Local authority H-CLIC data collection goes live	April 2018
First H-CLIC data return (April – June 2018 data)	July 2018
Final opportunity to submit legacy cases through P1E (July-September 2018 data)	October 2018
First mandatory return to report legacy cases through H-CLIC alongside New Act cases (October-December 2018 data)	January 2019

1. Funding and other announcements

The government announced on 16th October 2017 that local authorities will receive a share of £3million to support IT upgrades or to otherwise support the transition from P1E to H-CLIC reporting.

1.1 How much funding will my authority receive, and how and when will we receive this?

The £3 million will be equally distributed among 326 local authorities. This works out at £9,202.45 per local authority. The announcement can be found here:

<https://www.gov.uk/government/news/government-actions-a-further-step-in-homeless-prevention>

1.2 Is the funding ring fenced?

No, the funding is not ring fenced.

1.3 What does my authority need to do to get hold of this funding?

H-CLIC funding was paid week commencing 4th December 2017 alongside the New Burdens funding for the Homelessness Reduction Act.

1.4 Where is the best place to find H-CLIC updates?

We will update the Homelessness Statistics User Forum website alongside any update to documentation. It is the first place you should look to find the most up to data requirement and guidance:

<https://gss.civilservice.gov.uk/statistics/working-with-users/dclg-homelessness-statistics-user-forum/>

We also send email updates to local authorities and IT suppliers. If you are not on our mailing list please email Homelessness.statistics@communities.gsi.gov.uk

1.5 Who do I contact for more information?

Homelessness.statistics@communities.gsi.gov.uk should be used to contact the H-CLIC team.

The Interform support team will continue to answer P1E related queries: Interform.Support@communities.gsi.gov.uk.

2. H-CLIC data requirement

DCLG have published a data requirement for H-CLIC. This outlines the information required from local authorities about all households who make new homelessness applications on or from April 3rd 2018.

2.1 Is the H-CLIC requirement complete?

Yes, the H-CLIC requirement is now final.

The version of H-CLIC released in August for consultation was near final and this is reflected in the small changes made in the version published [here](#) on the 25th October 2017.

Since 25th October, some minor changes have been made to the document. Any further changes will be kept to a minimum. When issues are raised by IT suppliers or local authorities that impact on data quality we will review the requirement and when necessary, publish a revised version online. We will notify local authorities and IT suppliers via email when revisions have been made. The online published requirement will always be the most up-to-date at any time and this will be version controlled. This will mean that local authorities can submit data that conforms to earlier versions of the final schema even though the most recent would be preferred.

2.2 What changes did you make to the H-CLIC data requirement following the August consultation?

We added additional options to some questions at the request of local authorities. We have also added a few extra fields, mainly to the temporary accommodation and review section. More detailed information can be found here:

<https://gss.civilservice.gov.uk/statistics/working-with-users/dclg-homelessness-statistics-user-forum/>

2.3 When will H-CLIC be implemented?

H-CLIC should be used to report homelessness case data to DCLG for homelessness applications taken on or from 3rd April 2018 onwards. The deadline for 3rd April- 30th June submissions will be mid to late July 2018.

All homelessness applications taken on or after 3rd April 2018 should be reported through H-CLIC. Applications taken before 3rd April 2018 that are assessed and

managed according to the existing legislation can be reported through either H-CLIC or P1E for the first two quarters of 2018/19. See section 7 *Legacy cases* for more information on reporting legacy cases through P1E.

2.4 Can I continue to submit P1E and not move to H-CLIC?

As the 2017 Act introduces new statutory duties for local authorities, the P1E data collection will no longer be fit for its purpose of monitoring statutory homelessness duties. Following implementation of the Act on 3rd April 2018 the P1E will be replaced by H-CLIC to report statutory homeless cases. There will be a brief period of overlap which will be optional for updates on legacy cases (see section 6.1 *The P1E return*

What will happen to P1E?

The last mandatory P1E return for all local authorities will cover the period January to March 2018 and be submitted in April 2018.

For authorities with legacy cases (those households who applied for homelessness assistance before, and whose cases remain open after, 3rd April 2018), either H-CLIC or P1E can be used to report legacy information for the first two quarters of 2018/19. Beyond this date any remaining legacy cases will be need to be migrated into H-CLIC reporting systems. See section 7 *Legacy cases* for further information.

3. How to submit H-CLIC data to DCLG

3.1 How will H-CLIC data be submitted to DCLG?

H-CLIC data will be submitted via DCLG's new online data collection system, [DELTA](#). Our preference is for an XML file upload, see *3.5 What are the technical details for uploading data to DCLG?*

An online form that can be completed manually will be available in DELTA for authorities as an alternative to XML upload. We recommend that this will only be suitable for local authorities that manage fewer than applications of fewer than 50 households a quarter.

3.2 What is DELTA?

DELTA is DCLG's new online data collection and grant application and payments system. It will replace LOGASnet and Interform and a number of other systems you may have used when submitting data or applying for grants through the Department.

More information on DELTA is available at: <https://delta.communities.gov.uk/FAQs>

3.3 I submitted data to DELTA for the rough sleeping count. It was slow and difficult to use. Will H-CLIC data be easier to submit?

DELTA is operating as a development site until April 2018. During development bugs are being identified and we have a dedicated development team who fix these quickly.

From February we will invite local authorities and IT suppliers to test H-CLIC data uploads on DELTA. This will allow us to resolve issues with DELTA, the data upload process, and H-CLIC. H-CLIC data submission to DELTA does not go live until July 2018, after the development phase has ended.

3.4 My current case management system cannot provide this data. How do I send data to DCLG?

Local authorities will need to amend their case management systems in order to capture information they need to meet the requirements of the 2017 Act. Most of these amendments will be consistent with the additional reporting requirements of H-CLIC from the P1E. When working on their case management systems local authorities need to ensure they add a requirement to export H-CLIC data each quarter. For more information see *3.5 What are the technical details for uploading data to DCLG?*

3.5 What are the technical details for uploading data to DCLG?

H-CLIC data is designed to be uploaded directly to DCLG. Our preference is for data to be uploaded directly to DCLG from local authority case management systems. If your system will be set up to provide H-CLIC data in this way, the data will be sent in an XML file.

'XML' is a machine readable file format that the DELTA system will use to read and store the data. It is an alternative to CSV uploads, which are used for Interform and other DELTA collections. CSV is a simple organised data structure that is not designed to handle complex datasets like H-CLIC.

Local authorities will not need to work directly with XML structured data. Your system should be set up to generate an XML file that can be uploaded manually into DELTA.

3.6 How do I know what structure to send in my XML data files?

DCLG will provide an XSD schema, which formally describes the structure of the XML file, in early 2018. This will provide a structure and validation rules that we expect any XML data to conform to. Your IT supplier will use the XSD schema to build your system.

3.7 The data requirement suggests you are structuring the XML data by section, would it be better to structure by case?

Our data requirement is structured around data required per case. We have broken down cases into sections. This was to make it clearer what information is required at

each stage. However, for the XML upload we agree it makes sense to submit data that is structured around a case. To clarify this we have taken the LA_CRN out of the different sections of the data requirement, except for the Main section.

3.8 Our local authority has a low caseload and we do not plan to use an IT based case management system. How can we provide data?

For authorities with low homelessness caseloads who do not plan to invest in electronic case management systems and XML export functionality, an online version of the H-CLIC form will be available for cases to be manually entered. The data captured using this method will be the same as that uploaded by XML.

These will be available to update throughout a quarter. Due to the number of fields required per case we suggest that local authorities with caseloads of more than 50 per quarter would find this approach time consuming.

3.9 Can I submit data via a CSV spreadsheet?

We are not planning to allow uploads via csv file. This is because the more complex structure of the H-CLIC return means that this would only be possible via multiple CSV files, which would be time consuming to upload, check and correct any changes.

3.10 Can we test the new system before it goes live?

Yes, there will be an opportunity for IT suppliers and local authorities to test the XML upload onto DELTA. These will be available in the New Year. The timelines for system testing will be confirmed in more detail in January 2018.

If you are an authority looking to submit data via an online form this will also be available to test around the same time.

4. Working with IT suppliers

4.1 Are IT suppliers aware of the new data requirements?

We have engaged with the following IT providers:

Abritas, Arcus Global, Civica, Capita, Locata, CDPSoft, Orchard, Northgate, Peter Lally & Associates, Rapid Information Systems, Home Connections, and Housing Partners.

We are working with these suppliers to answer their queries regarding implementation. We met with these suppliers in mid-October to address their concerns and have engaged with them throughout this process.

If you provide your own IT for homelessness activity or use a small bespoke supplier that is not on our list then please let us know.

4.2 Which IT supplier should I use?

DCLG have not developed or endorsed any case management system. It is up to local authorities to decide which supplier they use.

4.3 What should we do if our IT supplier seems unable to deliver the required system updates on time?

If you are concerned your supplier is not offering the solution you need you should contact them in the first instance. If you continue to have concerns please contact DCLG. This way DCLG can monitor and assess any wider issues, speaking directly with the IT supplier where applicable.

4.4 A few months ago DCLG ran a survey to see which IT systems local authorities used. The aim of this was to help local authorities set up their own user forums for collective bargaining power; what happened with the results?

DCLG will be following up on the survey in December. We will offer those authorities who did not respond the option to complete it and we will be in touch with those who have already responded. We will ask for permission to share details with other local authorities. Where this is given we will notify those authorities who use the same provider.

5. The Single Data List

The single data list is a catalogue of all datasets that local government is required to submit to central government. Further information on the Single Data List can be found here:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/598802/Single_Data_List_Guidance.pdf

5.1 Why are you asking us for the H-CLIC data? It isn't a statutory requirement and it isn't on the Single Data List?

H-CLIC is a data collection on statutory homelessness, just as P1E. The data collections themselves are not statutory requirements. However, they are covered by the Single Data List. H-CLIC will be added to the Single Data List from April 2018. There will be a short transitional period where P1E will also be listed.

As part of the Single Data List process, any net additional cost placed on local authorities of reporting H-CLIC data needs to be assessed. This is separate from the new burdens funding for implementing the 2017 Act, and the £3million funding to support the transition from P1E to H-CLIC, see section 1 *Funding and other announcements*.

We approached the Central and Local Information Partnership Housing (CLIP-H) group on Wednesday 25th October 2017 and began the process of identifying the burdens associated with H-CLIC.

5.2 How do I contribute to the new burdens assessment for H-CLIC?

Feedback on the burdens associated with reporting data to DCLG via H-CLIC should be sent to homelessness.statistics@communities.gsi.gov.uk. Any assessments need to be received by **Friday 15th December**.

DCLG have produced some guidance on how to perform this assessment and this can be found here:

<https://gss.civilservice.gov.uk/statistics/working-with-users/dclg-homelessness-statistics-user-forum/>

6. The P1E return

6.1 What will happen to P1E?

The last mandatory P1E return for all local authorities will cover the period January to March 2018 and be submitted in April 2018.

For authorities with legacy cases (those households who applied for homelessness assistance before, and whose cases remain open after, 3rd April 2018), either H-CLIC or P1E can be used to report legacy information for the first two quarters of 2018/19. Beyond this date any remaining legacy cases will be need to be migrated into H-CLIC reporting systems. See section 7 *Legacy cases* for further information.

6.2 When does the P1E end and H-CLIC begin?

P1E is tied to the existing legislation up to 31st March 2018 and H-CLIC is tied to new legislation from 3rd April 2018. This means that P1E reports for January-March 2018 will need to be provided in April 2018. (See 7.3 *How do I report homelessness applications or updates to cases made on 1st or 2nd April?* for information on how to report applications or updates between the 31st March and 3rd April).

From 3rd April 2018, data should be collected to enable reporting through H-CLIC. Those submitting via XML upload will be required to submit their first return in July 2018 for the April – June 2018 period.

There is an exception to this rule for updating legacy cases. See section 7 *Legacy cases* for further information on how to report legacy case information through the P1E.

6.3 If you are continuing to collect P1E data in 2018/19, why can't I use P1E to report new Act cases in the first two quarters of 2018/19?

The new legislation means that the operational management of homelessness cases will differ. P1E is not suited to reporting this activity and should not be used.

7. Legacy cases

7.1 What is a legacy case?

A legacy case is any homeless application taken before 3rd April 2018 where the case remains open on or after 3rd April 2018, which means they are being dealt with under existing legislation.

7.2 How do I submit information on my legacy cases?

There are two options for submitting information on legacy cases:

Option 1: Legacy cases can be reported through H-CLIC and there is information in the data requirement on how to do this. If your authority is purchasing a new case management system, rather than upgrading an existing one, you will need to migrate your legacy cases onto this.

Option 2: P1E can be used to report legacy cases for the first two quarters of 2018/19. After the 30th September 2018 local authorities will need to ensure any outstanding legacy cases can be reported through H-CLIC. From January 2019 DCLG will only accept case level data through H-CLIC.

(See 5.2 *How do I contribute to the new burdens assessment for H-CLIC?*)

7.3 How do I report homelessness applications or updates to cases made on 1st or 2nd April?

Any new homelessness applications or updates to cases made on the 1st or 2nd April 2018 will be covered by the existing legislation. These will need to be reported as legacy cases as part of the April – June 2018 quarter data, returned in July 2018. These cases should be reported via your chosen method of reporting legacy case updates. This will be either via P1E or H-CLIC.

7.4 Are all fields in H-CLIC required for legacy cases?

Not all fields are required in H-CLIC for legacy cases. The H-CLIC requirement details which fields should be recorded for legacy cases. This is the minimum information we require to be able to match the fields recorded in the P1E return.

8. Homelessness prevention activity

8.1 Some services start prevention work earlier than 56 days. How do you propose to capture this activity?

Local authorities should capture within H-CLIC all cases where a prevention duty is accepted.

8.2 How do third parties submit prevention data?

Any prevention activity reported through H-CLIC needs to be linked to a homelessness application and a case on the system. Where local authorities refer customers to a third party to assist with prevention activity this can be reported via H-CLIC. It is up to local authorities to ensure that data on cases referred to third parties can be collected and reported to DCLG via the H-CLIC schema.

Prevention activity that is carried out by third parties which is outside the legislation will not be collected via H-CLIC. Local authorities may choose to continue to collect this data for their own purposes and as it helps demonstrate the value of those services in preventing homelessness.

8.3 Does H-CLIC Capture Data on Advice and Assistance Provided?

Local authorities will be able to record advice and information provided during the prevention and/or relief duties.

9. Temporary accommodation

9.1 How does H-CLIC capture data on temporary accommodation?

Case data should be submitted to DCLG for any household living in temporary accommodation at the end of the quarter and for those who left temporary accommodation during the quarter.

If the people within a household living in temporary accommodation change during the quarter these should be submitted via the entry and exit dates in the people section of the data requirement. This will enable DCLG to be able to identify household members living in or leaving temporary accommodation during and at the end of each quarter.

9.2 What happens when a household is split across accommodation placements?

If a household is split across temporary accommodation placements we need to know the placements provided for the whole household. If a household is split across rooms within a hotel then it would be sufficient to provide the number of rooms. However, if a household is split between different addresses, two separate temporary accommodation stays should be reported.

9.3 What will happen when a household moves from one accommodation placement to another and the dates overlap?

We have changed our validation rules to allow overlapping stays to be reported.

9.4 When do I report a move in temporary accommodation placement?

Temporary accommodation moves should be reported when the reportable features of a stay change. If a household moves room in a hotel or to another hotel in the same local authority area, a new temporary accommodation stay would not be required. However, if a household moves geographical location, temporary accommodation type, or size (with more or less rooms for their use) then a new temporary accommodation placement should be reported.

10. Personal data collected in H-CLIC

We have been working with the Information Commissioner's Office (ICO), to ensure that the collection of personal data is justified, there is a sound legal basis to do so and that data collection and processing meets the requirements of the General Data Protection Regulation (GDPR). We are currently working to produce full detail on how personal data will be submitted. This will be made available to local authorities in the New Year, along with a Privacy Impact Assessment and Data Sharing Agreements.

The information provided to DCLG will be securely held and used for research purposes only.

10.1 Why are DCLG asking for personal data?

Personal data is being requested as part of H-CLIC to:

- Monitor the implementation and impact of the 2017 Act;
- To evaluate homelessness programmes; and,
- To help us better understand repeat homelessness, the success of prevention activities, the outcomes of those helped by services and the causes and factors associated with homelessness.

To meet these aims, we will use the personal and case level data provided through H-CLIC by:

- tracking cases across local authority boundaries and the country;
- following families/individuals in their journeys over time;

And with a further ambition of:

- linking to administrative data held by other government departments, for example benefits, offending, health, education, and child safeguarding.

10.2 Why are you asking for personal data on all members of the household?

To be able to improve our understanding of the experience and impact of homelessness on all family members, including children, we need personal data to be provided on all individuals within a household. In time this will provide richer data on repeat homelessness including, for example, whether children who experience homelessness are at higher risk of becoming homeless again as adults.

10.3 How will households give consent to share their personal data?

We have been working with the ICO to confirm the legal basis for sharing personal data. We will issue guidance in the New Year to ensure that both local authorities and DCLG can meet their obligations to process any personal data fairly and lawfully.

10.4 What are the next steps in assuring data protection and security measures are met in H-CLIC?

In the New Year, DCLG will issue guidance for local authorities and a full Privacy Impact Assessment. This will set out the legal basis, Data Protection considerations, and the data security measures that will be put in place.

11. Technical questions about H-CLIC

This section will be of most use if you are designing or building an administrative system for H-CLIC. It addresses more technical aspects of submitting H-CLIC data.

11.1 How do we know a case is closed on the new system?

There are rules, related to the legislation, which enable cases to be closed at the assessment, prevention, relief, decision and final homelessness duty stages. These depend on options selected in the data requirement. These will form some of the validations we run on data submitted to DCLG.

Once a trigger is hit to close a case and a date provided, the case should be considered closed. If the main applicant in that case later reapplies for assistance then a new case would be created in respect of this application. A case can only be reopened if a review led to a new decision being reached or to a different outcome for the case.

11.2 How do we report on members of the household if several activity triggers are hit during a quarter?

We have added options for date of entry and exit from a household for each household member. This is to ensure that DCLG can work out who was living in the household each time an activity occurs, even if many activities take place within one quarter.

11.3 Is the H-CLIC data submitted to be a snapshot at the end of the quarter?

H-CLIC data is not snapshot data. Information in the people and temporary accommodation sections include updates on household activity that happens throughout a quarter. However, most information in H-CLIC is designed for DCLG to produce reports that summarise data at the end of the quarter.

11.4 In the data requirement, only certain sections are listed as relevant to each activity trigger. Can we report old data from previous quarters, such as failed prevention alongside a new relief activity?

Yes – we will be happy to accept old activity related to the case. The submission guidance should be interpreted as a minimum reporting requirement. However, we will run quality assurance on this and flag any inconsistencies with local authorities.

11.5 Do the Prevention and Relief Duties automatically end after 56 days?

No, the Prevention and Relief Duties do not automatically end after 56 days under the 2017 Act.

The 2017 Act enhances the existing prevention duty by extending the period that a household can be considered as threatened with homelessness from 28 to 56 days, meaning that housing authorities are required to work with people to prevent their homelessness at an earlier stage. It also introduces a new relief duty to those who are already homeless, to support them for 56 days to relieve their homelessness by helping to secure accommodation.

However, the prevention and relief duties owed to a household will not necessarily end once a 56 day period has elapsed. There are specific circumstances under which the local housing authority can bring the duties to an end. Details of these circumstances can be found in the draft homelessness code of guidance document, available at: <https://www.gov.uk/government/consultations/homelessness-code-of-guidance-for-local-authorities>.

This means that having a 56 day timer built into the case management system forcing a change in the applicant's case does not fit the purpose of managing the case under the 2017 Act. However, having a counter to alert local authorities where the case is in relation to a 56 day period may be useful.

In addition, DCLG will likely query local authorities who do not update cases beyond the 56 day period to ensure data reporting is accurate.