



Department for
Communities and
Local Government

CORE - online data collection system for COntinuous
REcording of data on social housing lettings and sales

USER GUIDE – Members of the public

v1.0 – 01/04/2017



Contents

1. Welcome to CORE.....	3
AN OVERVIEW OF THE NEW CORE DATA COLLECTION SYSTEM	3
2. Accessing the CORE website	5
This guidance.....	5
The Front Page – Home Page	6
3. Learn about CORE.....	7
Log types.....	8
User Types	8
4. Analyse CORE Data	11
Accessing CORE Data.....	11
Local Authority Area Data Analysis and Tables – interactive tool.....	12
Pre-defined pdf Local Authority area reports.....	13
National data Analysis and Tables – interactive tool	13
Analyse final year data – interactive tool	14
Published CORE Reports.....	15



1. Welcome to CORE

Welcome to the new CORE (COntinuous REcording of social housing lettings and sales data) online submission system hosted by the Department for Communities and Local Government (DCLG).

The new website has been developed for DCLG by MarkLogic Ltd and began collecting CORE data from the 2015/16 reporting year.

This new in-house system allows DCLG to have more direct engagement with data providers and a better control and understanding of how the CORE data is being collected, reported and used.

DCLG has involved CORE data providers in the development and testing of the new system in order to minimise the impact that the change will have to data providers and users, and improve on the TNS system where possible.

An Overview of the New CORE Data Collection System

The new CORE website, now hosted by DCLG, has been designed to cover the same essential functionalities as the former CORE (TNS) website. Data continues to be collected and validated through online sales and lettings forms; both manual and eCORE bulk upload functions for data entry have been retained, and largely follow the same basic processes and reporting cycle as the previous system.

A change in the new system is the requirement to select a separate form for each let type. This manual seeks to highlight and detail any other subtle changes. Key differences from the previous system have been highlighted by the sign below.

The new system can be used to report, view and analyse CORE data, monitor provider and institution performance and provides tools for DCLG administrators to manage the CORE system effectively.



Welcome to the CORE Website

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This national information is used by government bodies and organisations to inform social housing funding, regulatory and housing policy decisions.

[Learn About CORE?](#)

All you will need to understand the CORE survey and what it is used for. [Read More](#)

[Upload CORE data](#)

Here you will be able submit and validate CORE logs. [Read More](#)

[Analyse CORE data](#)

This section will enable you to access CORE data for reporting and analysis. [Read More](#)

Alerts

2017/18 Lettings and Sales log forms and eCORE templates 7/3/2017

Please note that the eCORE templates, eCORE specifications and the log forms both with and without guidance notes for Lettings and Sales are now available to download from the Guides and Manuals page of the CORE website. Changes are indicated in red throughout. A log change guidance document detailing all the changes and their rationale is also available via the same name



2. Accessing the CORE website

CORE will continue to be accessible via the website below. **Note that the new DCLG CORE website became accessible from 12th October 2015.**

<https://core.communities.gov.uk>

It is also accessible through DCLG's website –

<https://www.gov.uk/government/collections/rents-lettings-and-tenancies#social-housing-lettings>

This guidance

This guidance covers the essential functionalities of the CORE (DCLG) website to the general public. It is a point of reference explaining how to navigate the new system. Please use the hyperlinks throughout this document for easy navigation.

If you are a member of the public, you may be interested in some aspects of the data entry process. However, if you are more interested in a broader overview of CORE, please refer to the '**Learn about CORE**' section of the website for more suitable material.

Members of the public can view and analyse published Local Authority area level data and national level data on a quarterly and annual basis through the '**Analyse CORE data**' section of the website. Users will not need to register to access this data (see [Types of User](#)).

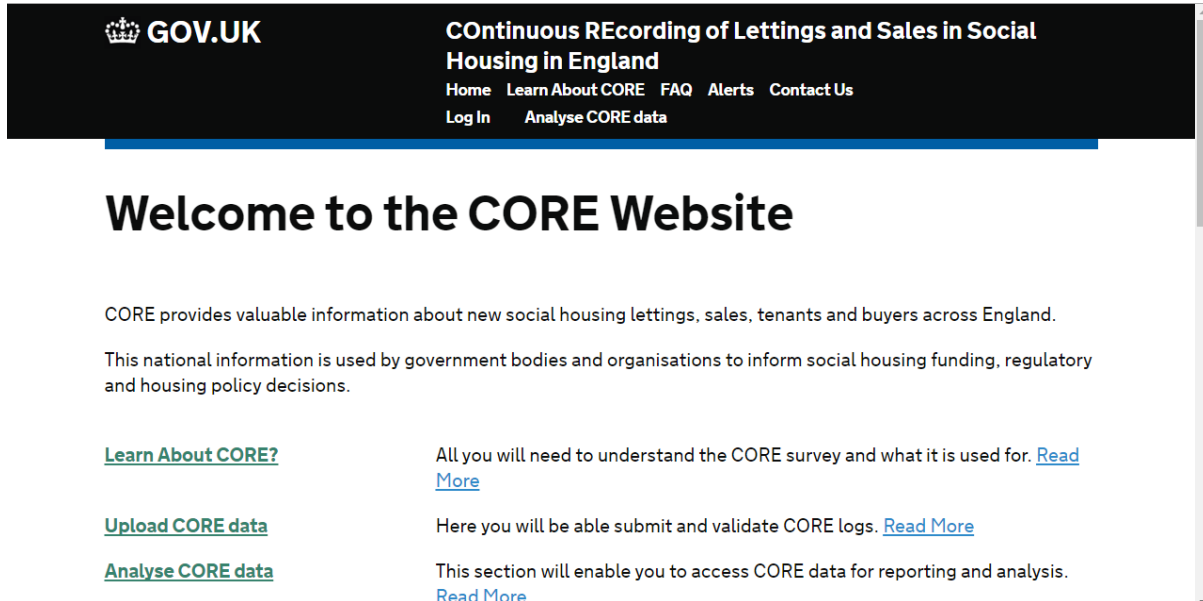
If you wish to access record level CORE data, you will need to obtain a licence via the UK Data archive. As a registered user with the UKDA, you will then be able to access CORE record level data under one of three tiers of licence. Details on the licences and processes involved are contained here:

<http://ukdataservice.ac.uk/get-data/how-to-access/registration/otherukusers>



The Front Page – Home Page

The Home page welcomes the visitor to CORE website and contains two sets of defined links (links at the top and links at the left side) from which you can navigate to other sections of the site.



The screenshot shows the top navigation bar of the CORE website. It features the GOV.UK logo on the left and the title 'Continuous REcording of Lettings and Sales in Social Housing in England' in the center. Below the title are several navigation links: 'Home', 'Learn About CORE', 'FAQ', 'Alerts', and 'Contact Us'. At the bottom of the navigation bar are 'Log In' and 'Analyse CORE data'.

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Upload CORE data	Here you will be able submit and validate CORE logs. Read More
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By clicking on any of the links, you access the functionalities of that link.



3. Learn about CORE

In this section, you will get to know all about how the continuous recording system works, its benefits, type of records held, and the regulations that guide the recordings.

Housing in England
Home Learn About CORE FAQ Alerts Contact Us
Log in Analyse CORE data

Learn About CORE

[What is CORE](#)

[Participate in CORE](#)

[Materials And Training](#)

[How CORE is Used](#)

[Social Housing Regulation](#)

[Guides and Manuals](#)

What is CORE?

CORE (Continuous REcording) is a national information source funded by the Department for Communities and Local Government that records information on the characteristics of both Private Registered Providers' and Local Authorities' new social housing tenants and the homes they rent and buy. Policy makers and practitioners regard the system as an essential tool for monitoring housing costs, assessing affordability and developing policy. [Read More](#)

Participate in CORE

If you are a data provider who would like to participate in CORE, we ask that you please contact and register with the Homes and Communities Agency (HCA) first, before registering with DCLG's CORE website. The HCA needs to be aware of your organisation and will be able to supply you with an organisation code and additional information.

If you are currently a CORE data provider, but new to this website, please [contact us](#). Please also use these details if you would like to register to use the website, either to supply or use data.

Data can be submitted either through our online questionnaire or you can load large data files.

If you require any further information regarding CORE that is not available on this website, again, please [contact us](#). [Read More](#)

Materials and Training

Documentation concerning logs, explanations of key terms, tips, best practices, training and more is available. [Read More](#)

How CORE is Used

CORE is used by many organisations including the Department for Communities and Local Government, Homes and Communities Agency, Greater London Authority, National Housing Federation, Local Authorities and Private Registered Providers, consultants and researchers. [Read More](#)

Social Housing Regulation

The social housing regulator's website can be found [here](#)



Log types

There are now 7 types of logs:

1. Social Rent General Needs
2. Social Rent Supported Housing
3. Affordable Rent General Needs
4. Affordable Rent Supported Housing
5. Rent To Buy General Needs
6. Rent To Buy Supported Housing
7. Sales.

The Rent to Buy log types were 2 additions included in 2017/18 recording year - Rent to Buy General Needs and Rent to Buy Supported Housing.

User Types

The table below shows the category of people who can use the CORE website.

Four types of user available on the CORE website	
Administrators (DCLG)	<ul style="list-style-type: none"> • Set up and manage institutions • View all data • View all performance reports • Monitor data submission • Respond to problems with data submission • Manage content of website
Co-ordinators (within your organisation)	<ul style="list-style-type: none"> • Coordinator Account must be set up by an administrator • Can set up new data provider accounts within their own organisation • Responsible for ensuring institution's data is



	<p>correct, and for reporting any changes to DCLG</p> <ul style="list-style-type: none">• Enter and edit data, manually and with bulk upload• Download and edit own valid and invalid logs at record level, and those of managed providers• View own performance reports, and those of managed providers• View graphical analysis of own organisation's data• Can designate own and managed providers' specific contact priority for an area of speciality• Manage organisation's users• Reassign logs to specific managed providers• Responsible for ensuring user details are up to date• Manage organisation's management groups and schemes
<p>Data Providers (assigned to specific co-ordinator(s) within your organisation)</p>	<ul style="list-style-type: none">• Account can be set up by a co-ordinator• Responsible for ensuring institution's data is correct, and for reporting any changes to DCLG• Enter and edit data, manually and with bulk upload• View, search, download, edit and drop own valid and invalid logs at record level• View own performance reports• View graphical analysis and pdf pre-defined reports of national data, local authority area data and own organisation's data



	<ul style="list-style-type: none">• Can designate own specific contact priority for an area of speciality
Members of the public	<ul style="list-style-type: none">• Do not need to register to gain access• Can view public documents available on site, such as site guidance and sales and lettings logs• Can view graphical analysis and pre-defined pdf reports at a national and local authority level



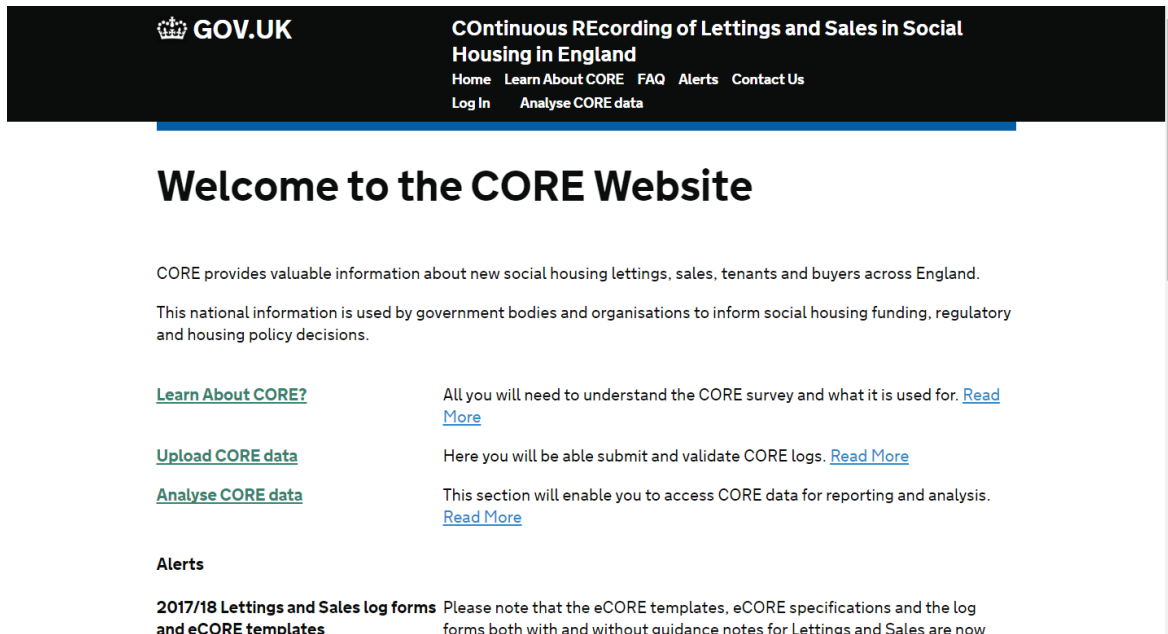
4. Analyse CORE Data

CORE reports are published on a quarterly and annual basis. At the end of the reporting year, DCLG separately publishes annual statistics based on this reported data, after statistically analysing and processing it. This includes a process of imputation and weighting which is designed to improve the representativeness of the data at national level.

All the department's latest CORE related publications are available online here - <https://www.gov.uk/government/collections/rents-lettings-and-tenancies>

Accessing CORE Data

From the home page of the CORE website, click on Analyse CORE Data. This will take you to the page where you can view local authority level data.



The screenshot shows the top navigation bar of the CORE website. It features the GOV.UK logo on the left and the title 'Continuous REcording of Lettings and Sales in Social Housing in England' on the right. Below the title are links for 'Home', 'Learn About CORE', 'FAQ', 'Alerts', and 'Contact Us'. A secondary navigation bar contains 'Log In' and 'Analyse CORE data'.

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Alerts

2017/18 Lettings and Sales log forms and eCORE templates Please note that the eCORE templates, eCORE specifications and the log forms both with and without guidance notes for Lettings and Sales are now



Analyse CORE Data

This section will enable you to access CORE data for reporting and analysis.

Local Authority Area Reports and Tables

These are for public use and allow you to benchmark your local authority area against other local authorities. Some data may not be available because it is unsuitable for public release.

[Local Authority Area Graphical Analysis](#)

[Local Authority Area Reports \(pdf\)](#)

National Level Analysis

Datasets, analysis tool and published reports.

[Download Published Data](#)

[National Data Graphical Analysis](#)

[National Reports \(pdf\)](#)

Local Authority Area Data Analysis and Tables – interactive tool

This section allows all members of the public to view data at a Local Authority area level, except data which is not suitable for public release.

Data can be viewed via an interactive graphic analysis tool available on the CORE website.

A period of interest needs to be specified, along with the dataset (i.e. type of letting) and the local authority area of interest. You can then select which field (question) you are interested in and the graphic tool presents a graphic view of the data.

If the data is numerical (non-categorical), the tool will only present the total of valid counts and the average (mean) for that category for all the valid records. For example, the average rent.

Please note that following rules to avoid disclosure and identification of households and tenants: those Local Authorities where the total valid count of records number less than 3 for a particular dataset have been removed from this view. Also, some fields cover very sensitive data that is not suitable for public release at local authority area level and this has also been excluded from this view, for example information on supported client groups, or those serving in the armed forces.



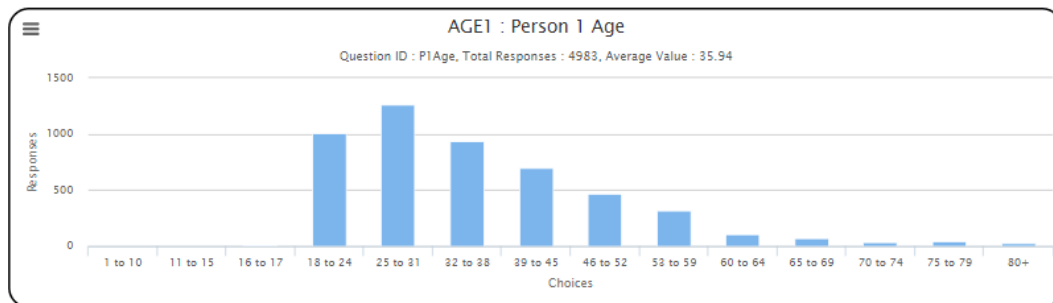
Analyze data

CORE Analysis

Snapshot : 2014/15 Form Name : CORE-AR-GN Local Authority : All

Questions :

AGE1 : Person 1 Age



Pre-defined pdf Local Authority area reports

Users will be able to view pre-defined reports for local authority areas. The reports follow the same disclosure control rules as the interactive tool for local authority data and data that is excluded from the reports is also not suitable for public release.

National data Analysis and Tables – interactive tool

The CORE National level data analysis tool allows you to analyse and view CORE data at national level. Here again, the period of interest and the dataset (i.e. log type) will need to be selected from drop-down menus.

You can also create your own tabulation, crossing two fields of interest. For example, in order to examine the Nationality across Sex of Person 1 in the household. You can choose to display the data as a table or as a chart, and view data as totals or as percentages.

If you choose a chart, you have several chart options: columns, bar, or pie chart.



Please note that some cross tabulations and data may not be suitable or adequate for display in specific chart types.

CORE National Data Analysis

This tool allows you to analyse CORE data at a national level.

Snapshot: [20142015 Q1-Q3] Form Name: [CORE-AR-GN] Display: [Table] Use Percentages?
X Axis: [Person 1 Nationality] Y Axis: [Person 1 Sex]

	Bulgaria	Refused	Hungary	Poland	Croatia	Other eu economic area (eea*) country	Uk national resident in uk	Romania	Czech republic	Latvia	Lithuania	Ireland	Uk national returning from residence overseas	Slovenia	Estonia	Slovakia	Any other country	Total
Female	5.81%	5.48%	3.87%	6.46%	4.84%	6.13%	5.81%	6.13%	6.45%	6.77%	6.45%	7.74%	5.48%	3.55%	6.77%	6.13%	6.13%	100%
Male	4.94%	6.1%	4.65%	7.27%	3.78%	5.23%	7.27%	4.07%	4.07%	7.58%	6.89%	7.27%	6.4%	6.89%	5.23%	6.14%	4.65%	100%
Refused	6.07%	7.23%	8.09%	4.82%	6.85%	5.2%	8.98%	5.2%	6.38%	6.85%	4.34%	6.07%	4.05%	3.76%	6.38%	4.82%	5.78%	100%

Analyse final year data – interactive tool

This is a new functionality whereby you can analyse finalise yearly data through the analysis tools. Please note that this finalised data is not the same as the final yearly snapshot available from the analysis tools as it is the result of further quality assurance processes that take place before the National Statistics publication. It is therefore consistent with the finalised datasets deposited at the UK Data Archive, although not exactly the same as the data available from this section has not been imputed or weighted. The final data is clearly marked to distinguish it from the rest of the datasets available through the drop-down list in the analysis tools.

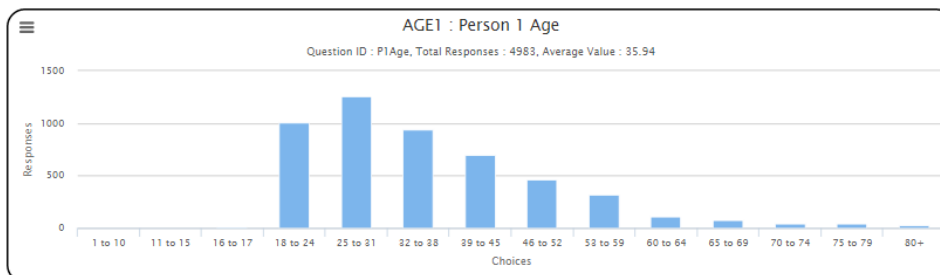
Analyze data

CORE Analysis

Snapshot: [2014/15] Form Name: [CORE-AR-GN] Local Authority: [All]

Questions:

AGE1 : Person 1 Age





Published CORE Reports

To view CORE published reports, go to the links at the top of the home page and click on 'Alerts'. This opens the page listing all the alerts published by the DCLG CORE team, which indicate when the CORE reports have been published. The alerts contain a link to the reports. Click on the link to the report you are interested in to access it.

Continuous Recording of Lettings and Sales in Social Housing in England
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Alerts

2017/18 Lettings and Sales forms and CORE templates 15/10/2017	Please note that the ACORE templates, ACORE specifications and the log forms (with and without guidance notes for Lettings and Sales) are no longer to be downloaded from the DCLG website. Instead, please refer to the CORE website for the latest versions. The 2017/18 log forms and guidance notes document detailing all the changes and the actions to be taken is available in the left-hand pane.
Local authority level and institution level analysis tools 15/10/2017	Please note that following review of their functionality, the graphical analysis tools for local authority level and institution level data have not been updated since 2016/17. Updates for any future releases are being considered.
Local authority level and institution level analysis tools 15/10/2017	Please note that the graphical analysis tools for local authority level and institution level data are temporarily disabled due to a number of functional issues. Updates for any future releases are being considered.
Publication of Local Authority and Organisation level tables for 2016/18 21/10/2018	Please note the local authority and organisation level tables for 2016/18 have not been published and can be found at: https://www.gov.uk/government/collections/continuous-recording-of-lettings-and-sales-in-social-housing-2016-18 . The new data published will be available on the CORE website.
December 2018 CORE update 14/10/2018	The December edition of the CORE update can be found here .
Publication of the annual statistics release for Social housing lettings in England for 2016/18 10/11/2018	Please note the Social housing lettings in England 2016/18 has published the England (Total) table. The tables are: 1. Total new social housing lettings in England from April 2016 to 10/11/2018. 2. Social housing lettings by tenancies. 3. Institutions by tenancies. The tables on the accounts tables and these can be found at: https://www.gov.uk/government/collections/continuous-recording-of-lettings-and-sales-in-social-housing-2016-18 .
2018/17 Housing organisational logs 10/11/2018	We previously notified users of a mistake which prevented some users from being able to upload their 2018/17 organisational logs. We have now resolved the issue and users should now be able to upload all of their 2018/17 organisational logs.
CORE logs review proposed changes 14/10/2018	We have published proposals being considered for the 2017/18 CORE Lettings and Sales Log 2018. Data providers are invited to provide feedback on these proposals. The feedback will be used to inform the development of the data structure and processes to produce a final set of 2017/18 log tables. Please contact us if you have any questions about the proposals. Contact details are available on the CORE website. All changes are subject to the usual terms and conditions of the CORE website.
2018/17 Q3 Cut-off date 23/09/2018	The Q3 cut-off date for 2018/17 data remains on Friday 20th October. Log entries after this date will not be included in Q3 data. Please be aware of cut-off dates and make sure you upload your CORE organisational log before the cut-off date. We appreciate that some users are experiencing an ongoing analysis problem, which may impact on their ability to upload log entries.

<https://www.gov.uk/government/collections/rents-lettings-and-tenancies>