



Department for Communities and Local Government

17th September 2015

The Department for Communities and Local Government (DCLG) wishes to inform that the COntinuous REcording of Social housing (CORE), which is currently managed by TNS, will soon be supported by an in-house system and managed directly by the CORE team in DCLG. This will allow DCLG to have more direct engagement with data providers and 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 in-house system in order to minimise the impact that the change will have to data providers and users, and improve on the current TNS system where possible. Data will continue to be collected through both manual entry and bulk upload of data using the existing CORE forms. The functionality of the TNS system has been transferred where possible, however, some changes have been made to improve or adapt the system.

There will be a seamless switch over from the TNS to the DCLG systems and the final switch over date will be announced on the TNS and DCLG websites on the 6th October 2015, alongside publication of the annual national statistics on social housing lettings. At this time DCLG will publish detailed guidance on how to use the new system and on the key differences from the current TNS system. This will include details of the new DCLG Helpdesk.

Please note that until the switch over date, data should continue to be entered through the current TNS website as per usual practice. Data already in the TNS system will be transferred to the new system, including data which is deemed valid, queried, or partially complete.

The CORE team at DCLG would also like to take the opportunity to thank again all data providers that have been involved in the testing of the new system and provided feedback to help improve it. As with most new systems, further future developments may be needed after going live so data providers are encouraged to provide further feedback to help identify further improvements needed.