

H-CLIC QA Reports Frequently Asked Questions

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Quality Assurance (QA) Report FAQs

1. What is a QA report?

The QA report is a quality assurance check for the data uploaded by your authority in the HCLIC collection on statutory homelessness. The aim of this form is to provide a summary of headline figures for you to check and approve. You will be asked to provide no new information in the form, and the data you have uploaded via HCLIC will be pre-filled for your sign off. If you disagree with a figure, please indicate this and amend your HCLIC data.

2. When did the QA reports move to DELTA?

We moved our QA reports from 5 PDFs emailed out to local authority contacts to an interactive DELTA form in the Oct-Dec 2019-20 collection quarter. QA report queries used to be directed at the H-CLIC reports HCLIC.Reports@communities.gov.uk. This inbox is no longer monitored regularly and will soon be closed so please email any questions to homelessnessstats@communities.gov.uk for a quicker response.

3. How do I open my QA report?

To view them you need to Log in to DELTA, and then click 'submissions' then 'collection requests'. In Collection Requests, you should be able to see the QA report. Next to the row with the QA report, click 'more' and then 'provide data'. This will open the form, pre-filled with your uploaded H-CLIC data. Please check the summary data and explain any large changes, if your data is incorrect then please reupload or amend your data on DELTA.

If you want to see the form after updating, you can do the same or locate your record in the Data Store, click 'more' and then 'edit form'.

4. Why can't I submit if I don't approve?

The QA reports will not allow you to submit if there are any areas which have not been approved. Do not approve indicates to us that these figures are incorrect and you do not want them published. Therefore, please amend your H-CLIC data and check the updated QA reports show the correct figures. If you need assistance in amending your data then please contact the H-CLIC team.

5. What will happen if I do not approve a figure?

If you do not approve a figure then we will assume that this data is wrong and will need changing. If you have not amended your H-CLIC data before the final deadline then we will reject that line of data. We will then impute this figure and the estimate will contribute to the total figures for the quarter. On the published tables your data will be highlighted and have a "-" and will be footnoted.

If you change your data after saving your QA report and do not make changes to the QA report by the final deadline we will assume that you have fixed the errors and the data are now correct and ready to be published.

6. The deadline has passed but I have realised my figures are wrong, can I submit data via email?

Unfortunately, we are unable to accept any data via emails. If you realise that your data is incorrect after the deadline please get in contact with us as soon as possible so we can discuss how best to proceed.

7. My Duty to Refer figures are different to those shown in the QA report, why is that?

Duty to refer figures only include referrals under a duty to refer and so excludes cases referred by other public bodies such as the police.

The referral must have resulted in an application being taken from the household for it to be reported. The referral will be reported against the quarter that the case was assessed (ASSESS_DATE) as not homeless, not eligible or owed a prevention or relief duty rather than the date of the referral.

Referrals that do not result in a homeless assessment are not included. Therefore referrals that occurred after a household starts an application are also excluded. This may be a late referral, after an application has already been taken, or where a household is referred by many bodies. When more than one body makes a referral only the first will be reported.

Information on how to find your duty to refer using SQL or the CSV file can be found in questions 7, 8 and 9.

8. How can I work out which of my cases are included in the duty to refer section of the QA report.

There are two ways to find out the specific cases that contribute to the duty to refer section on the QA report.

A) You can use the CSV file that can be downloaded from DELTA to work out the CaseIDs. To do this, you need to log into DELTA and then click into 'data store' then filter by data set to the correct H-CLIC collection year and then by the correct collection quarter in 'collection name'. At the top of the webpage you should see a grey button which will say 'Download CSV' click on this button.

When this downloads you will get four CSV files which can be opened in Excel. If you are checking the Duty to Refer figures then you need to open the main H-CLIC file it should say h-clic_ followed by a list of numbers.

Once opened you can then filter the results. First you need to filter on ASSESS_DATE for the correct quarter. If you were doing this for January to March then you would need to filter the ASSESS_DATE so it only included cases from these three months. Then filter on Referral this should be '1'. Then you can filter by referral agencies.

Adult Secure Estate (REFERRAL_AGENCY = "0")

Youth Secure Estate (REFERRAL_AGENCY = "1")

National Probation Service 6 (REFERRAL_AGENCY = "2")

Community Rehabilitation Company (REFERRAL_AGENCY = "3")

Hospital A&E, Urgent Treatment Centres, or in-patient care (REFERRAL_AGENCY = "5")

Mental Health in-patient care (REFERRAL_AGENCY = "6")

Jobcentre Plus (REFERRAL_AGENCY = "22")

Adult Social Services (REFERRAL_AGENCY = "14")

Children's Social Services (REFERRAL_AGENCY = "15")

Nil Recourse Team (REFERRAL_AGENCY = "35")

Secretary of State for defence in relation to members of the armed forces
(REFERRAL_AGENCY = "32")

Other / Not known REFERRAL AGENCY is 4 or 7-13 or 16-21 or 23-31 or 33-34 or 36-42

This should give you a list of cases which you can then check on DELTA.

B) If you struggle to find the figures that you are looking for please contact
homelessnessstats@communities.gov.uk.

9. How do I recreate the filters used in the QA reports using SQL?

To recreate the filters used in the QA reports with your own data we have produced guidance which can be found by [visiting the GSS website](#)

The specific document is titled 'QA report filters Feb 2020' and contains all the filters that are applied to the DELTA data extracts to produce the QA reports.

10. My relief duties owed are lower than expected, why is this?

For the initial assessments tables we include only the cases owed a relief duty because they were homeless when they first approached for help. Cases that are owed a relief duty following preventions are excluded because these cases can be determined from the prevention duty end reason – those that were homeless and a much smaller number of households that refused to cooperate or refused suitable accommodation but were still homeless. The options for PREV_END_REASON are listed below:

- Homeless - 5
- Intentionally homeless from accommodation provided - 7
- Refused suitable accommodation - 8
- Refused to cooperate – 9

If you still believe that your relief duties owed are lower than expected then please check your ASSESS_DATE and ASSESS1 fields as these indicate when a relief duty was owed in a quarter.

11. How can I work out the case IDs for households in temporary accommodation?

There are two ways to find out the specific cases in temporary accommodation. You can do this yourself by downloading the CSV file. You need to log into DELTA and then click into 'data store' then filter by data set to the correct H-CLIC collection year and then by the correct collection quarter in 'collection name'. At the top of the webpage you should see a grey button which will say 'Download CSV' click on this button.

When this downloads you will get four CSV files which can be opened in Excel. If you are checking the Temporary Accommodation figures then you need to open the TA_Entries file.

Total households in TA. – You need to use the filter button on excel to filter out cases that have no ENTRY_DATE, cases with an EXIT_DATE and cases with TADUTY of 0 or 1. After this you will need to remove duplicates. You should be able to do this by highlighting the CaseID column and going to the data tab on Excel and clicking remove duplicates. Then you should be able cross reference these cases with the main H-CLIC file.

To cross reference you can copy and paste the filtered values that you want to check into another sheet. Then use the =countif function. Select the range you want to check and then put a comma and enter the cell you want to check (this should be the cell with the CaseID in). Your formula might look something like this =countif(Range,A1). You can then copy this formula down for all the caseIDs you are checking. For values that aren't in the other sheet you will get a 0 and for values which are you will get a value of 1. If you filter out all the 0s you should be left with a list of caseIDs where the household is in TA.

Households with children – to find households with children you would need to follow the steps above and then cross-reference the values from earlier into the h-clic PEOPLE file. Filter on RELATIONSHIP = 0 as this will show all the main applicants. The unique document_ids here will show you how many households there are with children.

Households with children in Bed and Breakfast (B&B) over 6 weeks – to find the families in B&B over 6 weeks you would need to use the CaseIDs obtained from the above instructions. You would then need to use the h-clic TA_ENTRIES file to filter on TA_TYPE this should be 2 (Bed and Breakfast). Then you need to filter on EXIT_DATE so only those who have not left TA are shown. You would then need to filter on the ENTRY_DATE to show any cases where the household ended 6 weeks before the end of the quarter.

If you are unable to do this you can email us at homelessnessstats@communities.gov.uk and we can send you a list of CaseIDs which you can then check on DELTA. We can send you a list of Case IDs for the number of households in Temporary accommodation, households with children in B&B and also households with children in B&B over 6 weeks.

12. My TA figures are lower than what I reported

We also exclude cases where the homelessness duties have come to an end as temporary accommodation is no longer provided under a duty. If you find that your temporary accommodation placements exceed the number we report in our QA reports then it is likely that your responses about why the relief duty ended or the main duty decision and outcome suggest the homelessness duties have come to an end.

13. How do I report expected children in temporary accommodation?

In May 2020 we changed the checks on people in DELTA to allow unborn children to be reported. It is now possible to report negative ages for people on the application start date and at the end of a quarter. Only children with an age of -1 or older will be included in the checks of children in the household.

14. I have overreported temporary accommodation placements. However, when I fix these on my system my QA reports still show the error. How do I fix this?

When temporary accommodation placements are overreported this often is because an EXIT_DATE is missing from a placement. Often when these are fixed on your own system this means the placement ended before the quarter that is being reported. This can mean that your corrected placement is excluded from your 'fixed extract' so the erroneous case(s) remain on DELTA. To correct these cases you should delete all of your cases from the collection instance before loading your new extract. Only this will guarantee that your overreported temporary accommodation placements are removed.

15. When I look at my QA report this quarter is showing 0 why is that?

Your QA Report may show 0 for a variety of reasons

- If you have not uploaded data yet
- If you have uploaded data for a different quarter (The QA reports only show data where the assessments were made in the current quarter)
- If you have uploaded data in the previous week as QA reports are updated no later than Tuesday with data taken from the previous Friday so you may have to wait until Tuesday to see your figures in the report.

If your QA report is still showing 0s after checking the above please get in contact with homelessnessstats@communities.gov.uk so that we can investigate this further.

16. I have just updated my H-CLIC case data, when will I be able to see this in a QA report

If you have uploaded your data before Close of Play (COP) Friday then the QA Report will be updated by Tuesday the following week.

17. How do I delete cases from DELTA?

When deleting cases from DELTA there are two methods available these are bulk deleting and deleting individual cases.

To complete a bulk delete:

- 1) Log into DELTA and select submissions
- 2) Click 'Collection requests'

You can use the 'filter' option on the left-hand side of the collection requests page to search the collection instance you require.

- 3) Once you have found the correct collection instance, right click the 'more' button found under actions
- 4) Select delete data

- 5) Choose whether you need to delete all cases or just your saved cases

- 6) Select 'delete data'. note: please ensure you are deleting the intended data from the correct collection quarter as this cannot be undone. Once a case has been deleted from the DELTA system it cannot be retrieved. The bulk delete will remove all saved and/or submitted cases from your selected quarters upload dependent on which option you have selected in step 3 and 5

To delete selected cases:

- 1) Log into DELTA, click 'submissions' then 'Data Store'

Once you are in the data store you can use the filter option to the left of the page to refine your search using dataset and collection name, date range and uploaded by filters.

Alternatively, you are able to search for the case using LA CRN in the search instance bar at the top of the page.

- 2) Search for your case and click 'more' under the actions tab
- 3) Chose 'remove' from the drop-down list. DELTA will ask you to confirm you would like to delete this case. Please select yes. This should have deleted an individual case you wanted to remove.

If you try this and it does not work, please contact the DELTA helpdesk at delta@wlt.com and ask them to do this for you. Please note you will need to provide the helpdesk with specific LA CRN's for them to complete this request.

If you have any other questions please contact us at homelessnessstats@communities.gov.uk