



Capacity Tracker

Insight for Care

Section 277A of the [Health and Care Act 2022](#) – enables the Secretary of State to require regulated providers of Adult Social Care to provide information relating to:

- themselves
- their activities in connection with provision of ASC in England
- persons to whom they have provided such care.

The Adult Social Care Information (Enforcement) Regulations 2022 came into force on 1st December 2022. It requires all ASC providers, regulated by the CQC, to update the mandated collection in [the Capacity Tracker](#).

The reporting windows are between the 8th & 14th day of each month - or next working day if the 14th is a weekend or public holiday.

Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Mon	Tues
7	8	9	10	11	12	13	14	15

Frequently Asked Questions is accessible [here](#).

Provider training & awareness sessions are available [here](#)

- These sessions are to help guide providers through the information requests, update methods and reports – they are informal events that offer providers the opportunity to raise any questions or seek clarification.

Important Reminders

- **Multiple CT Registered Users** recommended – *to ensure sufficient cover during periods of absence. To register for a CT account, simply click on: <https://capacitytracker.com/register>*
- **Going Abroad** - *users are reminded that CT is not accessible outside the UK.*
- **Active providers with 0 service users or 0 staff** – *providers are required to submit a return, including a 'nil' return where services may not yet have commenced, ceased or are in the process of being updated with CQC.*

- **Active dual-registered providers that offer both home care and residential care** – *submissions are required for both services, including a 'nil' return if services are not being delivered. It is essential that providers ensure their CQC registration is up to date and that CQC are informed at the earliest opportunity if services are closed.*
- **For access and system guidance queries** - *please contact the Support Centre see details below.*
- **Change of staff** - *It is recommended that updating Capacity Tracker is included within providers staff leaver/new starter process with user accounts closed & new user registrations in place. This will ensure that you continue to receive important communications issued via Capacity Tracker and remain up to date with the information submissions.*
- **Any changes to provider regulated services/specialisms/bed capacity** – *Capacity Tracker uses CQC information. Until the CQC information is updated, it is essential the providers make CQC aware of any changes at the earliest opportunity and **data submissions are maintained by completing a 'nil return'**, until the CQC information has been updated.*
- **Providers that are closing down/no longer active/changing registration or ownership** - *please notify CQC directly to de-register, see contact information below. It is essential **data submissions are maintained by completing a 'nil return'**, until the CQC information has been updated.*
- **If you receive an enforcement notice from the DHSC partners, NHS BSA** – *it's important that providers who receive an enforcement notice to **respond directly to the NHS BSA**, see contact details below. We remain committed to supporting providers to be compliant with the ASC Information (Enforcement) Regulations 2022 and can ensure the appropriate support and guidance is in place.*

Contact Information:

- For system support and guidance - *please contact NECS Capacity Tracker Support Centre - 0191 691 3729 or necsu.capacitytracker@nhs.net (We are open Monday to Friday from 8am to 5pm, excluding public holidays)*
- Changing registration, closing, change of ownership – *please contact the CQC - T: 03000 616161, E: enquiries@cqc.org.uk, [CQC Provider Portal](#) (They are open Monday to Friday from 8.30am to 5.30pm, excluding public holidays)*
- If you receive an enforcement notice – *please contact the NHS Business Services Authority Enforcement Team (NHSBSA) – T: 0300 330 2088, E: enforcement@nhsbsa.nhs.uk (They are open Monday to Friday from 8.30am to 4.30pm)*