

## 2024 to 2025 Market Sustainability and Improvement Fund (MSIF): information to be reported by each local authority

### 2024 to 2025 waiting times reporting

#### Instructions/guidance

As mentioned in the 2024 to 2025 Guidance tab, to assess improvements in waiting times, the department will monitor waiting times using the client level data (CLD) submitted for the year 2024 to 2025 as follows:

- DHSC will calculate waiting time metrics based on the average wait for new clients from request or referral to the service starting. The metrics have been designed to calculate waiting times retrospectively for those who receive services. We find a client's first service, find the assessment for the same service type that occurred before the service and then find the request that happened before that
- separate waiting time metrics will be calculated for community care, residential care, nursing care, and short-term care

The department plans to publish average times between request and assessment and request and service, broken down by service type, at local authority level as part of the monthly adult social care statistics publication, as part of future CLD publications.

This waiting time information replaces the previous waiting time information collected as part of the 2023 to 2024 MSIF returns. As it is produced by DHSC on data that local authorities are already reporting via CLD, there is no need for local authorities to report waiting time data for 2024 to 2025 separately in this return.

This reporting template does however give local authorities the opportunity to provide additional context on their waiting time metric, such as activities undertaken to reduce waiting times.

**(1) (Optional) Please use the text box below to provide any additional context on your waiting times return, including the model of care you operate (strengths based, three-conversation approach, and so on) or how you expect your CLD return to influence the metric (Maximum 1,000 characters).**