



Ministry of Housing,
Communities &
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 – 01/04/2018



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1. Welcome to CORE

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

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

This new in-house system allows MHCLG 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.

MHCLG 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 MHCLG, 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 MHCLG administrators to manage the CORE system effectively.



2. Accessing the CORE website

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

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

It is also accessible through MHCLG's

<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](#)).

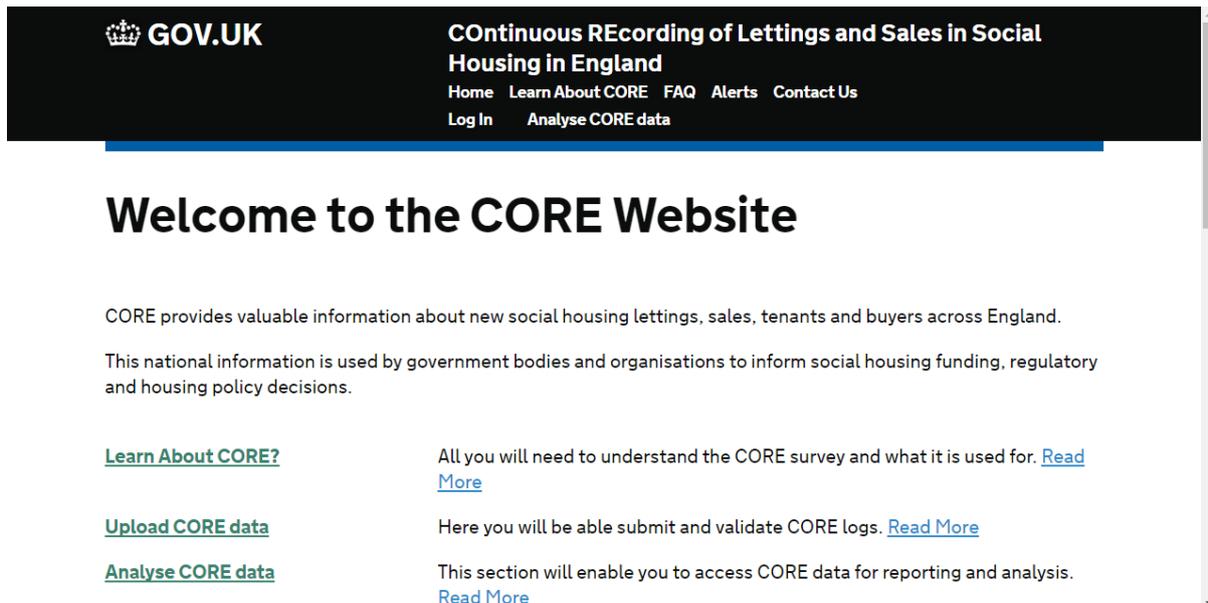
If you wish to access record level CORE data, you will need to obtain a licence via the UK Data archive. As a registered user with the UKDA, you will then be able to access CORE record level data under one of three tiers of licence. Details on the licences and processes involved are contained here:

<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. On the left is the GOV.UK logo. The main title is 'COntinuous REcording of Lettings and Sales in Social Housing in England'. Below the title are navigation links: Home, Learn About CORE, FAQ, Alerts, Contact Us, Log In, and Analyse CORE data. The main heading is 'Welcome to the CORE Website'. Below this is a paragraph explaining that CORE provides valuable information about new social housing lettings, sales, tenants and buyers across England, and that this information is used by government bodies and organisations to inform social housing funding, regulatory and housing policy decisions. There are three columns of links: 'Learn About CORE?' with a 'Read More' link, 'Upload CORE data' with a 'Read More' link, and 'Analyse CORE data' with a 'Read More' link.

GOV.UK **COntinuous REcording of Lettings and Sales in Social Housing in England**
Home Learn About CORE FAQ Alerts Contact Us
Log In Analyse CORE data

Welcome to the CORE Website

CORE provides valuable information about new social housing lettings, sales, tenants and buyers across England.

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](#)

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 REording) 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.

Duplicate Account	<p>For an existing CORE user requiring a separate ID, for example, if the user provides data for more than one organisation (within the same parent group)</p> <p>Please note, a user will only be able to view data relating to the organisation for a particular ID at any given time, and for organisations for which they legally work</p>



eCORE contact	For a key contact for the bulk upload functionality for letting or sales Responsibilities may cover formatting, scope or technical issues
Key performance contact	Users that the organisation would wish us to contact in regards to performance issues, both relating to volume and quality of the data provided
Performance and eCORE contact	Users to be contacted both in relation to performance and bulk upload matters
Senior stakeholder	This will help us better target communications to key stakeholders in your organisation. While these users may not provide data, they can be set up as data providers with their contact priority set as Senior stakeholder.
Data Protection Officer	With the new data protection legislation (GDPR)* coming into effect in May 2018, every institution providing data would need to set up a Data Protection officer whose responsibility it is to sign the data protection agreement on behalf of the organisation.
Private Data Downloader	This is the user responsible to download documents for which your organisation has been given special access in the private area by the CORE team.

* When the new GDPR comes into effect on the 28th of May organisations registered with CORE will need to:

1. Sign the new [Data Sharing agreement](#) in order to submit any data for that organisation. From 1st of April co-ordinators can set up a Data Protection user who will be responsible to sign the agreement on behalf of the organisation.

2. Confirm that the data provider is aware that there is a requirement for confirmation that the tenants/buyers that are referred to in the letting/sale logs in the bulk upload have seen the [privacy notice](#). This has to be done for each upload submitted by the data provider or co-ordinator. Data providers will also need to complete a new column in the E-CORE template (column 116) where a 'YES' will confirm this for each log. For those records for which this cannot be confirmed there will be an error but data providers can edit this via the system to validate later. This will apply to all records collected via the 2017/18 and 2018/19 forms submitted from the 28th of May onwards.



4. Analyse CORE Data

CORE reports are published on a quarterly and annual basis. At the end of the reporting year, MHCLG 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.

GOV.UK Continuous REcording of Lettings and Sales in Social Housing in England
Home Learn About CORE FAQ Alerts Contact Us
Submit CORE data **Analyse CORE data** Administration Logout
Logged in as Test Coov...

Welcome to the CORE Website

By logging into this website you agree to its terms and conditions, which may be found [here](#)

CORE provides valuable information about new social housing lettings, sales, tenants and buyers across England.

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

Publication of record level 2015/16 Lettings and Sales data on the UK Data Archive
23/3/2017

Record level 2015/16 Lettings and Sales data is now available from the UK Data Archive. Users should also note that the 2014/15 datasets has been revised to include final weights and ethnic groups have been revised in all historic datasets available through the UKDA. The accompanying documentation explains these revisions. Data dictionaries and a 'how to' guide have also been published.

Anyone wishing to access record level data will need to obtain a licence via the UK Data Archive. There are three tiers of licence each providing different levels of access and with different eligibility requirements, the details of which can be found in the UKDA Core Guidance Matrix on the Guides and Manuals page.



Analyse CORE Data

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

Local Authority 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 Graphical Analysis](#)

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

National Level Analysis

Datasets, analysis tool and published reports.

[Download Published Data](#)

[National Data Graphical Analysis](#)

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

Your Data

You can access your own data here. This includes CSV downloads, pivot table analysis, and reports styled as for local authority reports, but using your own data as a basis.

[Download Invalid Logs](#)

[Download Record Level Data](#)

[Graphical Analysis](#)

[PDF Reports](#)

Local Authority Area Data Analysis and Tables – interactive tool

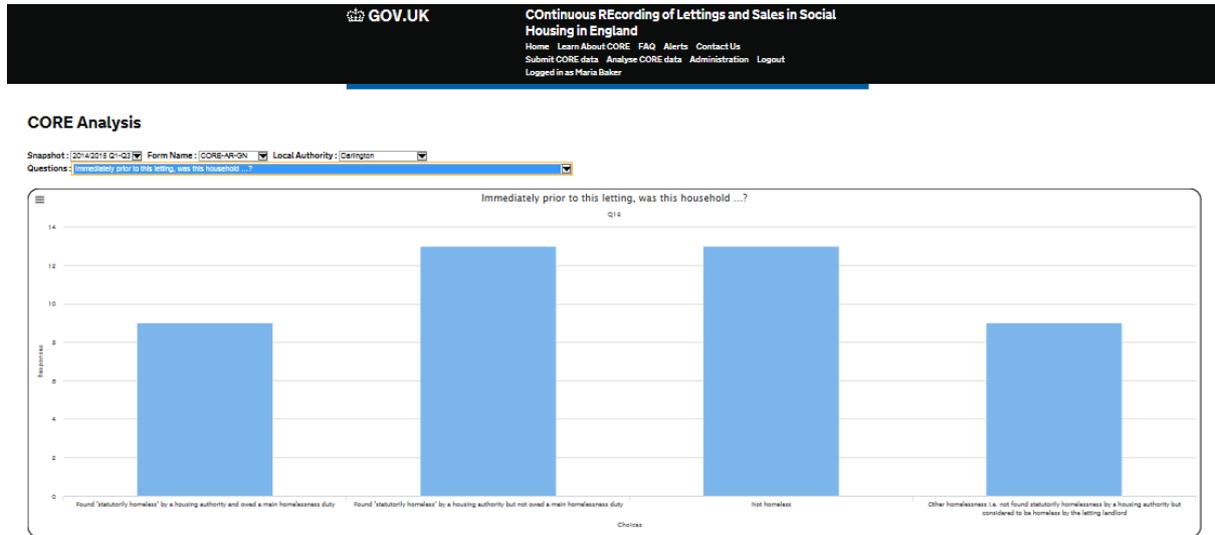
This section allows all members of the public to view data at a Local Authority area level, except data which is not suitable for public release.

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.



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-0N

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%	6.45%	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%	3.76%	5.23%	7.27%	4.07%	4.07%	7.56%	6.69%	7.27%	6.4%	6.69%	5.23%	6.14%	4.65%	100%
Refused	6.07%	7.23%	6.09%	4.82%	6.65%	5.2%	6.96%	5.2%	6.38%	6.65%	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 finalised 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.



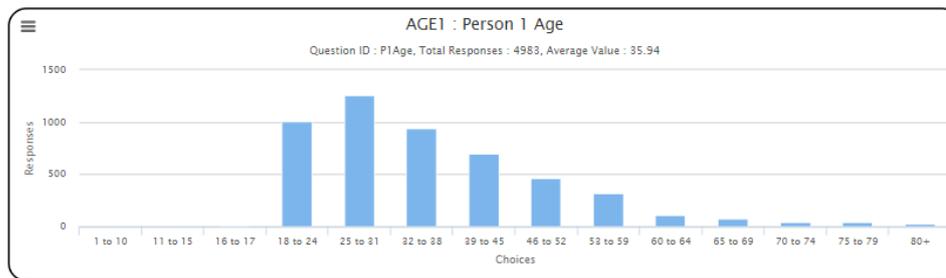
Analyze data

CORE Analysis

Snapshot: Form Name: Local Authority:

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 MHCLG 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.



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GOV.UK Continuous Recording of Lettings and Sales in Social Housing in England Home Learn About CORE FAQ Alerts Contact Us Log In Analyse CORE data

Alerts

2017/18 Lettings and Sales log forms and CORE templates
13/3/2017

Please note that the 2017/18 template CORE specifications and the log forms both v10 and v11 are now available on the Lettings and Sales v10 available to download from the Sites and Tenants page of the CORE website. Changes are indicated in the highlighted, italicised green boxes throughout relating to the changes and their relevance is also available in the paragraphs.

These templates and specifications should be used for tenancies starting on or after 01/04/2017. This will be available to upload CORE data for 2017/18 to the CORE website until after this date.

We are currently finalising the updated online user guidance CORE manual available on the site for the 2017/18 data collection year which will be available when we go live with the new data collection in April.

Local authority level and institution level analysis tools
15/3/2017

Please note that following a review of their functionality, the graphical analysis tools for local authority level and institution level data have been updated again. Apologies for any inconvenience caused in that they were temporarily disabled.

Local authority level and institution level analysis tools
15/3/2017

Please note that the graphical analysis tool for local authority level and institution level data has been updated again to a new version of the functionality, an update will be published when it becomes available again during the next update.

Publication of Local Authority and Organisation level tables for 2015/16
31/3/2016

Please note the Local Authority and Organisation level tables for 2015/16 have now been published and can be found at: <https://www.gov.uk/government/collections/continuous-recording-of-lettings-and-sales-in-social-housing-in-england-2015-16>. We have also published a new table of Organisations to use with the log.

December 2016 CORE bulletin
14/12/2016

The December edition of the CORE bulletin can be found [here](#).

Publication of the annual statistics release for Social housing lettings in England for 2015/16
10/11/2016

Please note the Social housing lettings in England 2015/16 has published this morning (09h 10p GMT).

The release covers:
1. New social housing lettings for England from April 2015 to March 2016.
2. Social housing lettings by tenancies.
3. Households in the sector.

The release (with the assembly tables and maps) can be found at: <https://www.gov.uk/government/collections/continuous-recording-of-lettings-and-sales-in-social-housing-in-england-2015-16>.

Local authority level and organisation level tables are also based on the 2015/16 data and will be available shortly.

2016/17 Newing organisational logs update
10/11/2016

We have notified users of a new data collection provided some users have been using the full organisational logs (COG) spreadsheet. The new tool will allow the data and user to be able to see all of the logs relating to their organisation.

CORE logs review proposed changes
14/10/2016

We have published proposed changes to the 2017/18 CORE Lettings and Sales log. Changes to the log are outlined in the attached spreadsheet. The feedback will be taken into account along with other information provided to ensure the log for 2017/18 is as good as possible.

Please send any feedback on these proposals, during the proposal period, to core@hm.gov.uk by Monday 29th October 2016. All changes are subject to review.

2016/17 COG cut off date
23/09/2016

The COG cut off date for 2017/18 data return is Friday 23rd October. Logs entered after this date will not be included in the COG data. Please ensure all outstanding data and invalid logs for your CORE organisation, before this date.

We appreciate that some users are experiencing an ongoing technical issue which may prevent them from logging their organisational data.

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



View published data

You can view published data in the system, through the **'Analyse CORE data'** section.



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 \(pdf\)](#)

if you would like further information about CORE Please contact the helpdesk at CORE@tso.co.uk or 0303 444 2001 (open Monday to Friday, 9.00am – 5.30pm).