



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

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1. Welcome to CORE

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

We 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 those involved in the development and testing of the new 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 bulk upload functions for each letting type and for 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 provides tools for MHCLG administrators to manage the CORE system effectively.



2. Accessing the CORE website

CORE is accessed through <https://core.communities.gov.uk> or alternatively through MHCLG's [website](#).

This Guidance

This guidance covers the essential functionalities of the system and how members of the public can use the data in the system 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.

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 log forms and data dictionaries for each year can be accessed from the '[Guides and Manuals](#)' page. The [CORE Manual](#) provides a detailed description of the data collected and definitions used.

A broader overview of CORE is available from the 'Learn About CORE' section of the website, linked to from the home page.

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.



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.

Alerts

The CORE team posts alerts to inform users of quarterly publication of data, alongside other notices relevant to data providers.

The most recent alerts will show on the home page. All alerts (including historic alerts) can be accessed via the alerts page, accessible by clicking on 'Alerts' in the ribbon across the top of the home page.



GOV.UK
Continuous Recording of Lettings and Sales in Social Housing in England
Home > Lettings & Sales > CRIS > Alerts > Alerts

Alerts

<p>2017/18 Lettings and Sales log forms 15/10/2017</p>	<p>Please note that the CRIS templates, CRIS specifications and the log forms both with and without guidance notes for Lettings and Sales are now available to download from the Guidance and Support page of the CRIS website. Changes are indicated in red throughout. A log change guidance document detailing the changes and their rationale is also available on the CRIS page.</p> <p>The CRIS template and specifications should be used for the collection of data on lettings and sales for 2017/18. It will not be possible to submit CRIS data for 2017/18 to the CRIS website until after the date.</p> <p>We are currently finalising the updated online user guidance CRIS manual and data collection for the 2017/18 data collection year which will be available later in the year via the CRIS website.</p>
<p>Local authority level and institution level analysis tools 15/10/2017</p>	<p>Please note that following a review of functionality, the graphical analysis tools for local authority level and institution level data have now been updated with a new design for an improved user experience. View the new design.</p>
<p>Local authority level and institution level analysis tools 15/10/2017</p>	<p>Please note that the graphical analysis tools for local authority level and institution level data are temporarily disabled due to a number of data functionality issues. We will be publishing a new release in due course for the implementation.</p>
<p>Publication of Local Authority and Organisation level data for 2017/18 21/10/2018</p>	<p>Please note the Local Authority and Organisation level data for 2017/18 have been published and can be found at http://www.gov.uk/government/collections/rents-lettings-and-tenancies/2017-18-local-authority-and-organisation-level-data. The data also includes a new 'Type of Organisation' data field.</p>
<p>December 2018 CRIS activities 14/12/2018</p>	<p>The December edition of the CRIS eBulletin can be found here.</p> <p>This contains important details on dates that the deadline will be closed over the Christmas period as well as the Q3 cut-off date.</p>
<p>Publication of the annual statistics release for Social Housing Lettings in England for 2018/19 10/11/2018</p>	<p>Please note the Social Housing Lettings in England 2018/19 has published this morning (10/11/2018).</p> <p>The release covers:</p> <ul style="list-style-type: none"> 1. New and repeat housing lettings in England from April 2018 to March 2019. 2. Social housing lettings characteristics. 3. Household characteristics. <p>The release with the necessary tables and maps can be found at http://www.gov.uk/government/collections/rents-lettings-and-tenancies/2018-19-social-housing-lettings-annual-statistics.</p>
<p>2018/17 Housing organisations logs 10/11/2018</p>	<p>We previously notified users of a technical error which prevented some users from using the 'Log' option on the log (2018/18) dashboard. We have now resolved the issue and users should now be able to fill in all of the log relating to their organisations.</p>
<p>CRIS logs review proposed changes 14/10/2018</p>	<p>We have published proposals being considered for the 2017/18 CRIS Lettings and Sales Log Log. Data providers are invited to provide feedback on these proposals. The feedback will be used to inform the development of the next iteration of the log and data providers and organisations to produce the next 2017/18 log website.</p> <p>Please be aware feedback on these proposals during the proposal period is to CRIS@gov.uk and not directly to the Property Data Collection 2018. All changes are subject to the usual CRIS governance process.</p>
<p>2018/17 Q3 Cut-off date 23/08/2018</p>	<p>The Q3 cut-off date for 2017/18 data remains in Friday 23rd October. Logs entered after this date will not be included in Q3 data. Please refer to our guidance on data submission and upload logs for your CRIS organisation website for the date.</p> <p>We appreciate that some users are experiencing an ongoing analytical challenge and will continue to work with them to resolve this as quickly as possible.</p>

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



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.

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 two Rent to Buy log types were additions from the 2017/18 reporting year onwards and so will not be found for previous years.

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)	<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 correct, and for reporting any changes to MHCLG• Enter and edit data, manually and with bulk upload (although it is preferable to enter data through a data provider account so it is visible to all co-ordinators in the organisation)



	<ul style="list-style-type: none">• 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 and pdf pre-defined reports of national data, local authority area data and 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 scheme
<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 MHCLG• 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 example sales and lettings logs • Can view data published at a national and local authority level

Contact Priority

Organisations and MHCLG administrators can set up user profiles when creating new users. These enable MHCLG 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	<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	<p>For a key contact for the bulk upload functionality for letting or sales.</p> <p>Responsibilities may cover formatting, scope or technical issues.</p>
Key performance contact	<p>Users that the organisation would wish us to contact in regards to performance issues, both relating to</p>



	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)* which came 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.

* The new data protection regulation GDPR came into effect on the 25th May 2018 and since then organisations registered with CORE are now required to:

1. Sign the new [Data Sharing agreement](#) in order to submit any data for that organisation. 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 applies to all records collected as from the 28th of May 2018 onwards.

If a user cannot be considered under any of the profiles above, please select 'None' from the drop-down menu. If you would like the person to be profiled and be considered a key contact for a particular functionality (i.e. reporting issue) but cannot find a suitable profile, please indicate 'Other' and feed this back to the CORE helpdesk at CORE@tso.co.uk. MHCLG will continue to develop this user profiling system to help us better target our communications to data providers and users in regards to CORE data.



4. Analyse CORE Data

CORE reports are published on a quarterly and annual basis within the system.

At the end of the reporting year, MHCLG separately publishes an annual National Statistics release including a report, infographic, summary tables, subnational 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'

Please click on 'Analyse CORE data' either from the ribbon across the top or via the link on the left side of the home page.

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 Coor...

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

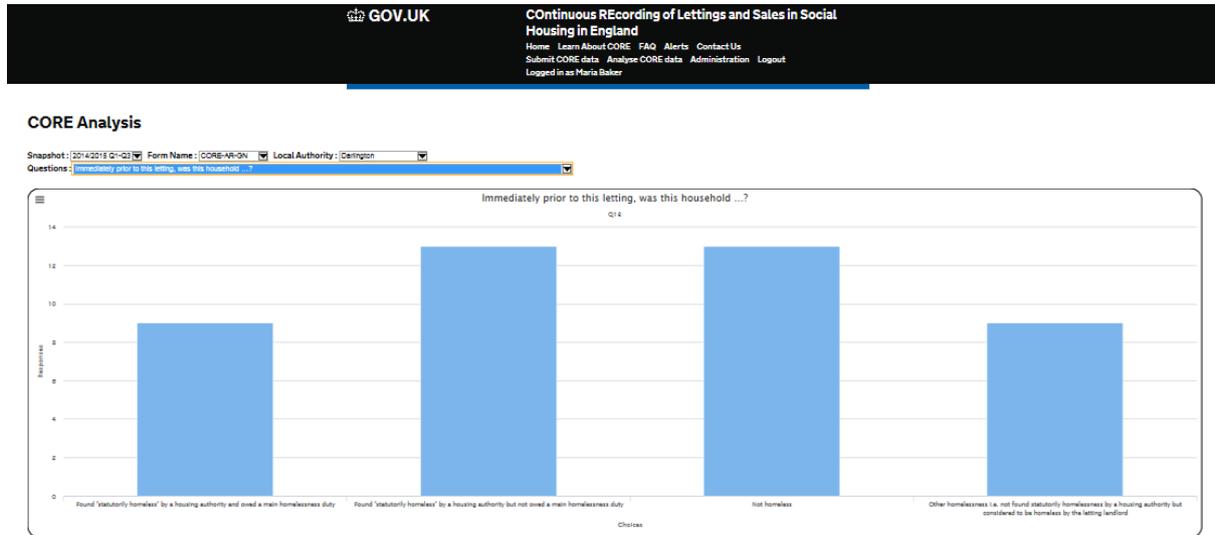
This section allows co-ordinators, data providers and members of the public to view data at a Local Authority area level, except data which due to confidentiality requirements is not suitable for public release.

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 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-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%	5.46%	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%	4.62%	6.65%	5.2%	6.96%	5.2%	6.38%	6.65%	4.34%	6.07%	4.05%	3.76%	6.38%	4.62%	5.78%	100%

If you would like further information about CORE Please contact the helpdesk at CORE@tso.co.uk or 0333 202 5084.