Importance of Updating Workforce Information on the Capacity Tracker

National, regional and local teams regularly review workforce information to help inform their planning processes, as well as to provide more timely support to providers. Recently, Local Authorities and CCGs told the Capacity Tracker team it is important providers keep updating the tracker, as the data is being used for the following purposes:

- Where providers are reporting a red or amber workforce status, Local Authorities are calling providers to understand the rationale for this rating and to put support in place for providers.

- Being used as early signals to monitor recruitment issues and possible spend on agency staffing.

- Support recruitment for providers who are flagging they have high absence rates.

- To assist with identification of risks around workforce within the system.

Carehomes.necsu.nhs.uk

Necsu.capacitytracker@nhs.net

https://www.facebook.com/CapacityTracker/

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RAG Status

Ensure that your workforce status RAG rating is updated and **correct every day** – guidance text can be found by hovering over each RAG status:

- **Red** = workforce level ratios breached, business continuity in place.
- **Amber** = operating within agreed staffing ratios however significant escalation risk in coming days.
- **Green** = operating within agreed staffing ratios with minimal risk identified in coming days.

Workforce Status Green Amber Red

Operating within agreed staffing ratios with minimal risk identified in coming days

Top Tips

1. **Absences recorded should be for sickness only** (COVID-19 or other sickness reasons) – not absences for other reasons e.g. maternity leave, not on shift that day, on holiday, as these are not sicknesses/illnesses.
2. **Those listed as off sick** should be included in the figures regardless of **whether they are due on shift or not that day.**
3. Figures entered for workforce are **actual headcount** – not full time equivalent numbers.
4. **Total number employed** is all staff employed – not just those who are working that day.
5. **Definitions** for "number absent today – COVID related" and "number absent today – non-COVID related" can be found by hovering over this text in the tracker.
6. **Definitions** for type of workforce can be found by hovering over "registered nurses", "care providing staff" and "non-care providing staff".
7. Ensure that **no boxes are left blank** – this will cause errors when saving the system.
8. Number of directly employed staff absent today (COVID related and non-COVID related) **should not exceed the figure for total number employed** (directly employed staff) e.g. if you have a total of 10 staff, you cannot have 11 staff members absent.