Ministry of Housing,
Communities &
Local Government

# DELTA: User guide

Homelessness Case Level Information Collection
(H-CLIC)

Case data user guide July 2018

# Contents

# Introduction

This guidance is to assist with the submission of Homelessness Case Level Information Collection (H-CLIC) data through the online form on DELTA. This form can be used to report 2017 Act cases from 3rd April 2018 and any updates on legacy cases from 1st April 2018.

It is assumed data providers have a wider understanding of H-CLIC or can find additional information as required in the form itself. More detailed guidance, FAQs and further information on H-CLIC can be found on our homelessness statistics user page:
https://gss.civilservice.gov.uk/statistics/working-with-users/dclg-homelessness-statistics-user-forum/


**Further Help**

If you experience any issues submitting data or have any questions with your submission please contact homelessnessstats@communities.gsi.gov.uk.

Please visit https://delta.communities.gov.uk/login to login to DELTA using the username and password provided to you previously. If you have not received log in details please contact the DELTA Helpdesk via email at DELTA@tso.co.uk or call 0333 202 5084. The helpdesk can also be contacted regarding any technical issues with the DELTA system.

# What information do I report and when?

H-CLIC is MHCLG's new statutory homelessness reporting tool. It is mandatory for reporting cases managed under the 2017 Homelessness Reduction Act (HRA) from the 3rd April 2018. It will be mandatory for reporting updates on all homelessness cases from October 2018 (data submitted by end of January 2019). Between April and September, inclusive, legacy case updates (non 2017 HRA cases) can be reported via P1E or H-CLIC. However, for online form users it is recommended that H-CLIC is used as a single reporting tool.

H-CLIC is a quarterly collection. It should be used to report updates on homelessness cases at case level each quarter. Unlike P1E, where one form was submitted to provide an update on all cases managed by a local authority, H-CLIC requires one form to be submitted per case. Cases can be started, saved and submitted throughout the quarter rather than waiting until the quarter end. MHCLG will allow additional time, after the end of a quarter for local authorities to update and quality assure their data. Deadline reminders will be sent periodically as part of each quarterly collection request.

For the first quarter submission in July 2018 to ease the transition onto H-CLIC we are first releasing the case level collection only. The personal data submission will be released at some point after the case level collection has closed, once data sharing agreements have been signed and shared with local authorities.
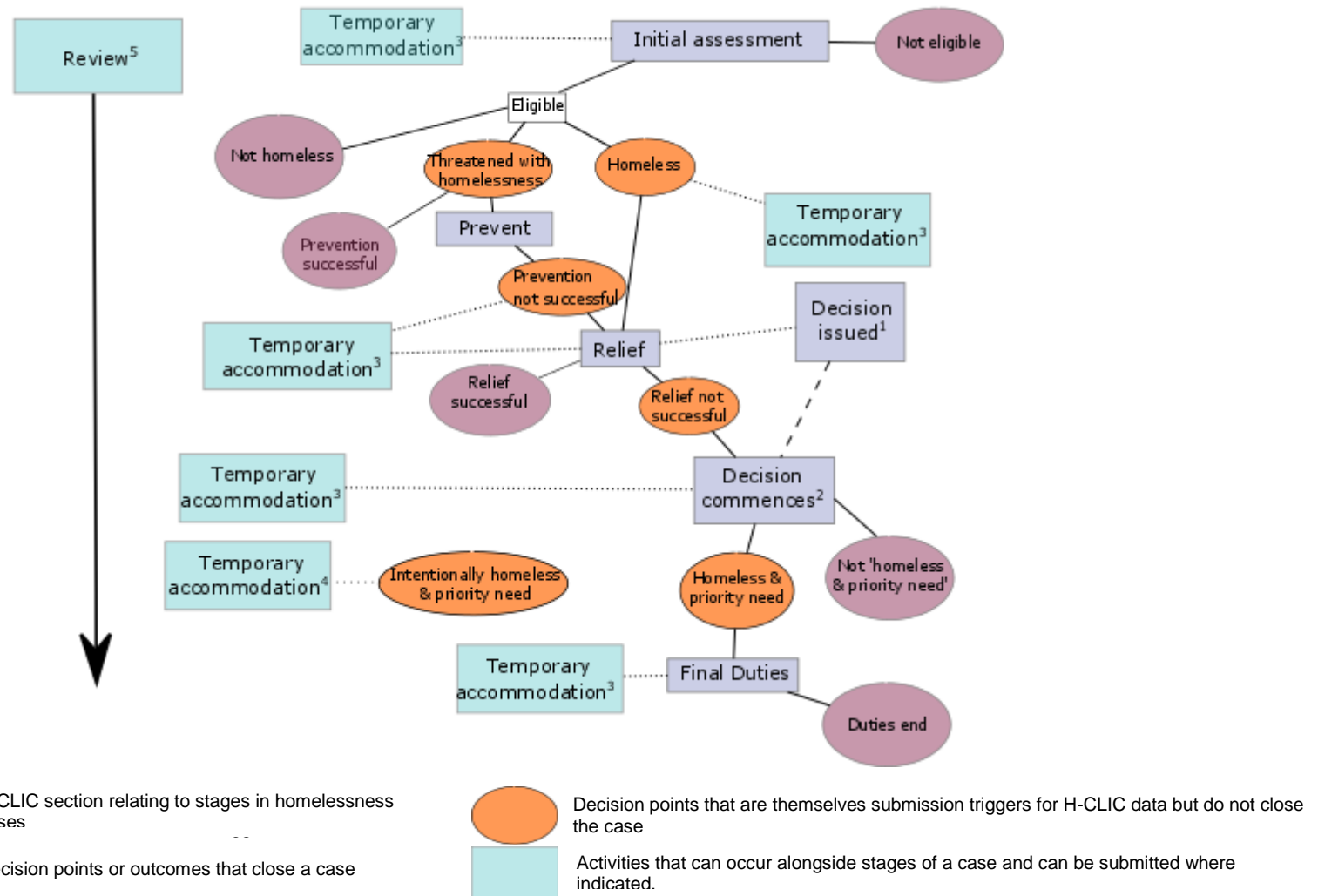
Cases reported through H-CLIC are likely to remain open and require updates across more than one quarter. Any updates on cases should be entered and submitted when activity submission triggers are hit. These triggers are outlined in Figure 1.

Information in most sections should only be entered when the activity has completed. For this reason most of the fields in each section will remain hidden until a trigger date is reached. Hidden or collapsed sections include assessment dates, prevention duty end dates, relief duty end dates, review completion dates, final duties end dates, temporary accommodation start and end dates. Updates should also be provided for any case that remains in temporary accommodation at the end of the quarter.

More information about H-CLIC and the descriptions of the fields requested can be found in the guidance document on our H-CLIC user forum.
 https://gss.civilservice.gov.uk/statistics/working-with-users/dclg-homelessness-statistics-user-forum/

# Figure 1: Flow of household through the H-CLIC data collection process



Legend:

- H-CLIC section relating to stages in homelessness cases (lavender rectangle)
- Decision points that are themselves submission triggers for H-CLIC data but do not close the case (orange ellipse)
- Decision points or outcomes that close a case (mauve ellipse)
- Activities that can occur alongside stages of a case and can be submitted where indicated. (light blue rectangle)

1 & 2– Decisions can be issued during relief, where a household is not priority need and therefore not eligible for a temporary accommodation duty. No further action will be taken on this until relief comes to an end unsuccessfully (2).

3 – Temporary accommodation can be provided at any stage except during prevention or if prevention comes to an end successfully.

4 – If a household is found to be intentionally homeless and priority need they will be eligible for temporary accommodation for a limited period before the case closes

5 – Reviews can happen at any stage during a case so there are no conditions about when this should occur

# Navigating to the H-CLIC form on DELTA

Once you have signed in to DELTA you should arrive at the Welcome Page. If you navigated from the link in your email you may arrive at the manual form. In this situation you should select the home link in the top left of the DELTA website and then navigate to the current collection request for H-CLIC as described below:

> 1a. Click on the **Home** link wherever you find yourself in DELTA to return to the homepage
>
> 1b. Click on **'Submissions'** to submit data.
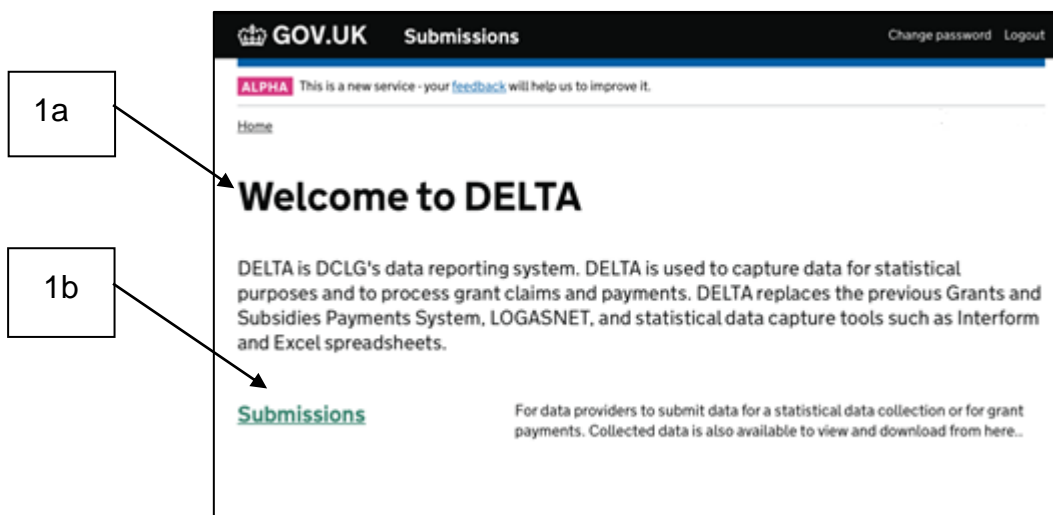


> 2. Click on **'Collection Requests'**.
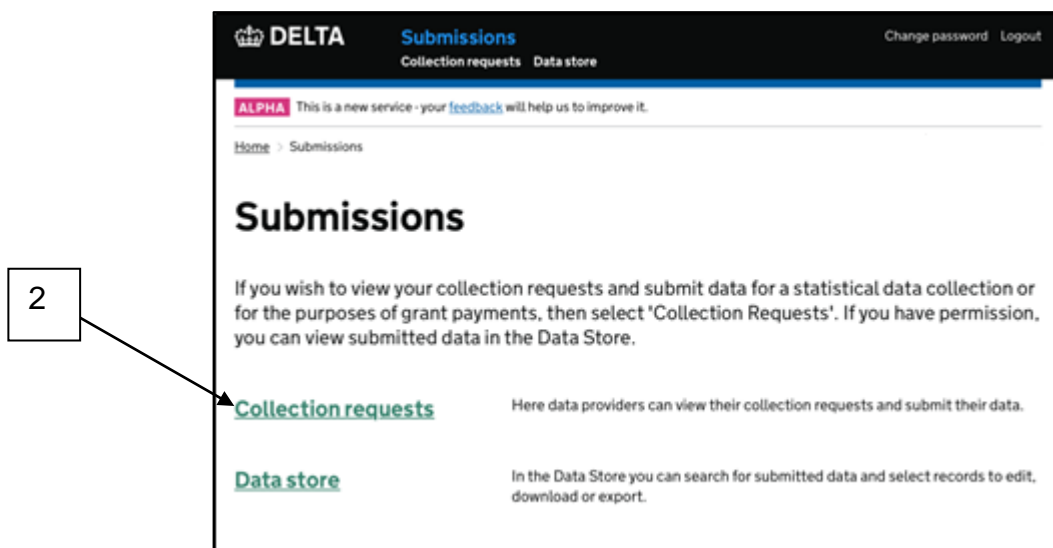
3. Navigate to the instance of H-CLIC you are providing data for e.g. April – June 2018 data.

The name of the collection request will have been emailed to you previously. You can also sort by the Availability date or Submission deadline or search using the search field. Please contact: homelessnessstats@communities.gsi.gov.uk **if you have any queries.**

3a. Once you have navigated to the correct collection request, under **Actions** select the drop down menu '**More**' for the instance that you wish to submit data.

3b. Select **'Provide data'** to manually enter individual case data

3c. Select **'Upload data'** to upload XML files.



Selecting the option to 'Provide data' will open a new blank form. Simply complete details for your next case and press 'Save' to report this via H-CLIC. Forms will auto-save every 10 minutes. You can also save your case at any point using the Save button at the bottom of the screen. Once you are happy with the data you have entered on a case that quarter hit Submit to send the final data to MHCLG.
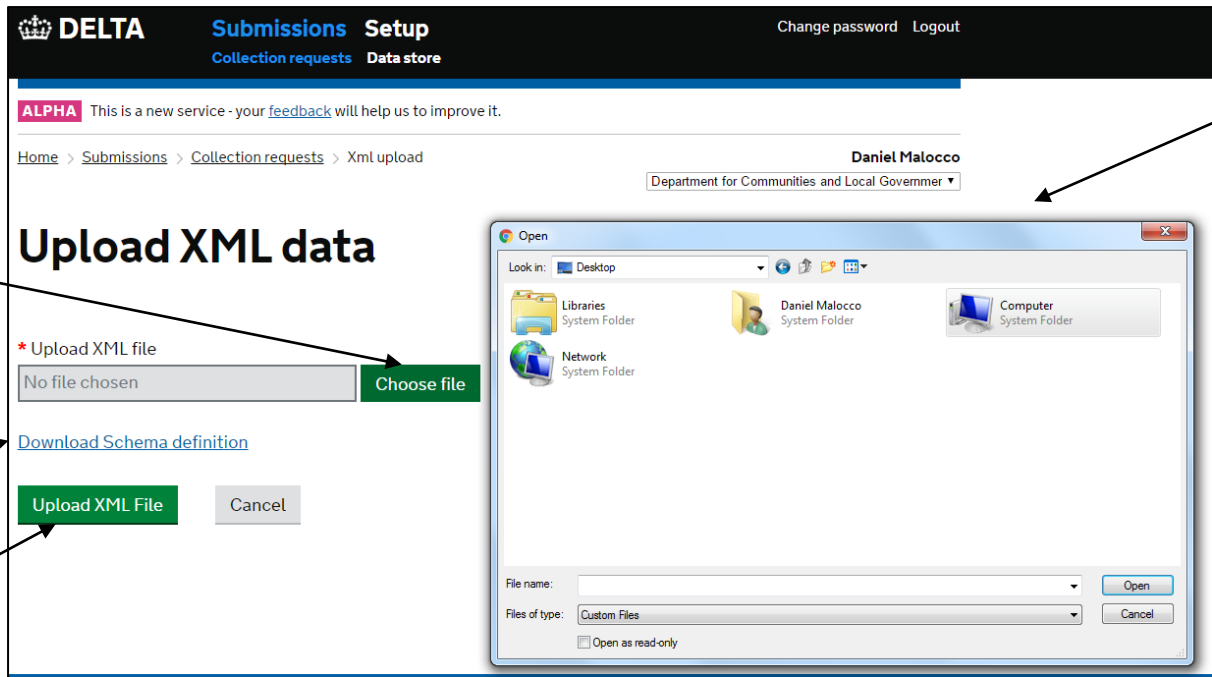
# XML data providers

# How to upload XML data

4a. Once you have navigated to the correct collection request, under **Actions** select the drop down menu '**More**' for the instance on which you wish to submit data.

4b. Select **'Upload xml data'** to upload an XML file for one or more individual case data

5a. Once on the upload xml data page select '**choose file**'
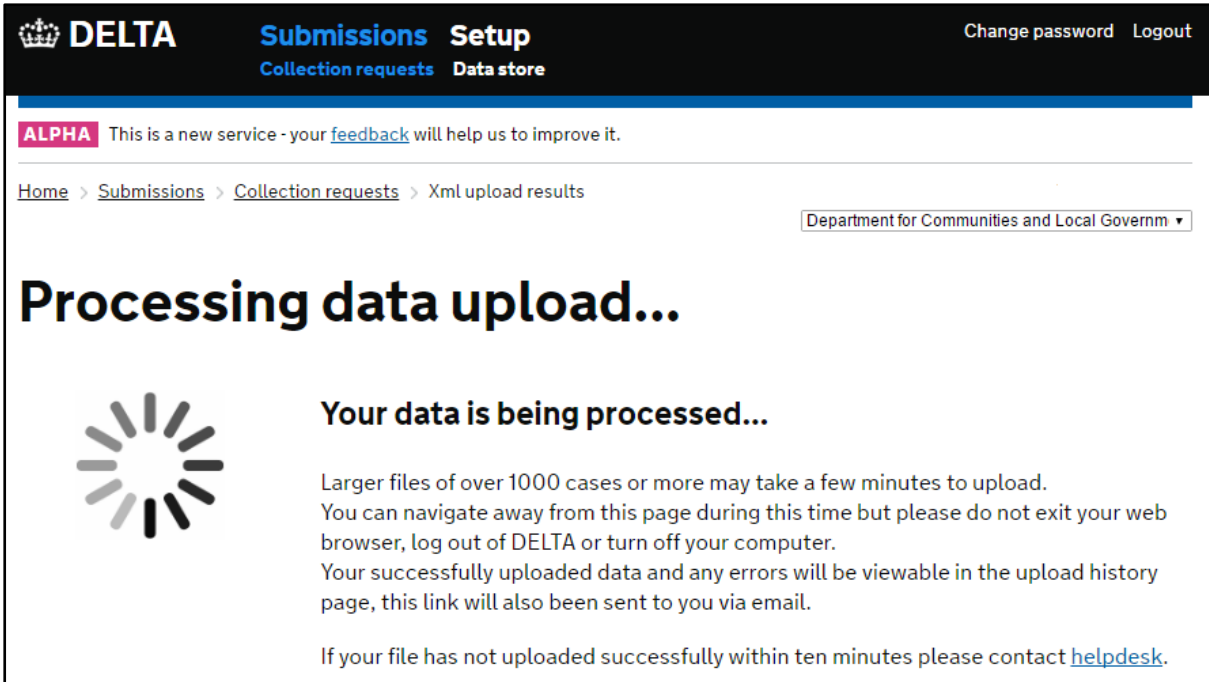
5b. A windows explorer box will open allowing you to locate and select the XML case level file from within your system to upload to DELTA. Please note this XML file must be compatible with the schema definition which can be downloaded from the link on the Upload XML data page.

**NOTE: During July 2018 only the case data collection will be available. The personal data upload will be released once data sharing agreements have been agreed and signed by MHCLG and local authorities.**

5c. From this page you are also able to download the schema definition which defines the structure of the data that is to be submitted.

5d. Once you have chosen your XML file to upload from your system, click the "**Upload XML File**" button to upload the file to DELTA.

You will be taken to a waiting page while the file uploads to DELTA. This length of time this process takes will depend on the size of the file being uploaded. This page will refresh automatically throughout the upload.

DELTA    Submissions  Setup
         Collection requests  Data store

Change password  Logout

ALPHA  This is a new service - your feedback will help us to improve it.

Home  >  Submissions  >  Collection requests  >  Xml upload results

Department for Communities and Local Governm ▾

# Processing data upload...
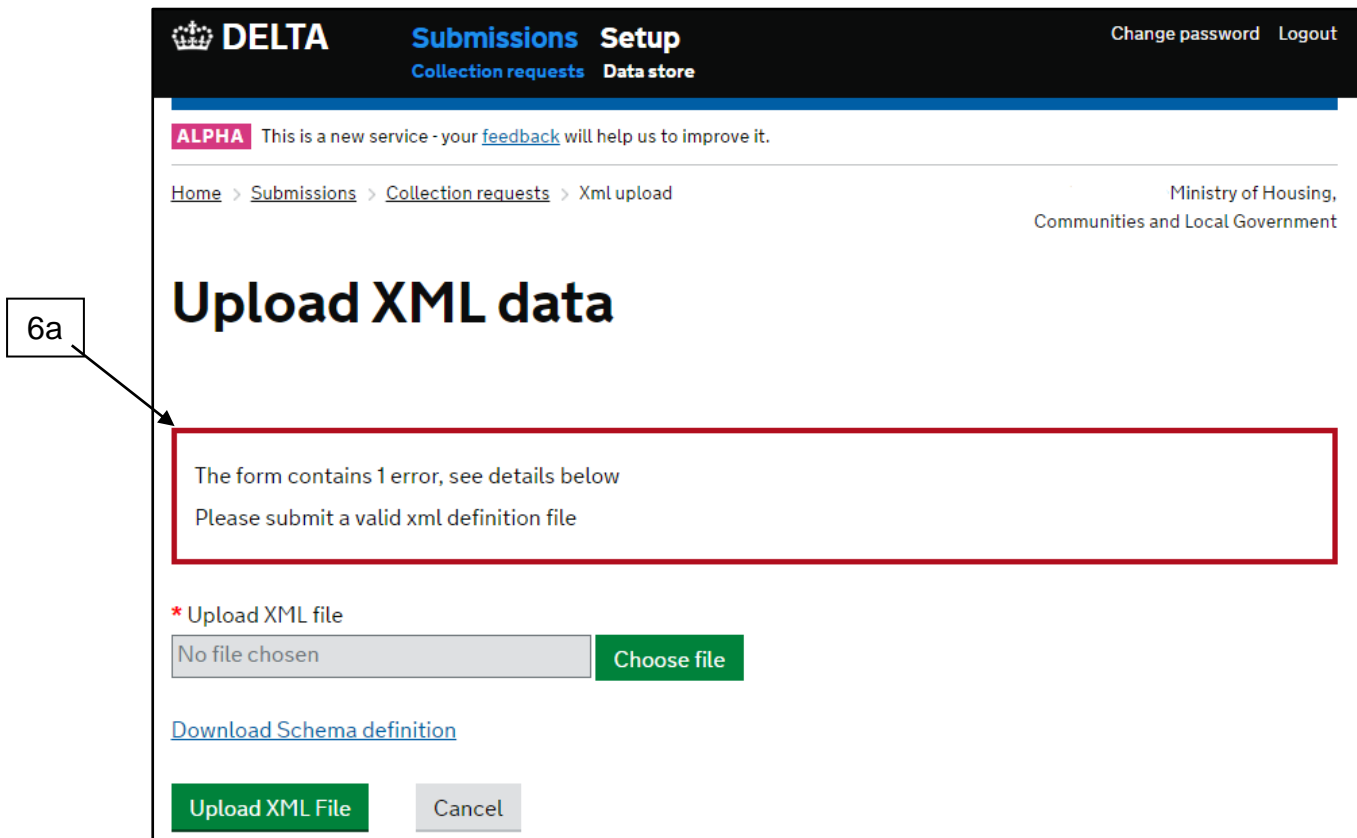
### Your data is being processed...

Larger files of over 1000 cases or more may take a few minutes to upload.
You can navigate away from this page during this time but please do not exit your web browser, log out of DELTA or turn off your computer.
Your successfully uploaded data and any errors will be viewable in the upload history page, this link will also been sent to you via email.

If your file has not uploaded successfully within ten minutes please contact helpdesk.

6a. If your upload does not conform to a valid XML file an error message will appear on screen

DELTA    Submissions  Setup
         Collection requests  Data store

Change password  Logout

ALPHA  This is a new service - your feedback will help us to improve it.

Home  >  Submissions  >  Collection requests  >  Xml upload

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# Upload XML data

6a

The form contains 1 error, see details below

Please submit a valid xml definition file

**\* Upload XML file**

No file chosen     Choose file
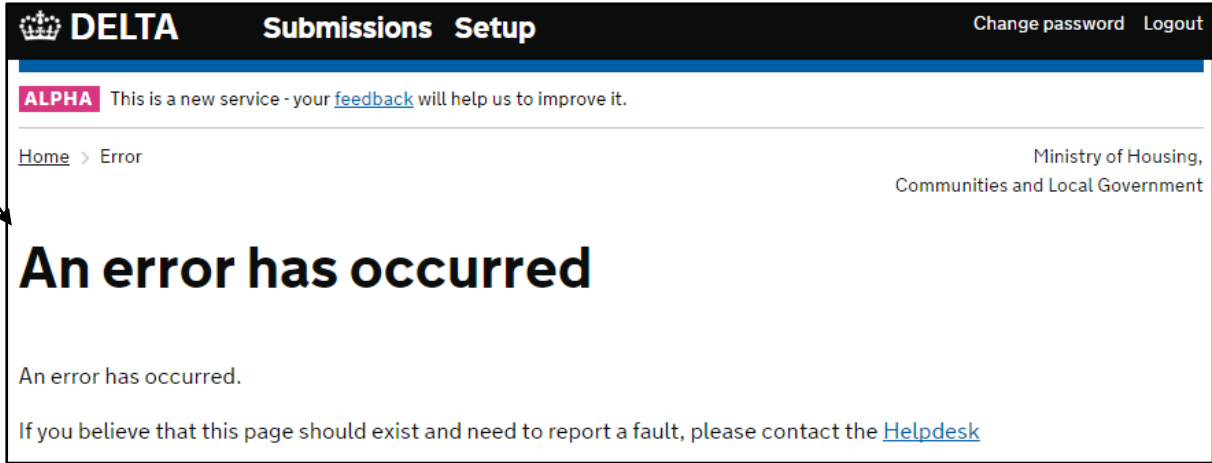
Download Schema definition

Upload XML File     Cancel

6b. If your upload is an XML file but does not match the schema requirements the upload page will go to a generic error page.

This indicates that the XML file you loaded does not meet some of our structure requirements. Please contact the helpdesk as indicated and you will be assisted to find and fix the issue with your file.

6b

# Review your H-CLIC XML upload

When the upload has successfully completed you will be directed to an upload results page. The 'Upload results page' provides a summary of information about the number of cases provided, and any issues found in the data.

You will also receive a status update email from DELTA. The email will contain a link to this upload results page so you can log out of DELTA after upload and return at a later time to find and fix any issues with your data.

At the top of the upload results page you can see;

> 7. An overview of your submissions telling you how many records (cases) were submitted. If you have uploaded your cases in one batch this is your total caseload number



> 7a. Number of cases automatically submitted to MHCLG because they have passed our validations and do not contain any errors or warnings

> 7b. The number of cases that failed to upload because specific cases failed to meet our structural requirements. This can include the duplicate use of unique case references (LA_CRN).

> 7c. How many had errors (see section 8 errors)

An error will prevent that case being submitted and the data issue highlighted needs to be fixed for the case to be valid.

7d. How many had warnings (see [section 9 warnings](#)) A warning is a flag for a potential problem with the data that should be checked. Cases can be submitted with warnings as these are deemed unlikely but possible case scenarios.

7e. Number of records overwritten refers to the number of cases in the upload that replaced cases with the same unique reference number that previously been loaded onto the system. Cases only flag when the case has previously been loaded onto the same collection instance or quarter.

If you think you have only loaded new cases onto the system this number should be 0. However, if you are loading a batch of cases that previously failed and being reloaded onto the system then this number should match the total number of cases loaded (minus any new cases in the upload).

# Errors

Errors are issues in the data that you need to fix before your data can be submitted.



**Errors**

- ACCOM_D Error: This field is mandatory and requires a value : **1**
- AGE - Error: Cannot be older than 120 : **1**
- AGE_END - Error: Can only be up to one year more than the case has been open : **2**
- AGE_END - Error: Must be at least age recorded in AGE (2.4) : **1**
- AGE_END Error: This field is mandatory and requires a value : **3**
- APPLY_DATE Error: This field is mandatory and requires a value : **1**
- CHILDREN - Error: Number of children cannot be greater than number of children reported under the people section plus the number of possible expectant children in the household. : **1**
- CURRENTACCOM Error: This field is mandatory and requires a value : **1**
- EMPL_PARTNER - Error: Cannot be 'No Partner (11) if a partner is reported in RELATIONSHIP (2.5) or must provide an answer if there is a partner recorded : **1**

8a. At which field or question the error is – see the [data requirement](#) or [guidance](#) for clarification

8b. An explanation why that field failed.

8c. How many cases are effected by that error – if this is close to the number of cases submitted this is likely to indicate a data collection error that needs to be fixed in your system or in your operational set up.

You may get issues identified as 'Schema validation failed, invalid XML elements and / or values found. Other similar issues may begin with XDMP. If you receive any of these issues this suggests an issue in your XML structure. If you receive any of these errors please contact [homelessnessstats@communities.gsi.gov.uk](mailto:homelessnessstats@communities.gsi.gov.uk) for more assistance on how to deal with these.

# Warnings

This summary information looks very similar for warnings (which will not prevent you from submitting but you may wish to check they are correct)

- TA_DEC - Error: Can only be no duty owed if no priority need (7.5) :**1**

**Warnings**

- AGE - Warning: You have entered an age of 100 or older, are you sure? :**1**
- EMPL_PARTNER - Warning: You have stated this applicant's employment status is working full time but their age is greater than 70, are you sure? :**1**
- EMPLOYMENT - Warning: You have stated this applicant's employment status is working full time but their age is greater than 70, are you sure? :**1**
- ETHNIC - Warning: You have stated this person's ethnicity is British or Irish but this does not match the nationality reason for eligibility (1.3) are you sure? :**1**
- REFERRAL_AGENCY - Warning: If referral was from 'a public body under the Duty to Refer' then referral agency must be an agency with a duty to refer :**1**

[Browse this uploaded data]    [Download warnings and errors]

# How to view uploaded data and error reports

At the bottom of the upload results page you can;

9. Browse the data you have just uploaded. This will take you to the Data store and you can, if you wish, go into the online form and edit the case. You may prefer to edit within your own systems and re upload the file once the issue has been resolved.

Note: Once you click to browse uploaded data the only way to return to the results page will be via a unique link that will have been emailed to you when the data was uploaded.

- EMPLOYMENT - Warning: You have stated this applicant's employment status is working full time but their age is greater than 70, are you sure? :**1**
- ETHNIC - Warning: You have stated this person's ethnicity is British or Irish but this does not match the nationality reason for eligibility (1.3) are you sure? :**1**
- REFERRAL_AGENCY - Warning: If referral was from 'a public body under the Duty to Refer' then referral agency must be an agency with a duty to refer :**1**

**9** → [Browse this uploaded data]    [Download warnings and errors] ← **10**

10. Download a CSV file containing the full list of error and warnings. This will allow you to see exactly which cases (based on the LA_CRN) have errors or warnings.

# Reviewing the CSV validation report

Once you have downloaded the CSV validation report and opened it you will see four columns that will help you identify errors

11a. ID – this is the unique case reference number or LA_CRN for a case. The ID to the right of the hyphen will likely match the ID on your own systems (or up to 12 characters of this). This will help you match the error to data on your own system.

11b. Position – the position of the case in the uploaded XML file

11c. Message type – This will tell you the type of message Error, Warning, Information and duplicate (where you have resubmitted a case).

Duplicate is a function to help you identify cases you have uploaded more than once. The duplicate refers to duplicate uploads but only the latest version of this file will remain on the system. There is no need to remove these duplicate files but you should check that the number identified meet your expectations and do not indicate that IDs have been

11d. Message – The actual message, this will tell you what the error or warning is and what is preventing you from submitting a case

**11a**   **11c**

**11d**

| | A | B | C | D |
|---|---|---|---|---|
| 1 | id | position | message-type | message |
| 2 | E09001129_011A78255382 | 1 | error | ASSESS1 This field is mandatory and requires a value |
| 3 | E09001129_011A78255382 | 1 | error | ETHNIC This field is mandatory and requires a value |
| 4 | E09001129_011A78255382 | 1 | error | NATIONALITY This field is mandatory and requires a value |
| 5 | E09001129_011A78255382 | 1 | information | ASSESS_DATE - Information: Submission trigger - Assess |
| 6 | E09001129_011A78255382 | 1 | information | ELIGIBLE - Information: Selecting ineligible closes the case |
| 7 | E09001129_011B78266392 | 2 | error | ASSESS1 This field is mandatory and requires a value |
| 8 | E09001129_011B78266392 | 2 | information | ASSESS_DATE - Information: Submission trigger - Assess |
| 9 | E09001129_011B78266392 | 2 | information | ELIGIBLE - Information: Selecting ineligible closes the case |
| 10 | E09001129_011C78266382 | 3 | error | ASSESS1 This field is mandatory and requires a value |
| 11 | E09001129_011C78266382 | 3 | error | ETHNIC This field is mandatory and requires a value |
| 12 | E09001129_011C78266382 | 3 | error | NATIONALITY This field is mandatory and requires a value |
| 13 | E09001129_011C78266382 | 3 | information | ASSESS_DATE - Information: Submission trigger - Assess |
| 14 | E09001129_011C78266382 | 3 | information | ELIGIBLE - Information: Selecting ineligible closes the case |

**11b**

# Manual form data entry users of H-CLIC

# How to work with the H-CLIC form in DELTA

**MAIN**
**PEOPLE**
**TEMPORARY ACCOMMODATION**
**REVIEW**

| PDF | Save | Submit |
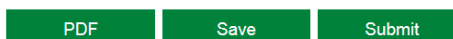
When you first log in to DELTA the H-CLIC form will be collapsed into MAIN, PEOPLE, SUPPORT, TEMPORARY ACCOMMODATION and REVIEW sections. Click on any one of these sections to expand the fields and start completing case data.

We recommend you start with the MAIN and then PEOPLE sections before progressing to SUPPORT and other parts of the form. Click on section headers again to hide fields.

The TEMPORARY ACCOMMODATION and REVIEW sections can be left blank if they are not required. They will also always be visible even if they are not required. You should only complete these sections if the case has entered temporary accommodation or completed a review.

**Note**: Cases that are ineligible for public funds require minimal information to be submitted. When ineligible is selected in the 1.3 ELIGIBILITY field the reporting options in the form will reduce to the minimum information required.

As you navigate through the online form, fields and sections will automatically appear or expand to reflect the information required based on the answers you provide. PREVENT, RELIEF, DECISION, ASSIST and FINALDUTIES sections may appear based on your selections made in the main table. These sections can be left incomplete until the activity has completed. This is why initially the date fields are the only fields that can be seen. The form will expand when these fields are completed.

You can click 'Save' at any point to save the data you have inputted. Forms will auto save every 10 minutes.

Click 'PDF' to create a file that can be downloaded and viewed.

## Completing the form

The form setup is similar to other DELTA forms so if you have used the system before this should be familiar and easy to use. H-CLIC is set up in a way that fields display as required (the form may expand in size as you complete it).

Field references from the H-CLIC specification and guidance documents are provided alongside sections and questions in the form to help you cross reference if required. These are contained inside brackets, e.g. (1.6 ASSESS1).

# Completing fields

The separate H-CLIC guidance document has been incorporated into the DELTA form. Field specific information can be found by clicking on the 'i' to the left of each field in the form and help text will appear.



# Field errors

**Mandatory fields** are indicated with a red star to the left of the question. These turn grey once the field has been completed.  If the field is selected but the dropdown is not changed a further error warning will flag for a 'Missing or incorrect value.' This text is red; red indicates an error that must be corrected before data is accepted by the Department.



There are other reasons errors can flag in the form, for example incorrect date selections, not enough people in the 'PEOPLE' section and information about an applicant or the household that cannot be true (such as a rough sleeper who is being prevented from homelessness). Any error in the form will flag against the field where the issue has been identified. It will also flag at the top of the form.

Errors in the form should not flag early (because other sections of the form have not been completed) unless you try to save or submit this information. If you have been

working on a form for 10 minutes it will autosave and additional errors may flag where items haven't been completed. Please continue to complete the form as indicated and these errors should clear as valid data is submitted.

Error messages also display at the top of the webpage. This error is indicated by the bold text and via the inner (not outer) red outline. By clicking on the blue text in the form this will navigate you to the field in the form for you to correct the issue. You should be able to identify and fix the error using the descriptions contained in the form. You may need to click off the field after correcting the error for the message to clear.

Outer red outline

Orange warning box

Red error box

Grey information box

**Your form contains the following messages**

1. Number of Dependent Children (1.4 CHILDREN)
Warning: You have stated more than 6 children are you sure?

2. Main reason for loss of last settled home (1.15 REASONLOSS)
Missing or incorrect value

3. What was the reason the Prevention Duty ended? (4.6 PREV_END_REASON)
Information: A successful prevention activity, or 56 days expiring, results in case closed. Please complete the PEOPLE, MAIN, SUPPORT, PREVENT, ASSIST sections to finalise the case.

Errors need to be fixed in the form before the data can be submitted to MHCLG but the form can still be saved. These forms must be reviewed, corrected and submitted on DELTA before the end of the reporting window for these to be used and published by MHCLG in the next statistics release.

# Field warnings

There are a number of scenarios in the form where an answer is unlikely but not impossible to be correct. These validations flag as warnings rather than errors. Warnings are intended to help identify and correct potential issues in the form but these do not have to be fixed prior to submitting a form as they may be the correct answer for the case.

Warnings can be recognised by the orange text against the field which appears incorrect. It also appears in the validation messages at the top of the form. These are identified as a warning in the text description and by the orange outline in the inner box identifying the validation issue.

**★** Ethnic group of applicant (1.7 ETHNIC)

White: English/Welsh/Scottish/Northern Irish/British

You have stated this person is British or Irish but this does not match reason for eligibility (1.3) are you sure?

**Your form contains the following warning**

1. Ethnic group of applicant (1.7 ETHNIC)

You have stated this person is British or Irish but this does not match reason for eligibility (1.3) are you sure?

# Field information notifications

The final validation message in the form is an information message. These messages are used to indicate when a selections means a submission trigger on a case has been met, a case has been closed or to provide further information on a specific response. These information flags will remain on the form and you should not change your data selections to clear these unless the information is incorrect.

Information flags are black. This means the text written below the relevant field is black and the outline of the inner box at the top of the form is also black.

**★** Reasons for eligibility for assistance (1.3 ELIGIBLE)

Not eligible

Selecting ineligible closes the case. Please complete remainder of the fields in this main section as required.

**Your form contains the following informational message**

1. Reasons for eligibility for assistance (1.3 ELIGIBLE)

Selecting ineligible closes the case. Please complete remainder of the fields in this main section as required.

These information flags are linked to:

**Submission triggers** show where cases are not yet complete but can be submitted for that quarter. A minimum of the remaining mandatory fields should be completed. It is possible that other non-mandatory fields should be completed but this is conditional on how far the case has progressed. Only activities that are completed within the active reporting period should be entered.

**Submission triggers** include:
**Assessment** date
**Prevention** duty end date
**Relief** duty end date
**Decision** being 193(2) or s193c(4) duty
**Final duties** end date
**Temporary accommodation** placement information from the date the placement starts to the date it ends
**Review** completion date

# Case closed flags

**Case closed flags** highlight that the case cannot progress further. It is up to the data provider to determine whether or not they agree and change the activity outcome if applicable. Examples include when a prevention duty comes to an end the selection may mean the case does not progress to relief.

Cases will be flagged as closed if:

**Applicant is ineligible** for public funds
**Assessment of circumstances and needs** – mean the household is not considered homeless
**Prevention** duty end reason is a successful outcome or the applicant was no longer in contact, including deceased or no longer homeless / eligible
**Relief** duty end reason is a successful outcome or the applicant was no longer in contact, including deceased or no longer homeless / eligible
**Decision** if the relief duty has come to a close and the household is not considered homeless and priority need
**Final Duties** reason the duty ended – when the final duties come to an end

When a selection is made to close the case all remaining visible fields that have a red star against them must be completed to clear errors from the form. Please also ensure that the PEOPLE, TEMPORARY ACCOMMODATION and REVIEW SECTIONS are complete, adding any additional fields as required.

# How to record multiple people or temporary accommodation placements per case

In the 'PEOPLE', 'TEMPORARY ACCOMMODATION' and 'REVIEW' sections the sections can be expanded to add more than one item per form. This is important as there are likely to be many people in each household and more than one temporary accommodation placement.

To add additional people or placements click on the blue 'Add another' test in the bottom left of the section.

To remove a person, simply click on the small sign in the grey circle to the bottom right of the form.

Note: It is important that any additional people added in error are removed from the form. Additionally, blank entries for people in the form will causes error messages to appear and should be removed.

**TEMPORARY ACCOMMODATION**

❶ Date entered temporary accommodation (9.2 TA_DATE)

| |
|---|

| ❶ Date of entry into temporary accommodation placement (9.3 ENTRY_DATE) | ❶ Date of exit from temporary accommodation placement (9.4 EXIT_DATE) | ❶ Type of temporary accommodation (9.5 TA_TYPE) | ⊖ |
|---|---|---|---|
| | | Please select: ▾ | |
| ❶ Duties under which temporary accommodation is provided (9.7 TADUTY) | ❶ Number of bedrooms within the temporary accommodation placement (9.6 TASIZE) | ❶ If temporary accommodation is in another local authority district, which district? (9.8 TA_OTHER_LOOKUP) | |
| Please select: ▾ | | Please select: ▾ | |
| | | ❶ If temporary accommodation is in another local authority district, which district? (9.8 TA_OTHER) | |

Add Another

Add another placement

Remove placement

# How to use the checkbox sections

The 'SUPPORT' and 'ASSISTANCE' sections are multiple checkbox options. You should tick as many support needs that apply. However, you cannot check multiple options in the support needs example below if 'no support needs' is selected. A minimum of one answer is required for 2017 Act cases. The answers you provide in these sections are expected to be consistent with the details provided in 'MAIN' and 'PEOPLE'.

**SUPPORT**

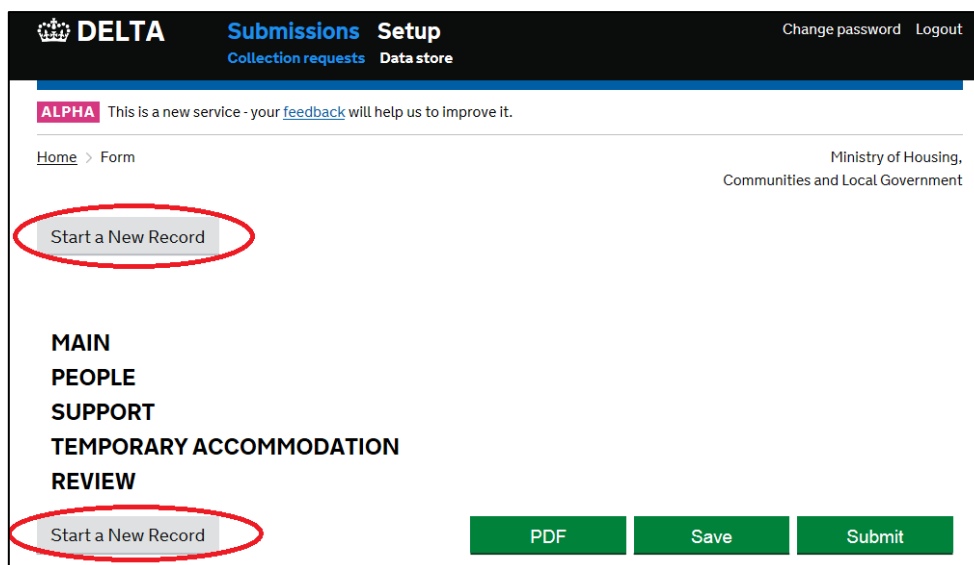❶ ✱ Support needs of the homeless applicant and the members of their household listed in the application (3.2 SPTNEED)

☐ No support needs

☐ Legacy cases: support needs not known

☐ Young person aged 16-17 years

☐ Young person aged 18-25 years requiring support to manage independently

☐ Young parent requiring support to manage independently

☐ Care leaver aged 18-20 years

☐ Care leaver aged 21+ years

It is expected that answers provided in the 'ASSISTANCE' section should correspond with the support needs identified under 'SUPPORT' (e.g. engaged with support for mental health, drug or alcohol dependency issues).

# Report additional homelessness cases through multiple forms

For this collection, you will provide data using one form per homeless case. To enter data on a new case the form can be accessed via the collection requests link above. Use the 'Provide data' link as indicated by option 3b under the More > Actions menu to start a new blank case.

You can also create a return for a new case whilst in the form view using the **'Start a New Record'** button. This button saves, but does not submit, the form you were working – any saved cases are available in the **Data store.**



# Using Data Store to access your data (including XML users)

# How to edit and submit or delete case data

Before you complete a H-CLIC collection request for a quarter you will need to ensure your cases have been submitted rather than saved on DELTA. You can find, view or edit previously saved and submitted forms in the **Data store**.

**Note: Any records that remain only saved at the end of a reporting quarter will not be processed by MHCLG in their statistics.**

In the Data store you will be able to see multiple separate entries, titled by the unique case number identified as LA_CRN. For example, if you had 100 homelessness application updates to report this quarter, you would fill in the case form 100 times, and be able to see 100 entries in the Data store.

12. You can access the Data store through a link in the banner at the top of any DELTA webpage or from the link on the Submissions page.



12a. In the large search bar above all records in the Data store you can enter free text to search for matching text within the records in the Data store (for example LA_CRN).

12b. If you wish to view or edit your data for a specific record please select 'More' in the Actions column and select 'View form' or 'Edit form'. Editing a form will only allow updates to that specific record and is not a method of entering data for a new case. Additionally, forms can only be edited when the Collection Request is Live. If you choose to edit a Submitted form, its status will revert to save – you MUST resubmit the form when you have completed your changes.

12c. To remove a record because it was incorrectly entered or duplicated select 'Remove' from the Action options.

**Note: If you choose to remove a case this cannot be restored.**

12d. To copy a record into a new case entry select 'Clone and create new record'.

**Note:**  Unless you are copying a case from one quarter collection to another the LA_CRN will have been duplicated and you will be prompted to remove one of the duplicate records.

12e. Additional filters to search through records can be seen by selecting the blue Show filters bar

# How to use the filter menu

Once the Show filters button has been selected, additional filter options will appear on the left of the Data store screen. Initially this allows records to be filtered by Dataset, Date range (Note: this is date updated), Organisation, Status, and Uploaded data (useful if you have used the XML upload facility). Records can be filtered by status, such as any saved records so that these can be finalised and submitted.



To search for a specific case or cases meeting certain criteria, there is also a Searchable fields filter.

13a. The searchable fields filter allows you to search for forms via certain fields within the form. You can search for a specific LA_CRN, previous case reference number or application date to find a case whose data you wish to edit.

13b. Dataset filters can be used to find the latest collection instance. This will have been sent to you in an email. Type or select the latest collection instance to filter to cases submitted in this collection.

# How to search by case in the Data store

14a. In the Searchable fields box select the field you wish to search from a list.

14b. Once a field is chosen, a criteria box will appear where you can enter text to filter cases to only those meeting specified criteria.

14c. A list of filters can be seen and multiple search filters can be active at one time allowing for a narrowing of search results. In the example below the search query is E01000014_234567895787 which is also the title of the cases record
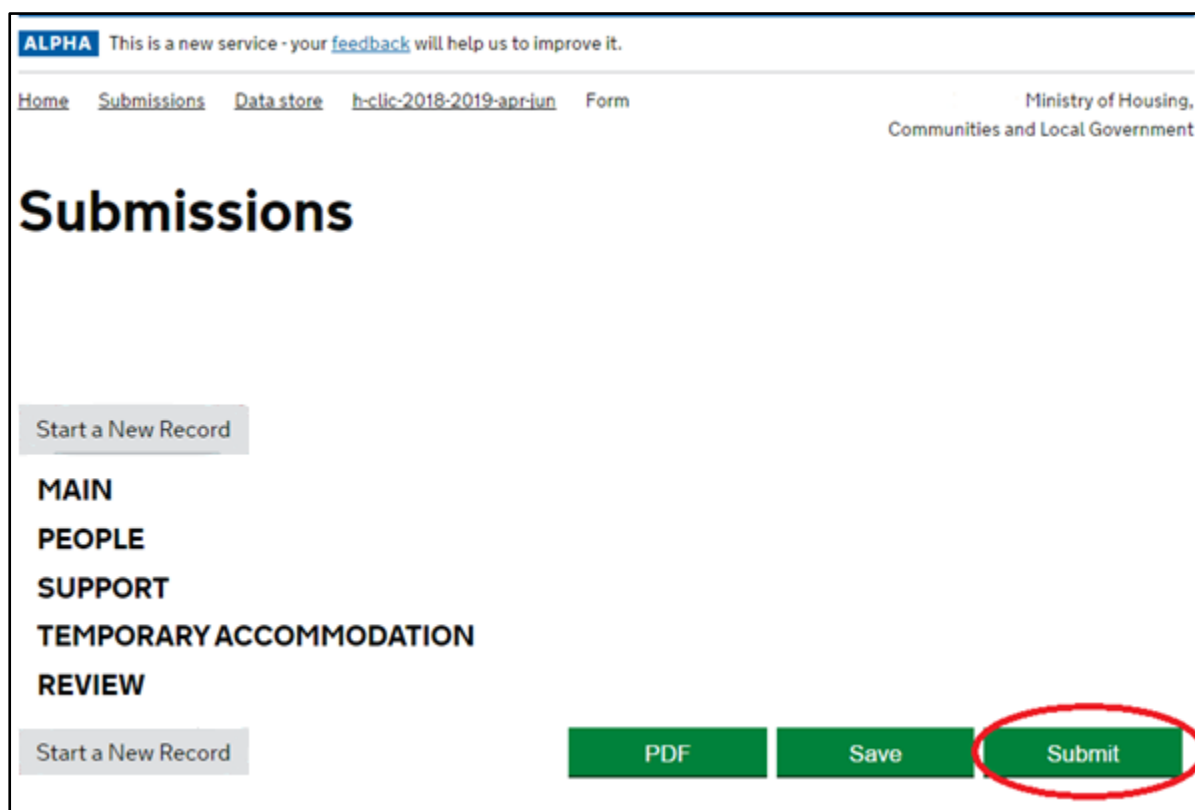
15. You can download the data you provided through DELTA as a CSV file, which can be opened in Excel. This will be coded according the data specification rather than with text descriptions.

**Note:** After the quarter 1, April to June 2018, data submission local authorities will be able to use the clone function to bring forward records from previous quarters to provide case updates. This will work like the clone function works now but case data from previous quarter collection requests can be searched for by case ID to copy and update in the new collection instance as each case progresses.

# How to submit data on a case

Users of XML upload will find that any valid data is automatically submitted onto DELTA. Only invalid data – with warnings or errors will only be saved. To change the status of these cases corrected versions of these cases can be re uploaded into the collection instance or edits can be made manually via the Data Store and submitted as below.

Selecting 'Submit' submits the finalised data to DELTA. Users should receive a confirmation email once the submission is confirmed and a green message will appear at the bottom of the screen, as below. If the submission contains any entry errors, these will be flagged and users will need to address each before the submission can be confirmed. Please be aware that it may take several seconds for the submission to be confirmed.

Once the submission has been confirmed, users are taken to their Data store, where they can view all the data submitted. To submit data for a different case, users will need to navigate back to the 'Collection Requests' page by clicking on the top navigation bar and selecting the same form again to enter more data.

# Sign out of DELTA

To sign out of DELTA please click 'Logout'.

# Frequently Asked Questions

These FAQs are specific to data submission on DELTA. There is another larger FAQs document about H-CLIC that can be found [here](#).

# General H-CLIC questions

**How can I add additional forms to DELTA?**

You can add a new case by navigating to the collection request. See more information under '[Navigating to the H-CLIC form on DELTA](#)'. From here you can add additional cases via an online form data entry or via XML upload. For either method there are no restrictions on the number of times you add additional information.

**How do I edit cases I have saved?**

You can view/edit cases by navigating to the Data store. See more information under '[Report additional homelessness cases through multiple forms](#)'. You can also edit submitted cases where applicable.

**Where can I submit personal data – DOBs, addresses etc.?**

Initially this option is not available for online form providers. This is to ensure data providers can familiarise themselves with the main form. In the future we will release a separate personal data form for the information to be provided. This will be released once Data Sharing Agreements have been shared and signed by senior officials in MHCLG and local authorities.

**How do I report data for more than one local authority?**

To be able to do this you will need a multi organisation user account. Additional guidance on how to request these accounts and access or provide data for the two or more local authorities can be found [here](#).

**Can I upload data by a spreadsheet or csv?**

Unfortunately not, H-CLIC is a complex dataset that cannot be captured in spreadsheet format. We will accept data via XML or online form data entry.

**My local authority bought a H-CLIC compatible system, which means my system will automatically create a H-CLIC dataset. Does this mean I don't need access to DELTA?**

No, unfortunately not. Your H-CLIC compatible system is set up to collect H-CLIC data and allow you to extract an XML file of this. This XML file does need to be manually loaded onto DELTA. DELTA will then generate a report that explains the issues we have found in your data.

**What data do I submit through H-CLIC?**

All new Act cases started from 3rd April 2018 must be reported through H-CLIC. Legacy cases (started 2nd April 2018 or earlier), possibly living in temporary accommodation can be submitted via H-CLIC or via the P1E (for Apr-Jun and Jul-Sept 2018 updates).

# XML user specific questions

**It has taken longer than 10 minutes to upload my data. What should I do?**
Contact the helpdesk as indicated on the processing page in the first instance as we do not expect anyone should wait this long to upload their data. To help speed up the process we recommend you avoid 'peak internet' times if you can. We expect that with subsequent collections it will become clearer how long it takes to upload the volume of cases typically submitted by your authority.

**What are schema / XDMP errors?**
You may get issues identified as 'Schema validation failed, invalid XML elements and / or values found. Other similar issues may begin with XDMP. If you receive any of these issues this suggests an issue in your XML structure. If you receive any of these errors please contact homelessnessstats@communities.gsi.gov.uk for more assistance on how to deal with these.

**Why do I have AGE_END, GENDER and APPLY_DATE ERRORS on all of my uploaded cases?**
This suggests that you have uploaded personal data files to the case level collection. The case and personal data collections are submitted through separate collection instances. During July 2018 only h-clic case data will be collected. Personal data uploads will commence once data sharing agreements have been signed and shared between local authorities and MHCLG.

**How do I submit saved records?**
Valid cases will be submitted on upload. Cases with errors and warnings will only be saved. Those with warnings can be reviewed and submitted if you are content the data is valid. Those with errors need to be fixed before submission. We recommend that you find the corresponding case on your own system to correct the issue and re-upload this file or all your case files to fix these on the system.

**How do I delete records?**
Records can be deleted individually via the Datastore. Use the search function to find the files you are not happy with and individually remove these. Beware, this action cannot be undone and any deleted files will be permanently removed from the system. For XML bulk uploads any new upload will match and overwrite previous versions of the file. There is no need to batch delete files before performing a re-upload.

**I uploaded personal data to the case level collection by accident, how do I remove this?**
If you upload personal case data to the case collection the LA_CRNs in the personal file should match those in your case file. The personal file will have written LA_CRNs into the case level collection all other data fields omitted.

To correct this mistake upload your case data file (this upload will have to be rerun if you have previously uploaded the case file). The LA_CRNs in the personal file upload will be matched and overwritten replacing the omitted / deleted fields with

case level data. No blank invalid cases from the personal data would be expected to remain but you should check your uploaded data to confirm this.

**What are the duplicate files in the errors / warnings report?**
These flags identify any cases that existed in the collection instance before the latest upload. The duplicate cases flagged in the report identify these cases that were overwritten. There is no need to delete the previous version of the file. The duplicate case references should simply be reviewed by volume or ID to identify whether the cases overwritten match your expectations.

**What are the information messages in the warnings / error report?**
These messages are used to indicate what activity has been recorded on each case in your upload. The messages can be used to generate aggregated summary information on the data you have uploaded. We can provide a lookup list on request to help you identify number of duties agreed, prevention duties ended, relief duties ended, main duty decisions, reviews and temporary accommodation placements in the quarter. This will help you validate your caseload. Please contact Homelessnessstats@communities.gsi.gov.uk for a copy of this file.

# Online form data entry questions

**Why can't I see all the sections and fields in the H-CLIC data requirement?**
Not all H-CLIC fields will be required on each individual case. We have limited the view of the form to only that that is required or could be required. Mandatory fields that are visible are indicated by a red star. Data providers should focus on completing fields they see that are mandatory. They should also complete other non-mandatory fields when they become applicable. Examples of these are temporary accommodation placements, reviews and prevention or relief duty end dates.

**Cases progress across quarters, how do I know when to provide information on a case and how do I copy this case into a new quarter collection?**
The online form provides information messages that explain when activity updates have been entered on a case each quarter.

**Why do prevention and relief sections only show the start and end dates of the duty when they appear?**
This is to ensure that the additional information about the main activity offered and the outcome is only completed when a prevention or relief duty comes to an end. Once the end date is completed the rest of the section will appear.

**Why are some of the date fields in the form fixed?**
This is to help you complete the form quicker and easier. Dates are fixed when the end of one activity is linked to the start of another. These cannot be changed unless a successful review of that activity has taken place. This needs to be indicated in the review section.

**How do I add additional people / temporary accommodation placements in the form?**
There are functions in the form that allow you to add additional people or placements. Information on how to do this can be found under How to record multiple people or temporary accommodation placements.

**How do I add a review?**
You can add as many reviews to a case as you require. Just expand the review section and enter the relevant information. To add additional reviews follow the guidance under How to record multiple people or temporary accommodation placements.

**What happens if a review is successful?**
Successful reviews mean the activity being reviewed can be restarted or not as required. Recording a successful review means the start and end date of the relevant activity can be rerun as applicable. However, in many cases this may not be relevant or required.

**Why does the people section flag errors on correct data?**
Errors will show in the people section when blank entries remain in the form. Please remove the blank people entries before correcting any validation errors you think are incorrect.

# Field specific questions

**How do I complete the support needs section?**
Support needs are not simply checkboxes to categorise features of a household. Support needs should only be ticked where a household requires additional support because of this characteristic as identified with the household in their personalised housing plan. For example not all former members of the armed forces will need additional support because of this characteristic.

**How do I complete the assistance section?**
This section is used to identify whether or not a household is engaged with assistance for their support needs whilst being assisted out of homelessness. This assistance does not need to have been arranged by the local authority. For example if the applicant arranged for their own mental health support this would still be applicable and should be listed as engaged with assistance for their mental health no support offered.

**How do I complete the temporary accommodation duties section in prevention, relief and decision sections?**
TA_PREV, TA_REL and TA_DEC fields ask whether or not a household was placed in temporary accommodation during the process. In the prevention section this is applicable to after a prevention duty has ended unsuccessfully as a household owed a prevention duty should still be living in their home. In the relief and decision sections this question aims to determine whether or not a household was living in temporary accommodation at any point to the date the relief duty ended and / or the

main duty decision was made. The purpose of these fields is for MHCLG to identify whether or not the temporary accommodation section has been omitted from the case in error.

**Why are there two decision dates?**
This is explained in the field information on the form. When a household is in the relief duty they may be issued with a main duty decision to assess the household's entitlement to temporary accommodation.

The second date 'main duty decision takes effect' is the date the relief duty comes to an end if the applicant if the applicant is still homeless at this point and so requires a decision on whether the main homelessness duty is owed.

# Glossary

**2017 Act** – the Homelessness Reduction Act 2017.

**DELTA** – an online system provided by MHCLG 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).

**HAST** – Homelessness Advice and Support Team, a team supporting implementation of the 2017 Act in local authorities.

**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.

**HRA –** Homelessness Reduction Act 2017

**Legacy case** – A statutory homelessness application that was made prior to the 3$^{rd}$ April 2018.

**MHCLG** – Ministry of Housing, Communities and Local Government.

**P1E** – A quarterly statistics return managed by MHCLG, containing data as reported by 326 local authorities that covered: Households dealt with under the homelessness provisions of the 1996 Housing Act, and homelessness prevention and relief. Replaced by H-CLIC with commencement of the Homelessness Reduction Act.

**Schema -** Used to describe the structure and content of elements in an XML file.

**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.

# Other useful links

For more information and guidance on H-CLIC please see the homelessness statistics user forum page: https://gss.civilservice.gov.uk/statistics/working-with-users/dclg-homelessness-statistics-user-forum/. Here you can find further guidance specific to the fields in H-CLIC, data protection guidance and the latest H-CLIC newsletter.

Information on MHCLG's online data collection system DELTA is available at: https://delta.communities.gov.uk/introducing-delta. You can also access this document via DELTA through the document repository.

Quarterly statutory homelessness statistics and annual rough sleeping count statistics are published at:
https://www.gov.uk/government/collections/homelessness-statistics

The Code of Guidance for the 2017 Homelessness Reduction Act can be accessed at:
https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities

If you still have queries please contact the homelessness statistics team at:
HOMELESSNESSSTATS@communities.gsi.gov.uk

For queries about the Homelessness Reduction Act or its operational implementation please contact the Homelessness Advice and Support Team (HAST) on:
HAST@communities.gsi.gov.uk

The DELTA Helpdesk will be available from 9am to 5.30pm Monday to Friday (excluding Bank Holidays).The Helpdesk will be able to provide you with assistance in logging on and navigating the DELTA system. Contact the DELTA Helpdesk on DELTA@tso.co.uk or call 0333 202 5084.

Ministry for Housing, Communities and Local Government
Fry Building
2 Marsham Street
London
SW1P 4DF
Telephone: 030 3444 0000

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