Department for Levelling Up, Housing & Communities

CORE - COntinuous REcording of Lettings and Sales in social housing in England

USER GUIDE – Members of the public

V2 – November 2021 – Incorporating the Departmental name change from Ministry of Housing, Communities and Local Government to Departmental for Levelling Up, Housing and Communities

Ministry of Housing, Communities & Local Government

Contents

Chapter 1: Welcome to CORE……3

An overview of the CORE data collection system……3

Chapter 2: Accessing the CORE website……4

This Guidance……4

The Front Page – Home Page……5

Alerts……6

Chapter 3: Learn about CORE……7

Log Types……7

User Types……8

Contact Priority……10

Chapter 4: Analyse CORE Data……12

Accessing 'Analyse CORE Data……12

Local Authority Area Data Analysis and Tables – Interactive Tool……12

Pre-defined .pdf Local Authority Area Reports……14

National Data Analysis and Tables – Interactive Tool……14

1. Welcome to CORE

Welcome to the CORE (COntinuous REcording of lettings and sales in social housing in England) online submission system, hosted by the Department for Levelling Up, Communities and Local Government (DLUHC).

DLUHC and its preceding Departments began collecting CORE data through this in-house system from the 2015/16 reporting year. Prior to that, data was collected through a system hosted by TNS. We thank all users who participate in the system.

An Overview of the CORE Data Collection System

Social housing lettings and sales data is collected and validated through online forms on the CORE website. There are manual and eCORE (or bulk upload) functions for each of the six different letting types and sales, with mechanisms to view, edit and download your logs and validation reports to aid data submission.

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

2. Accessing the CORE Website

CORE is available at: https://core.communities.gov.uk or through the DLUHC website

This Guidance

This guidance covers the essential functionalities of the system and how members of the public can use the data within it to understand new social housing lettings and sales in England.

Without the need for registering, 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.

You will need to obtain a licence via the UK Data Archive (UKDA) to access record level CORE data. As a registered UKDA user, you will then be able to access CORE record level data under 1 of 3 tiers of licence. Details on the licences and processes involved can be found at this address:

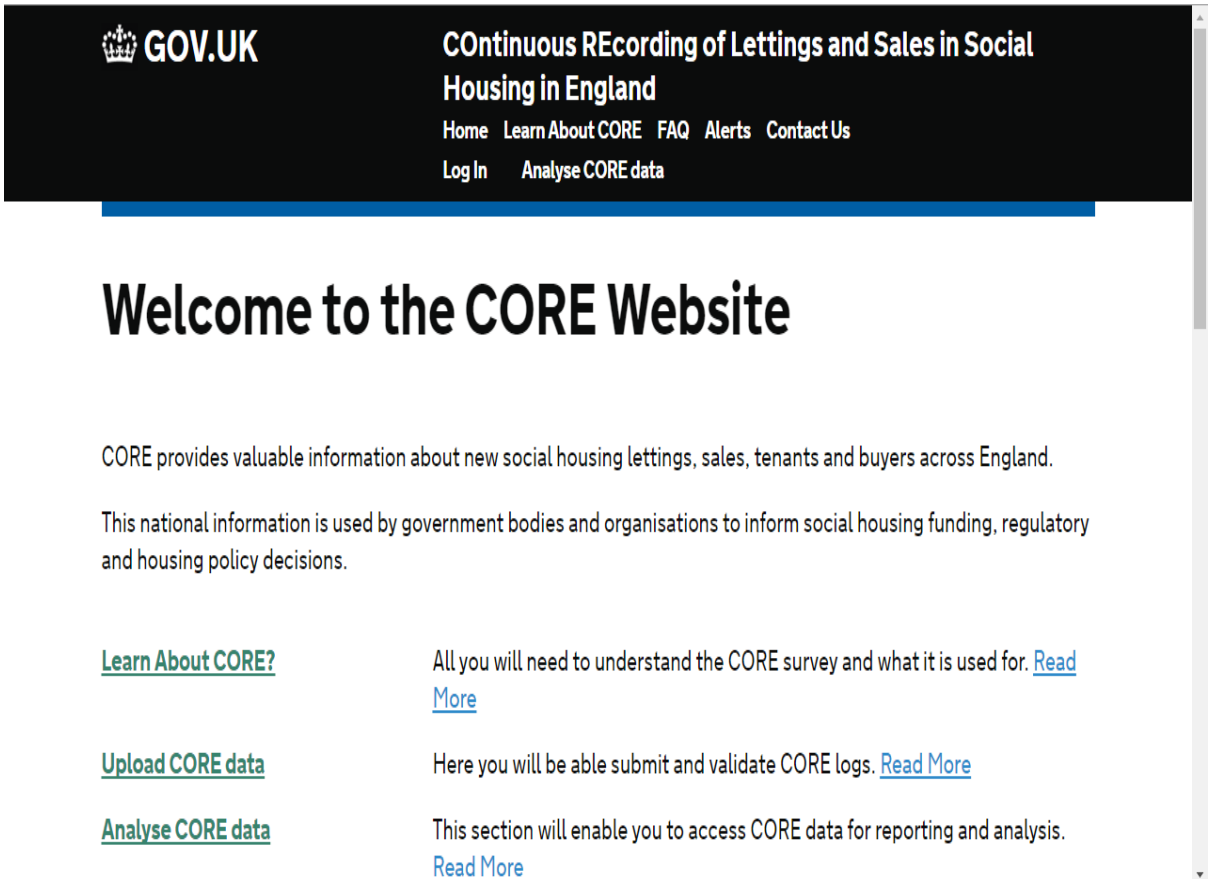
http://ukdataservice.ac.uk/get-data/how-to-access/registration/otherukusers

The log forms and data dictionaries for each year can be accessed from the 'Guides and Manuals' page. Within that, the latest year's CORE Manual provides a detailed description of the data collected and the definitions used.

A broader overview of CORE is available from the 'Learn About CORE' section of the website.

Home Page

The Home page contains 2 sets of defined links at the top and left-hand side of the page from which you can navigate to other sections of the site.

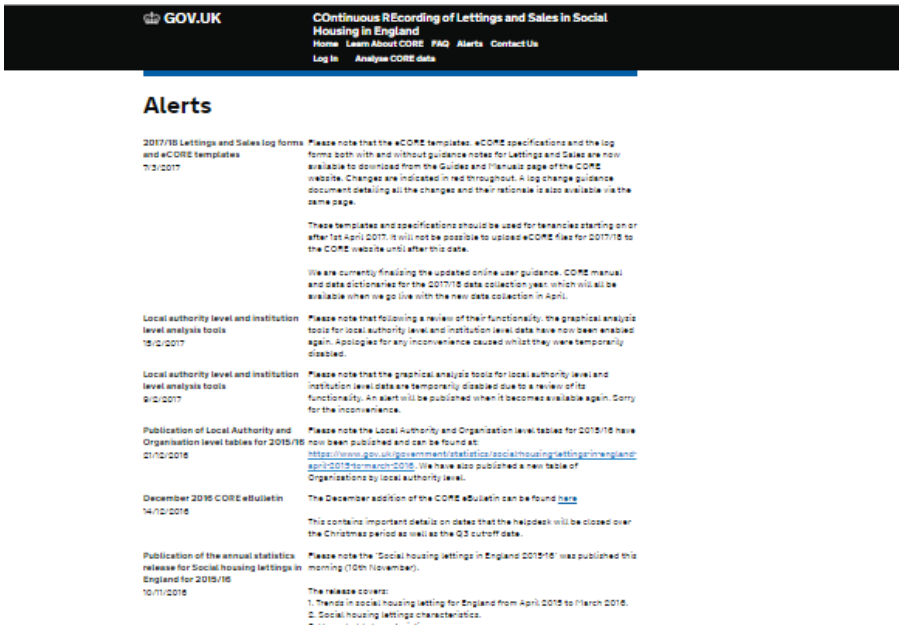


Let us take you through each of the links in more detail.

Alerts

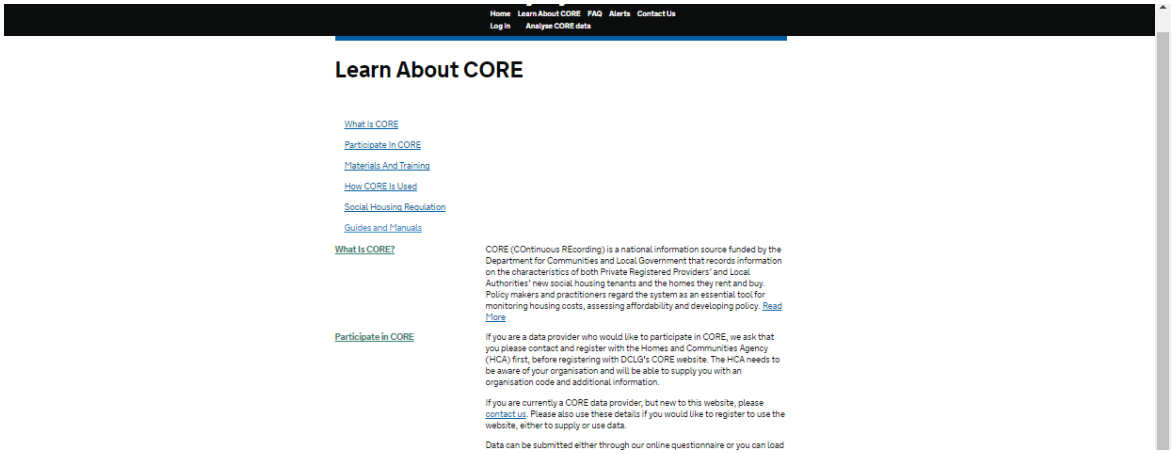
The CORE Team posts alerts, whenever necessary, to inform users of, for example, submission deadlines, routine downtime of the system and quarterly data publication, alongside other important notices relevant to users.

The most recent alerts will show on the 'Home' page. All alerts (including historic alerts) can be accessed via the 'Alerts' link in the ribbon across the top of the 'Home' page.



3. Learn about CORE

In this section, you will get to know all about what the CORE system is, how users can participate in it, how the system is used, materials and training and the regulations involved.



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. Intermediate Rent - General Needs (*)
6. Intermediate Rent - Supported Housing (*)
7. Sales

(*) – The Intermediate Rent log types are extensions of existing Rent to Buy logs types. Intermediate Rent logs were introduced from the 2021/22 reporting year, with Rent to Buy logs originally introduced in the 2017/18 reporting year.

User Types

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

User profiles available on the CORE website	
User Type	**Action**
Administrators (MHCLG)	• Create and edit organisations (known as 'institutions') in the system. • Create and edit user accounts. • View all data. • View all performance reports. • Monitor data submission. • Respond to data submission problems. • Manage website content.
Co-ordinators	• Create new Data Provider accounts within their organisation and take responsibility for ensuring that user details are up-to-date. • Responsible for ensuring their organisation's data is correct for reporting any changes to DLUHC and answering DLUHC quality queries (e.g. suspected errors in data submitted). • Enter and edit data (although it is preferable to enter data through a Data Provider account, so it is visible to all relevant Co-ordinators in the organisation). • Download and edit their own valid and invalid logs at record level and those of the data providers that are linked to their Co-ordinator account. • View their own performance reports, and those of data providers that are linked to their Co-ordinator account. • View graphical analysis and pdf pre-defined reports at national, local authority area and their own organisation levels. • Can designate their own and data providers' specific contact priority for an area of speciality. • Reassign logs to specific users. • Manage their organisation's supported housing management groups and schemes.
Data Providers	• Responsible for ensuring their organisation's data is correct, and for reporting any changes to their

	Coordinator or DLUHC Helpdesk. • Enter and edit data, manually or by bulk upload. • View, search, download, edit and drop their own logs. • View their own performance reports. • View graphical analysis and .pdf pre-defined reports at national, local authority area and their own organisation's levels. • Can designate their own specific contact priority for an area of speciality.
Data Protection Officer	• Signs the data sharing agreement between DLUHC and their organisation. • Responsible for ensuring that tenants/purchasers making a letting/purchase from their organisation are shown DLUHC's privacy notice (or that their organisations' privacy notice includes a link to DLUHC's). • Confirms in the CORE system that the above two actions have taken place.
Members of the Public	• Do not need to register to gain access. • Can view public documents available on site, such as site guidance and example sales and lettings logs. • Can view data published at national and local authority levels.

Contact Priority

Organisations and DLUHC administrators can set up user profiles when creating new users. These enable DLUHC to target communications at specific user groups and we would encourage organisations to use these to ensure they receive all the communications relevant to them. These are defined in this table:

Duplicate Account	For an existing CORE user requiring a separate ID (to provide data for more than one organisation within the same parent group, for example). Please note, a user will only be able to view data relating to one particular organisation at any given time but can also separately for the other organisations they legally hold accounts for.
eCORE contact	For eCORE (or bulk upload) contacts to address formatting, scope or technical issues.
Key Performance Contact	Leading CORE or other social housing lettings and sales contacts that the organisation would wish us to contact, perhaps urgently in the first instance with system alerts, particularly as regards performance issues, relating to volume and the quality of the data provided.
Performance and eCORE contact	Combined Key Performance and eCORE users (as above).
Senior stakeholder	This contact 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 to Senior Stakeholder.
Data Protection Officer	Data Protection legislation (*) came into effect in May 2018. Every organisation providing data needs to set up a Data Protection Officer whose responsibility is to sign the Data Protection Agreement on CORE on behalf of the organisation.
Private Data Downloader (only applicable to a few particular public organisation contacts and not those who provide CORE data)	This contact has been given special access to the private area of the website by the MHCLG CORE Team.

** Data Protection legislation came into effect on 25th May 2018 and since then organisations registered with CORE are now required to:*

1. Sign the Data Sharing Agreement to submit CORE data for that organisation. Organisations should ensure they set up a Data Protection Officer user who will be responsible to sign the Agreement on the organisations' behalf.

2. Confirm that all of the organisations' users are aware that there is a requirement for confirmation that the tenants/buyers referred to in the letting/sale logs have seen the privacy notice. This must be done for each log submitted by the organisation's user. Users will also need to complete a new column in any eCORE template (column 118 for Lettings and 109 for Sales) where a 'YES' response will be represented by a '1' in those columns for each log. For those records for which this cannot be confirmed, this will be shown as an error, but users can edit this via the system to validate later.

4. Analyse CORE Data

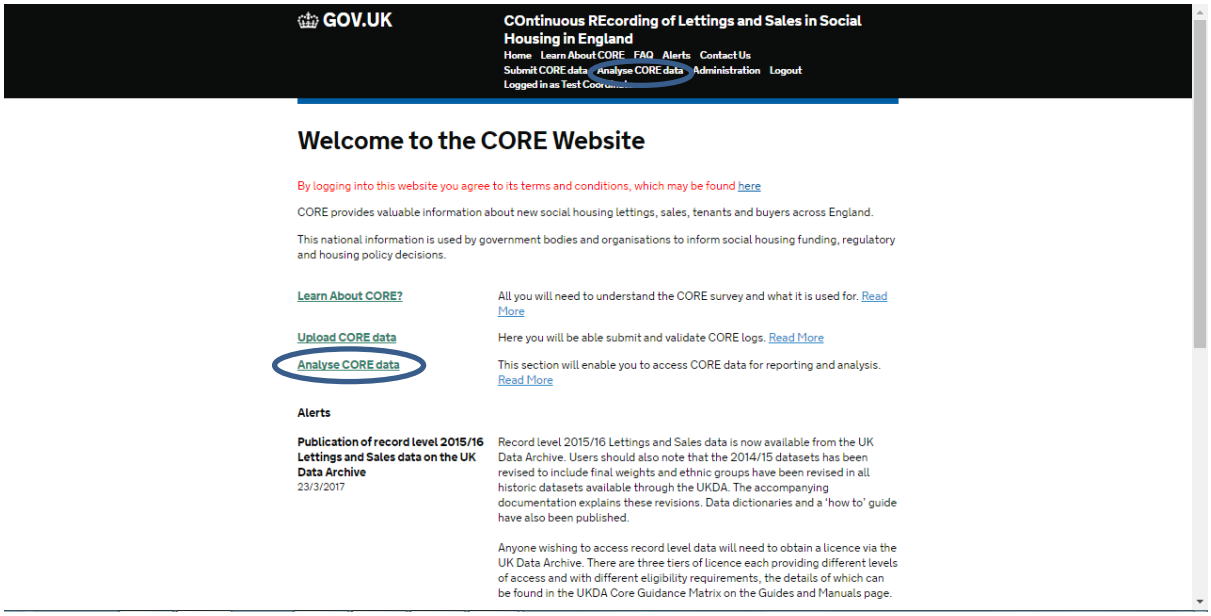
CORE reports are published on a quarterly and annual basis within the system. At the end of the reporting year, DLUHC separately publishes an annual National Statistics release including a report, infographic, summary tables, sub-national tables and maps based on this reported data after statistically 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.

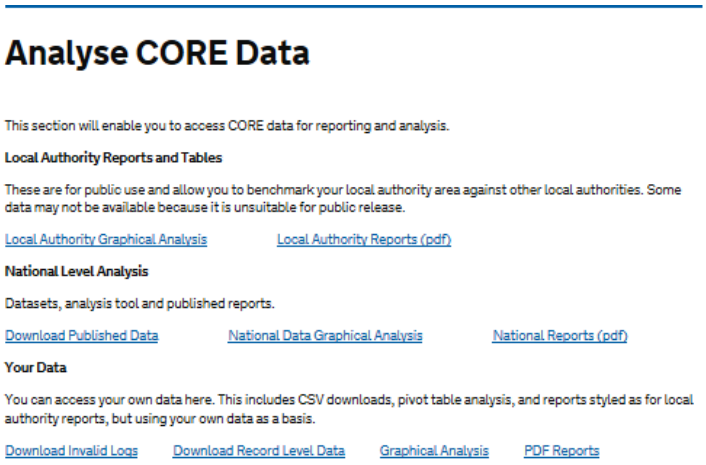
All the Department's latest CORE-related publications are available online at:

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

Accessing 'Analyse CORE Data'

Please select 'Analyse CORE Data' either from the ribbon across the top or via the link on the left-hand side of the home 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

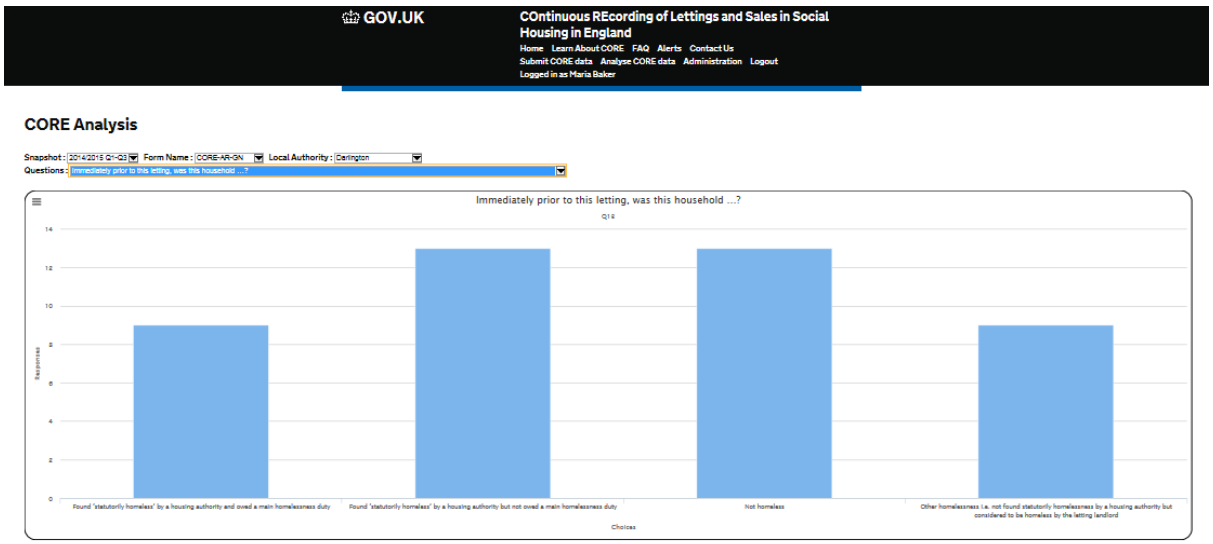
Local Authority Area Data Analysis and Tables – Interactive Tool

This section allows Co-ordinators, Data Providers and members of the public alike to view data at a local authority area level, except data which due to confidentiality requirements is not suitable for public release.

Data can be viewed via an interactive graphic analysis tool available from the ‘Analyse CORE Data’ page of the CORE website.

A period of interest needs to be specified, along with the letting/sale type and the local authority area of interest. You can then select which log question you are interested in and the graphic tool presents a graphic view of the data. If the data is numerical (i.e. non-categorical), the tool will only present the total of valid counts and the mean average 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.

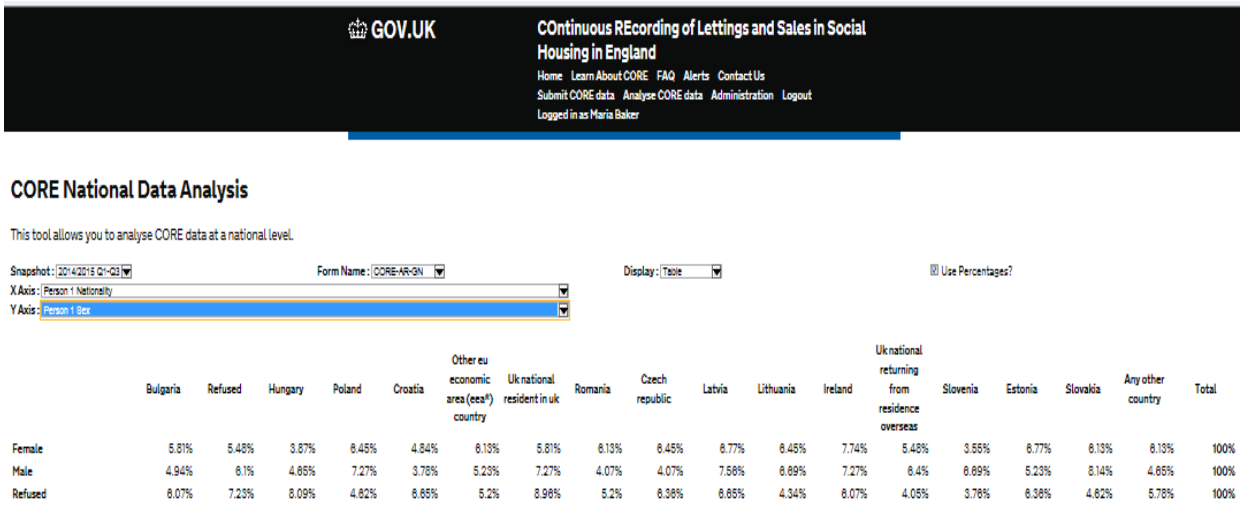
National Data Analysis and Tables – Interactive Tool

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 letting/sale type will need to be selected from the drop-down menus.

You can also create your own tabulation crossing two fields of interest. For example, in order to examine the Nationality by Gender 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 format 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.



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 Maria Baker

CORE National Data Analysis

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

Snapshot: 2014/2015 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%	6.45%	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%	8.14%	4.65%	100%
Refused	6.07%	7.23%	8.09%	4.62%	6.65%	5.2%	8.96%	5.2%	6.36%	6.65%	4.34%	6.07%	4.05%	3.76%	6.36%	4.62%	5.78%	100%

If you would like further information about CORE, please contact CORE Helpdesk through the customer portal at:
https://digital.dclg.gov.uk/jira/servicedesk/customer/portal/4/group/21