



Department for Levelling Up,  
Housing & Communities



# English Housing Survey

Quality Report, 2020-21



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# Introduction and summary

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1. This Quality Report provides a brief summary of the key quality related matters that users of the 2020-21 English Housing Survey (EHS) need to be aware. A more detailed discussion of the survey methodology and how it affects quality is provided in the EHS Technical Report, which includes chapters on sampling, questionnaire, fieldwork, response rates, data processing, weighting standard errors and, for this year, the impact of the COVID-19 pandemic on the survey.
2. This report is aligned to the UK Statistics Authority's Code of Practice for Statistics<sup>1</sup> and the UK Government's Data Quality Framework<sup>2</sup>. It covers all the dimensions of quality measured by the Government Statistics Service (GSS) Quality Strategy<sup>3</sup>, namely:
  - Relevance, including meeting users' needs;
  - Accuracy and reliability of the data and findings;
  - Timeliness and punctuality of the release of data and findings;
  - Accessibility and clarity of the outputs; and
  - Coherence and comparability of the survey over time, harmonisation with GSS standards and compatibility with housing surveys carried out by the devolved administrations.

## A history of the English Housing Survey

3. The English Housing Survey (EHS) is the flagship survey of the Department of Levelling Up, Housing and Communities (DLUHC). It collects information about people's housing circumstances and the energy efficiency and condition of the housing stock in England. It covers all housing tenures and provides valuable information and evidence to inform the development and monitoring of DLUHC's housing policies.

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<sup>1</sup> <https://code.statisticsauthority.gov.uk/the-code/>

<sup>2</sup> <https://www.gov.uk/government/publications/the-government-data-quality-framework/the-government-data-quality-framework>

<sup>3</sup> <https://gss.civilservice.gov.uk/policy-store/government-statistical-service-gss-quality-strategy/#appendix-b-what-is-quality->

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4. The Department for Business, Energy and Industrial Strategy (BEIS) makes an annual financial contribution to the EHS and uses the data to measure the effectiveness of its policies designed to improve the energy efficiency and to monitor the statutory fuel poverty targets.
  5. The EHS is one of the longest standing surveys in government, with 2017 marking the 50th anniversary of the first survey in 1967. The initial one page survey form used in 1967 was the first in the world to set benchmark for housing conditions based on inspections of a random sample of the homes across whole nations. At that time, the survey covered England and Wales<sup>4</sup>. Data collection was carried out by trained public sector personnel including environmental health professionals.
  6. The EHS, as we know it now, was launched in April 2008 bringing together two former housing surveys – the English House Condition Survey<sup>5</sup> and the Survey of English Housing<sup>6</sup>.
  7. In April 2011, the UK Statistics Authority designated the official outputs of the EHS as National Statistics following an assessment in September 2010<sup>7</sup>. The assessment was made in accordance with the Statistics and Registration Service Act 2007 and signified compliance with the Code of Practice for Official Statistics. Designation means that the official outputs of the EHS meet the highest standards of trustworthiness, quality and public value as set out in the Code of Practice. In short, the official outputs of the EHS: meet identified user needs; are well explained and readily accessible; are produced according to sound methods and are managed impartially and objectively in the public interest..

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<sup>4</sup> A report to mark the 50<sup>th</sup> anniversary of the EHS, which examines how the English housing stock changed between 1967 and 2017 can be found here: <https://www.gov.uk/government/publications/50-years-of-the-english-housing-survey>

<sup>5</sup> The English House Condition Survey started in 1976 and was carried out every five years until 2001. From 2003 onwards, the English House Condition Survey operated continuously until it merged with the Survey for English Housing to form the EHS. Prior to the English House Condition Survey, a Regional Housing Survey in 1967 and Housing Condition Survey in 1971 included a physical survey similar to that in the English House Conditions Survey. The physical survey from 1986 was carried out by professional chartered surveyors, architects or environmental health officers. The English House Condition Survey reports are available on The National Archives website - <https://webarchive.nationalarchives.gov.uk/20121102183508/http://www.communities.gov.uk/housing/ho-usingresearch/housingsurveys/englishhousecondition/>

<sup>6</sup> The Survey of English Housing was a continuous household survey. It collected information from nearly 20,000 households each year about the housing characteristics of households and people's attitudes to housing and related matters. It started in 1993-94 and operated continuously until 2007-08. The Survey of English Housing reports are available on The National Archives website - <http://webarchive.nationalarchives.gov.uk/20121108165934/http://www.communities.gov.uk/housing/ho-usingresearch/housingsurveys/surveyofenglishhousing/>

<sup>7</sup> [https://uksa.statisticsauthority.gov.uk/wp-content/uploads/2015/12/images-assessment-report-57-statistics-from-the-english-housing-survey\\_tcm97-34184.pdf](https://uksa.statisticsauthority.gov.uk/wp-content/uploads/2015/12/images-assessment-report-57-statistics-from-the-english-housing-survey_tcm97-34184.pdf)

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8. Since the designation of the EHS as National Statistics, DLUHC has improved the EHS further by:
    - publishing annual quality and technical reports as formal documentation of the quality and technical aspects of the EHS;
    - shortening the publication timeline of the headline and annual reports by two and three months respectively;
    - releasing more accessible findings using thematic reports, fact sheets and infographics; and
    - sharing best practice with the housing surveys in Scotland, Wales and Northern Ireland and, when possible, presenting UK-wide findings.
  9. The Office for Statistics Regulation carried out a compliance check on the EHS in Autumn 2020 and reconfirmed the survey's official outputs as National Statistics.
  10. Conducting the EHS requires a diverse range of technical expertise not available in-house so DLUHC has commissioned the research agencies below to conduct the EHS.
    - 2008-09 to 2011-12 - the Office for National Statistics, MMBL- CA Design Services (CADS) and the Building Research Establishment (BRE)
    - 2012-13 to 2015-16 - the National Centre for Social Research (NatCen), CADS, BRE and Bryson Purdon Social Research
    - 2016-17 to 2020-21 - NatCen, CADS and BRE.
  11. The procurement of the fourth contract was due to start in March 2020 but that was suspended in response to the uncertainties resulting from the COVID-19 pandemic. To ensure that the suspension of the procurement did not disrupt the time series, DLUHC extended the third contract to cover the 2021-22 EHS. The procurement of the fourth contract recommenced in June 2021 with the plan to appoint a contractor to carry out the 2022-23 to 2025-26 surveys.
  12. Between April and June 2020, face-to-face fieldwork was suspended on the EHS in response to the limit on social contact introduced in response to the COVID-19 pandemic. During that period, DLUHC and the contractors of the EHS adapted the methodology to enable the fieldwork on the 2020-21 EHS to take place within the constraints of the COVID-19 restrictions. In addition, DLUHC launched the Household Resilience Study to follow up respondents of the 2019-20 English Housing Survey to find out how their household and housing circumstances had

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been affected by COVID-19. The study followed up respondents at three key time points, in June-July 2020 (during the first nationwide lock down), November-December 2020 (at the end of the furlough scheme) and April-May 2021 (just before the removal of all legal limits on social contact).<sup>8</sup>

## Overview of methodology

13. The population or key units of interest of the EHS are residential households and dwellings in England. A dwelling is defined as a unit of accommodation where all the rooms and amenities are for the exclusive use of the household(s) occupying them. The EHS collects information about the respondents' main home so it defines a household as one person or a group of people (not necessarily related) who have the accommodation as their only or main residence, and (for a group) share cooking facilities and share a living room or sitting room or dining area. This definition is slightly different from the definition used in the 2011 Census<sup>9</sup>.
14. The EHS has two components, a household interview survey and a physical inspection of the interior and exterior of dwellings. The interview survey is undertaken with approximately 13,300 households each year and the physical inspection is carried out on 6,200 dwellings. About 6,000 of the inspections are of the dwellings of households included in the interview survey and 200 are of dwellings found to be vacant at the time of the interview survey. The sample of both the household survey and physical inspection are selected using random probability sampling. The interview surveys are conducted by trained interviewers and the physical surveys are carried out by qualified surveyors. Data collection on the EHS operates continuously over all four quarters of the year.
15. Before the limit on social contact introduced in response to the COVID-19 pandemic necessitated the EHS to adapt its fieldwork methodology, the interview survey and physical inspection were carried out face-to-face at the respondents' home. In 2020-21 the interview survey was carried out on the telephone and the physical inspection was restricted to an assessment of the exterior of the dwelling, supplemented by factual data on the interior of the dwelling the surveyor collected (socially distanced) at the doorstep and, if available and applicable, supplementary data from the Energy Performance of Buildings Register<sup>10</sup> and web-based tools such Google Earth and

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<sup>8</sup> <https://www.gov.uk/government/statistics/household-resilience-study-wave-3>

<sup>9</sup> Unlike the EHS, the 2011 Census' definition of a household did not require household members to have the accommodation as their only or main residence. So the 2011 Census defined a household as one person living alone, or a group of people (not necessarily related) **living at the same address** who shared cooking facilities and shared a living room or sitting room or dining area.

<sup>10</sup> <https://epc.opendatacommunities.org/>

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Rightmove. The implications of the change in fieldwork methodology on the quality of the 2020-21 EHS are covered in the subsequent sections of this report.

16. The data collected from the interview surveys are analysed on an annual, financial year, basis. The data from the physical survey are analysed on a two year rolling basis. The results of the physical survey presented for '2020' are based on fieldwork conducted between April 2019 and March 2021.
17. The sample of the EHS is representative of the population of England. For the survey years 2008-09 to 2011-12, the sample was selected using a simple random sample design. The sample design changed in 2012-13 so that the sample is currently unclustered over two years of the survey, but is clustered over a single year. The advantage of this approach is that it reduces the fieldwork area to half the country in any one year so interviewer and surveyor travel time and costs are significantly reduced.
18. The EHS sample is stratified by geographic region, Census-based data on tenure and households with a Household Reference Person who worked in non-manual occupations, and subsampled by tenure (identified using Experian's Residata)<sup>11</sup>.
19. To produce unbiased estimates for the population of households and dwellings in England, a process of weighting is carried out. This includes:
  - Scaling up to the total number of addresses in the sample frame;
  - Adjusting for selection probabilities where there is not a one-to-one relationship between the address and dwelling or the dwelling and household;
  - Modelling to produce response weights adjusting for non-response bias;
  - Calculating a design factor to adjust for tenure subsampling; and
  - Calibration to control totals.
20. Since the 2013-14 EHS, weights have been calibrated to one set of control totals for households/dwellings using the DLUHC dwelling stock estimates. Before that, the calibration was to two sets of control totals for households by age, sex and tenure from the Labour Force Survey and dwelling control totals from DLUHC's dwelling

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<sup>11</sup> Experian possess a database that contains information obtained from a number of sources including insurance companies, Census, etc. referred to as Residata. It is from this that information is taken on predominant tenure within a postcode as well as other information. The matching of the EHS sample to Residata is carried out by BRE.

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stock estimates. Details on the weighting methodologies applied before and after 2013-14 are available on Gov.uk<sup>12</sup>.

21. A smoothing procedure was introduced to the weighting process from the 2015-16 EHS. The smoothed weights were used for producing the published findings of the 2015-16 and subsequent surveys in the series. The dwelling-to-household ratios used to derive the weights were smoothed by taking the average ratio across two years of the EHS (2018-19 and 2019-20 for the 2019-20 EHS weights). The smoothing procedure is described in more detail in the technical report of the 2015-16 EHS<sup>13</sup>.

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<sup>12</sup> <https://www.gov.uk/government/publications/english-housing-survey-weighting-methodology-introduced-in-2013-to-2014>

<sup>13</sup> <https://www.gov.uk/government/publications/english-housing-survey-2015-to-2016-technical-report>



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# Section 1

## Relevance

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*The degree to which statistical outputs meet users' needs<sup>14</sup>.*

### Challenges to the EHS' ability to meet users' needs as a result of COVID-19

- 1.1. The COVID-19 pandemic put two big demands on the survey. The first was to find a means to monitor the impact of the pandemic on people's housing circumstances. The second was the requirement to redesign the EHS fieldwork methodology to conform with the limit on social contact so the survey could collect data in 2020-21.
- 1.2. The response to the first challenge was the launch of the Household Resilience Study (HRS). The study followed up respondents of the 2019-20 EHS at three key time points in the pandemic: in June-July 2020 (during the first nationwide lockdown), November-December 2020 (at the end of the furlough scheme) and April-May 2021 (just before the removal of all legal limits on social contact).<sup>15</sup> The findings from each round of the HRS was published within months of the completion of fieldwork and cover changes in housing affordability; households' employment, income and other characteristics; and loneliness and well-being.
- 1.3. In addition to commissioning the HRS, DLUHC has used EHS findings directly to support policy response to COVID-19. Ad hoc analyses were carried out to examine overcrowding. The scope of the 2019-20 EHS Headline Report published in December 2020<sup>16</sup> was extended to include topics salient to the response to COVID-19 such as internet access, access to outside space, and loneliness.
- 1.4. The redesign of the EHS' fieldwork methodology involved moving data collection on the interview survey to the telephone and collecting the physical inspection data using an assessment of the exterior of the dwelling together with a short interview carried out (socially distanced) at the doorstep and data linking with the

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<sup>14</sup> <https://gss.civilservice.gov.uk/policy-store/quality-statistics-in-government/#the-ess-dimensions-of-quality>

<sup>15</sup> <https://www.gov.uk/government/statistics/household-resilience-study-wave-3>

<sup>16</sup> <https://www.gov.uk/government/statistics/english-housing-survey-2019-to-2020-headline-report>

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Energy Performance of Buildings Register<sup>17</sup> and web-based tools such as Google Earth and Rightmove to gather factual data on the interior of the dwelling. The redesign enabled fieldwork to resume in July 2020, ensuring that data collection covered most of 2020-21 to minimise seasonal effects.

- 1.5. The EHS is a key data source for the annual Fuel Poverty Statistics published by BEIS. The EHS and Fuel Poverty Teams worked closely together throughout the redesign of the fieldwork methodology and the development of the HRS to ensure that the 2020-21 EHS and the HRS serve the needs of both departments.

## Annual review, user consultation and their impact on relevance

- 1.6. In parallel to supporting the rapid and short-term response to the COVID-19 pandemic, the EHS continued to take steps to meet longer term user needs by conducting the 2020 annual review and user consultation.
- 1.7. Each Autumn, the EHS team conducts a review and user consultation to decide the forthcoming data collection and reporting priorities of the following year. The review has three main objectives:
- To review the data collected and develop the data collection strategy of the next year to ensure that policy requirements are being met.
  - To review the modelled data to ensure that the concepts measured and standards applied are still appropriate to what users want to measure.
  - To review the outputs published and decide on the reporting strategy of the next year annual reports and the live tables.
- 1.8. Data collection on each year's EHS takes place between April and the end of March of the following year. To allow time for implementation, the data collection strategy of the 2020-21 EHS was developed as part of the 2019 review and user consultation. That review was slightly different to previous years'. Given the speed at which policy priorities were changing in the latter half of 2019 due to a General Election, the EHS team, with the agreement of the EHS User Group<sup>18</sup>, decided against developing brand new questions to collect data which may no longer be relevant for policy development when they are available in 2022. Instead, the data collection review in 2020 focused on improving the core

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<sup>17</sup> <https://epc.opendatacommunities.org/>

<sup>18</sup> The User Group comprises over 30 policy officials and analysts from the core government departments that use the EHS (MHCLG, BEIS and the Home Office). Membership of the EHS User Group is reviewed and refreshed annually to ensure that all relevant policy teams have representation. The group is chaired by the Head of the EHS.

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questions in both the interview and physical surveys to ensure that the EHS will provide better quality data for policy making going forward.

- 1.9. The review on the modelled data of the 2020-21 EHS took place in 2020 and focused on handling the impact of the redesign of the fieldwork methodology in response to the COVID-19 pandemic. The reduction in the scope of the physical survey has meant that the EHS collected limited information on the interior of dwellings in 2020-21. The move to carrying telephone interviews has meant that interviewers did not visit sampled addresses to identify vacant dwellings to enable them to be sampled for the physical survey. The physical survey data collected in 2020-21, therefore, relate to occupied dwellings only. DLUHC has mitigated the impact of the changes in fieldwork methodology on the time series by developing quality assured approaches to provide the modelled or extrapolated on the following types of estimates for publication in the 2020-21 Headline Report.
- Extrapolated estimates for the whole (occupied and vacant) stock at national level on the prevalence of: non-decent homes; Housing Health and Safety Rating System (HHSRS) Category 1 Hazards; damp; and carbon monoxide alarms.
  - Revised modelled estimates excluding vacant dwellings on: SAP (Standard Assessment Procedure) Energy Rating; Energy Efficiency Ratio (EER) Bands; and data on heating, boiler and insulation—.
- 1.10. The weighting scheme was modified to take account of the changes in fieldwork methodology. The non-contact component of the interview survey non-response model used for calculating the household weights was replaced by a model related to households' propensity to opt into the telephone survey. The model on the participation of owners/key holders of vacant dwellings in the physical survey was not developed and the dwelling weights were developed for occupied dwelling only.
- 1.11. The work on modelling and extrapolation is continuing. DLUHC will publish further details in the 2020-21 EHS Technical Report.

## Reporting strategy for the 2020-21 EHS

- 1.12. The review of outputs also took a different format to previous years. The 2021 changes to the Machinery of Government which created DLUHC has enlarged the remit of the Department. To ensure that the outputs of the 2020-21 EHS are aligned fully to the Department's new strategic focus, the EHS Team began the review by consulting the DLUHC Housing Strategy Board. The EHS Team

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presented the Board with an initial outline of the reports on the 2020-21 EHS and asked for feedback on the approach, including identifying information gaps; proposals that would not be of value; ideas requiring further development. On the basis of the comments from the Housing Strategy Board, the EHS team worked with policy leads and other analysts and devised the reporting strategy of the 2020-21 EHS.

1.13. The findings from the 2020-21 EHS will be published in a series of short thematic reports and factsheets in July 2022. The reports will have about 20 pages of substantive contents while the factsheets will contain two sides of charts and infographics. The topics covered will include:

- The private rented sector;
- The social rented sector;
- Older people's housing;
- Leasehold;
- Housing quality and condition;
- Energy efficiency;
- Regional housing trends (fact sheet); and
- Overcrowding (fact sheet)

The contents of the reports are designed to support a range of government priorities, particularly housing policy, including work associated with the 2020 Social Housing White Paper (the Charter for Social Housing Residents); leasehold reform; the Building Safety Programme; levelling up; and decarbonisation.

1.14. The reporting format was developed in 2014-15 as a direct response to feedback from survey users who felt that the EHS reports produced before 2014-15 were too lengthy and technical. The current approach also fits well with guidance produced by the Government Statistical Service Good Practice Team and it is our view that it makes the EHS data more accessible to a wider audience.

1.15. In addition to the annual thematic reports, a series of over 100 data tables are published on gov.uk each year. These live tables are a rich source of trend data as they have been published each year since 2008-09.

1.16. The 2020-21 thematic reports supplement information provided in the headline report which was produced by the EHS team and was published in December 2021. While the user consultation helped identify priorities for the headline report, the content of the headline report does not change much year on year and the EHS team does not consult directly on its content.

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## Section 2

# Accuracy and reliability

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*The degree of closeness between an estimate and the true value<sup>19</sup>.*

- 2.1 This section summarises the steps taken to quality assure the EHS data and the main sources of bias and other errors that affect a sample survey of this type. The main sources of error are sampling error and non-sampling error, which includes coverage error, non-response error, measurement error, processing error and model assumption error. While it is not possible to measure all sources of error, quantitative estimates have been produced where possible and are published in the Technical Report.

### Sampling error

*Sampling error is the error that arises because the estimate is based on a sample survey rather than a full census of the population.*

- 2.2 The results obtained for any single sample may, by chance, differ from the true values for the population but the difference would be expected to average to zero over a number of repeats of the survey. The amount of variation depends on the size of the sample and the sample design and weighting method.
- 2.3 Although the estimates produced from a sample survey will rarely be identical to the population value, statistical theory allows us to measure the accuracy of any survey result. Standard errors can be estimated from the results obtained for the sample, and these allow calculation of confidence intervals which give an indication of the range in which the true population value is likely to fall.
- 2.4 A measure of the impact of the variation introduced by the sample design and the weighting is the design factor (deft). This is evaluated relative to the error that would have been produced had the survey been carried out using a simple random sample. A deft greater than one shows that the design and weighting have increased the variability of the estimate and increased the measure of the standard error relative to simple random sample design.

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<sup>19</sup> <https://gss.civilservice.gov.uk/policy-store/quality-statistics-in-government/#the-ess-dimensions-of-quality>

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- 2.5 Sampling error is discussed in more detail in Chapter 7 of the EHS technical report. That chapter includes examples of standard errors and confidence intervals calculated using the appropriate design factors.

## Coverage error

*Coverage error arises from failure to cover all members of the population being studied adequately*

- 2.6 The EHS sample is drawn from the Postcode Address File (PAF), a list of addresses maintained by the Post Office. That source provides good coverage of the population of interest, i.e. residential households and dwellings in England. The achieved sample of dwellings does not include any new dwellings built since the creation dates of PAF files from which the sample taken. The weights are adjusted using the number of new dwellings built between the PAF date and the reference date for the weighting to account for this error in coverage.

## Measurement error

*Measurement error may arise due to inaccuracies in individual measurements of survey variables because of the inherent difficulties of observing, identifying and recording what has been observed*

- 2.7 Measurement error may occur randomly, or may reflect a problem experienced by most or all interviewers or surveyors. The EHS has key mechanisms in place to minimise measurement error focus on the questionnaire and physical survey form development process and interview and surveyor training.
- 2.8 For the interview survey, researchers at NatCen responsible for the interview fieldwork, use in-house expertise in question design and testing to ensure that the questions are understood by respondents in the way intended. In addition, new questions introduced to the survey are reviewed by NatCen and DLUHC after the first quarter of data collection. While full-scale piloting of questions is not routinely undertaken for the EHS, NatCen's Questionnaire Development and Testing Hub reviewed the EHS questions asked of leaseholders in 2017-18 using a method known as cognitive testing. The recommendations of the review were implemented on the EHS from 2018-19<sup>20</sup>.

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<sup>20</sup> <https://www.gov.uk/government/publications/english-housing-survey-methodology-paper-cognitive-testing-of-leasehold-questions>

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- 2.9 For the physical survey, BRE and CADS who lead on the inspections work together apply expert knowledge of buildings research and housing surveys to minimise inconsistencies in the data collection process.
- 2.10 Assessing the condition of an individual dwelling poses more practical difficulties compared with collecting information about the characteristics of a household. Those difficulties mainly stem from the technical problems in the diagnosis and prognosis of any defects found in the dwelling. Difficulties are found particularly in more subjective assessments such as the state of repair. To assess effects of surveyors making different judgements about the same information, a calibration workbook exercise and a surveyor variability study (SVS) were conducted in 2014-15. The calibration workbook was a desk-based exercise, with surveyors asked to record assessments as they would in the field for a set of examples with descriptions and photographs of a number of dwelling faults. Results from the 2014-15 exercise showed no significant difference overall in the surveyors' assessments. The SVS involved a call-back exercise in which 300 properties were re-surveyed by a second surveyor and results compared with the first surveyor<sup>21</sup>. The survey measures with low levels of agreement tended to be found in the topic areas covering external environments and stock condition, and typically required a surveyor's opinion on topics with generally high degrees of variability (e.g. an opinion of the local area or the condition of a property). The annual training sessions for surveyors have been updated to target more the topics identified as having a higher observed level of variability.
- 2.11 In 2019-20, the EHS carried out a Surveyor Quality Study (SQS) to explore measurement errors in the physical survey component of the EHS. The SQS required all surveyors to survey two test properties for which a model answer had been produced by BRE and CADS. The test properties contained dwelling condition features of particular interests to the EHS. The surveyors carried out the work as a component of the practical element of their 2019-20 EHS briefing. The SQS was carried out in place of the SVS because the SQS can provide data on surveyor variance against an ideal or 'model' answer and so is of greater value for driving improvements in data quality compared with the SVS. The report of the SQS is due for publication in 2021 on the EHS Methodology page of Gov.uk<sup>22</sup>.
- 2.12 .All new interviewers receive distance learning material and complete a one-day training course in administering the EHS interview before starting fieldwork. All new surveyors receive distance learning material and complete a week long

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<sup>21</sup> <https://www.gov.uk/government/publications/english-housing-survey-methodology-paper-findings-from-the-2014-15-surveyor-variability-study>

<sup>22</sup> <https://www.gov.uk/government/collections/english-housing-survey-technical-advice>



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residential briefing course before starting work on the survey. Ongoing refresher distance learning via a newsletter and briefing days for interviewers and surveyors are provided as needed to ensure that fieldwork staff are kept up to date with new developments in the EHS.

## Processing error

*Processing error includes errors in data capture, coding, editing and tabulation of the data as well as in the assignment of weights.*

2.13 Processing error can be systematic, for example, an error in the programming syntax that leads to a wrong code being consistently applied in a particular set of circumstances. The EHS has mechanisms in place to ensure accurate data capture and processing to minimise processing error. They include:

- carrying out systematic testing of the Computer Assisted Personal Interviewing (CAPI) program used by interviewers to record interview survey answers;
- conducting extensive tests on the validation systems used in processing physical survey data; and
- testing the syntax for the automated data checking processes.

2.14 While random errors in entering data would, across replications, cancel each other out, such processing error can have an impact on the variance of survey estimates. The key checks put in place to minimise processing errors include:

- minimising data entry errors caused by the interviewer or incorrect answers given by respondents using a number of validation checks built into the CAPI program;
- reviewing addresses containing multiple household or dwellings to ensure selection that the sampling protocol has been followed;
- comparing key variables collected at the household interview with the physical survey; and
- validating data outputs with:
  - checks on case and variable completeness;
  - investigation of outliers;
  - time series comparison;
  - comparison with external data sources; and
  - selective case by case analysis.



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- 2.15 The number of errors that required alterations to raw data is monitored to ensure that quality standard is maintained.

## Response rates

*Non-response bias may occur if non-respondents differ from respondents. Non-response can lead to an increase in the variance of survey estimates, as non-response will reduce the sample size.*

- 2.16 The effect of non-response bias is minimised by steps applied in the weighting process. Valid but non-responding cases are checked to assess if they are typical of those that have responded to the EHS. Where non-response biases were found at any stage of the survey, adjustments were made to the responding cases in the weighting procedures for that stage.
- 2.17 To ensure that an adequate sample size is attained with an acceptable level of variance, a target number of interview surveys are set and an assumption made for non-response rate, from which the size of the required issued sample is calculated. Response rates are continually monitored and interviewers are trained to maximise response rates.
- 2.18 For item non-response, imputation is carried out when creating key derived variables, using either external data sources or sample median from other information collected on the EHS. Addressing non-response through imputation can lead to the appearance of the variance being reduced, as imputed values are usually less extreme than would be observed from sampling alone.
- 2.19 Imputation rates are monitored and reported on through the Quality Monitoring reports. Overall response rates, key item non-response and imputation rates are published in the EHS technical report.

## Model assumption error

- 2.20 In October 2012, the Cabinet Secretary and the Head of the Civil Service commissioned a review of the quality assurance of analytical models that inform government policy. The review published a final report in March 2013, setting out results of work to map business critical models and quality assurance in government.<sup>23</sup> The models used in the EHS have been reviewed in light of the recommendations in that report and updated model documentation has been

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<sup>23</sup>[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/206946/review\\_of\\_qa\\_of\\_govt\\_analytical\\_models\\_final\\_report\\_040313.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/206946/review_of_qa_of_govt_analytical_models_final_report_040313.pdf)

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produced. In particular, the underlying assumptions of the model are now clearly identified, the inputs required and the key outputs of the models are documented, and any changes to the model are recorded. The model documentation is consistent with that used for other models in DLUHC developed as part of a Quality Assurance working group. The model assumptions are discussed further in the EHS technical report.

## The impact of COVID-19 on accuracy and reliability

- 2.21 The 2020-21 English Housing Survey data were collected during the COVID-19 pandemic which necessitated a change in the established survey mode. Face-to-face interviews were replaced with telephone interviews and internal inspections of properties were replaced with external inspections, a doorstep interview and data linking. Ordinarily such changes would not be done without thorough testing to examine the impact on data collection and reporting. Given that such testing was not possible, it is not clear whether the changes observed in 2020-21 are the result of the change in mode, or real change (e.g. a change in people's housing circumstances as a result of COVID-19). Large and/or unexpected changes are highlighted in official outputs from the EHS. Where possible, results have been compared with other data sources, including the Household Resilience Study<sup>24</sup> which followed up with respondents to the 2019-20 English Housing Survey to see how housing circumstances had been affected by COVID-19. Work on assessing the impact of COVID-19 on the EHS data is ongoing and it is not possible to differentiate mode effect definitively from real change. It will take several years to see whether the changes observed in 2020-21 are sustained over the longer term.
- 2.22 These issues are exacerbated by the fact that the composition of the EHS sample changed significantly between 2019-20 and 2020-21. For example, in 2020-21, there were significantly more outright owners and fewer renters in the sample. There was also a skew toward older respondents (aged 65 or over), and fewer households with children than in 2019-20. These changes may be the result of changing housing circumstances, but it is also likely that household circumstances prevented some households from taking part in the survey during the pandemic (e.g. home schooling, caring responsibilities, and ill health and well-being meant that some households would be less inclined to take part in the survey).
- 2.23 The COVID-19 pandemic and associated restrictions resulted in a different pattern of movement between households as people "bubbled up" with friends

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<sup>24</sup> <https://www.gov.uk/government/statistics/household-resilience-study-wave-3>

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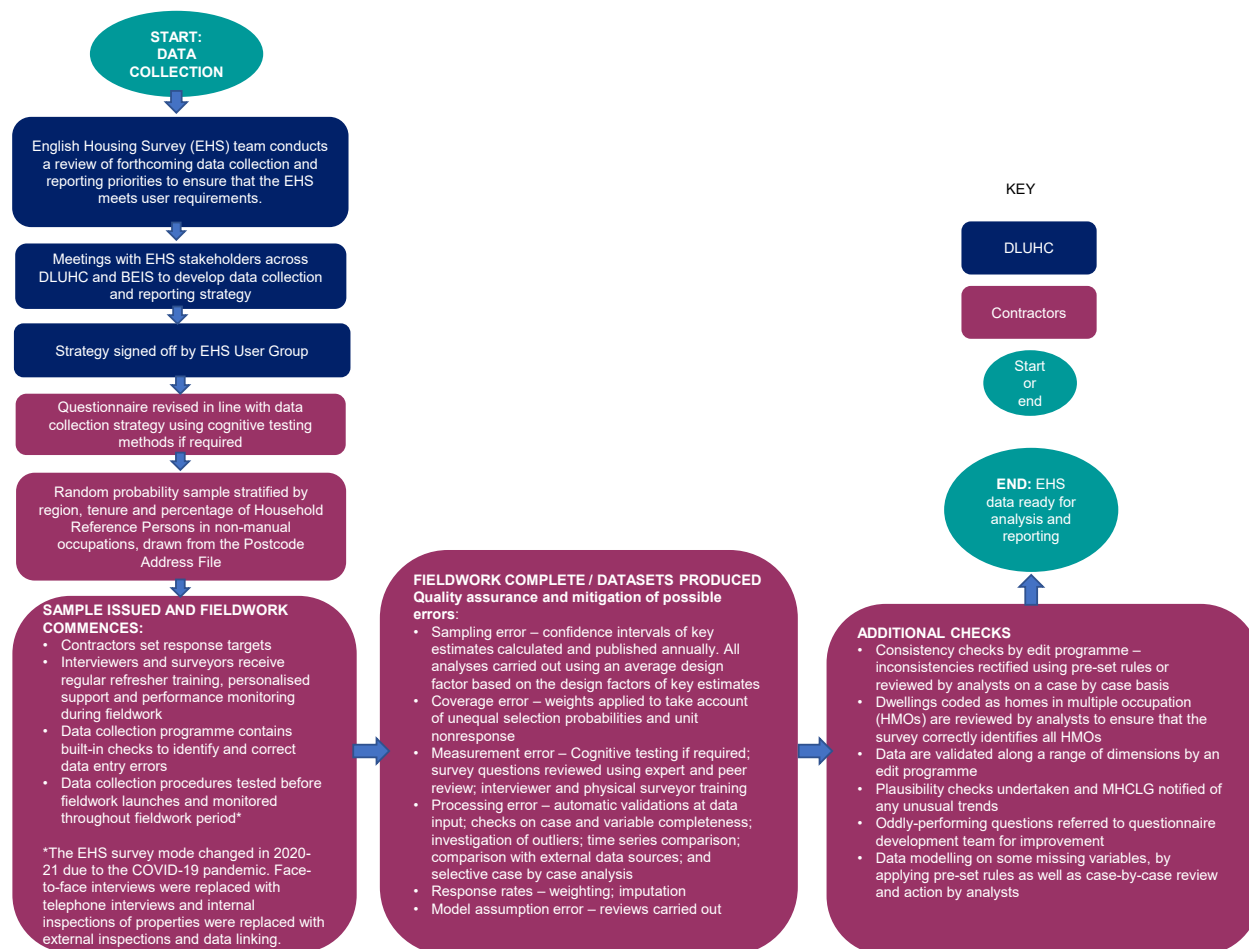
and family. As a consequence, there was a reduction in house sharing amongst unrelated adults and there was likely an increase in multi-generational households as adult children moved in with their parents or parents moved in with their children. However, many of these “additional adults” in the household were not captured in the English Housing Survey because they were not considered by respondents to be permanent members of the household.

- 2.24 The changes made to the English Housing Survey as a result of COVID-19 also resulted in a significantly smaller sample size with 7,474 interviews in 2020-21 (down from around 13,300 in a usual year) and 5288 physical surveys (down from 6,800 physical surveys) in 2020-21. As the reliability of the results of sample surveys, including the English Housing Survey, is positively related to the unweighted sample size, the smaller sample in 2020-21 may also be contributing to some of the changes observed this year. This has likely also resulted in an increase in the number of occasions where apparent differences between two figures are not statistically significant.

## Quality flow charts

2.25 A summary of the quality assurance processes for both data collection and reporting are provided in the flow charts below:

### Quality assurance flowchart: data collection



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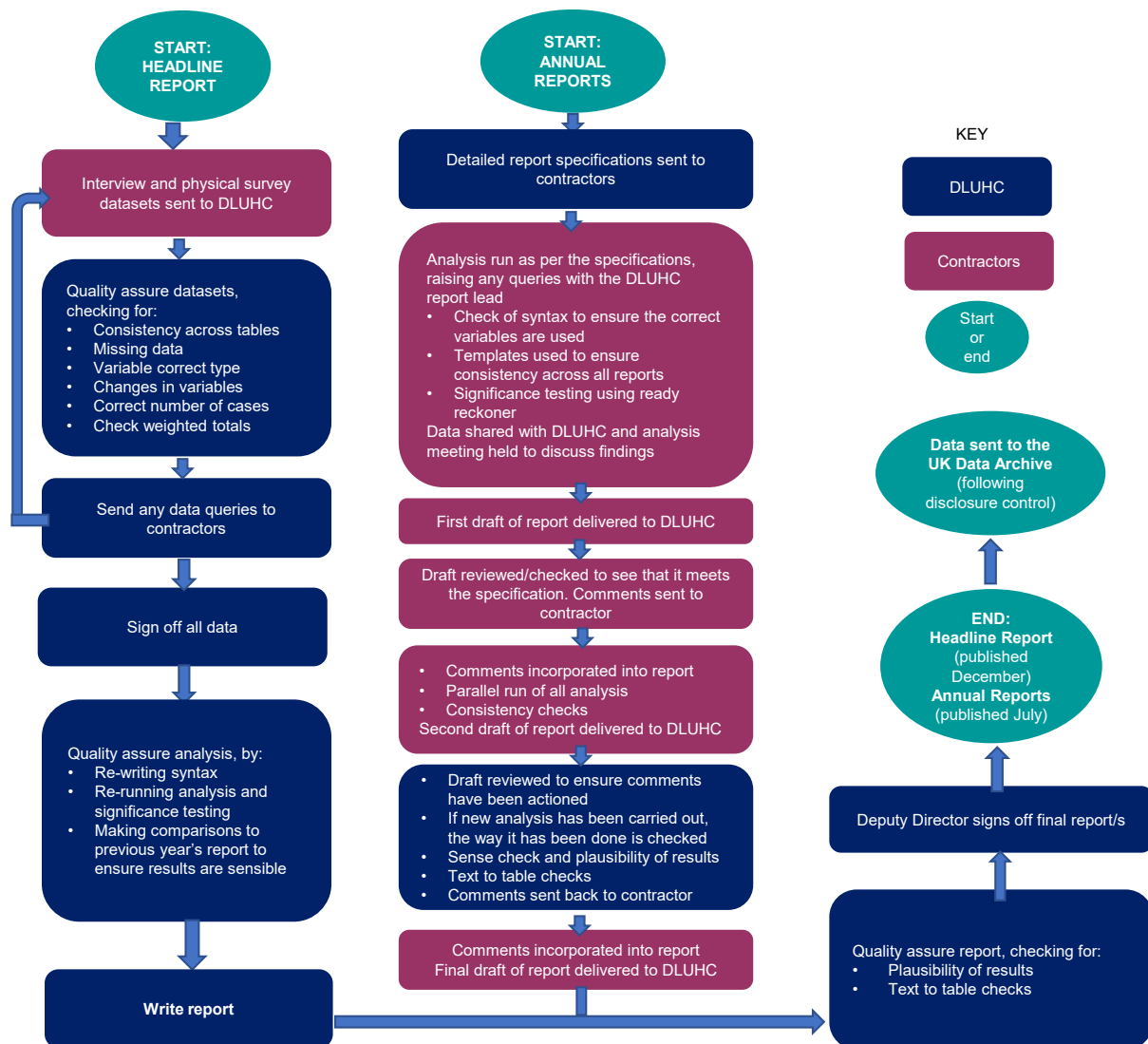
### Quality assurance flowchart: data collection (accessible version)

1. English Housing Survey (EHS) team conducts a review of forthcoming data collection and reporting priorities to ensure that the EHS meets user requirements.
2. Meetings with EHS stakeholders across DLUHC and BEIS to develop data collection and reporting strategy
3. Strategy signed off by EHS User Group
4. Questionnaire revised in line with data collection strategy using cognitive testing methods if required
5. Random probability sample stratified by region, tenure and percentage of Household Reference Persons in non-manual occupations, drawn from the Postcode Address File
6. Sample issued and fieldwork commences:
  - Contractors set response targets
  - Interviewers and surveyors receive face-to-face and regular refresher training, personalised support and performance monitoring during fieldwork
  - Data collection programme contains built-in checks to identify and correct data entry errors
  - Data collection procedures tested before fieldwork launches and monitored throughout fieldwork period
  - The EHS survey mode changed in 2020-21 due to the COVID-19 pandemic. Face-to-face interviews were replaced with telephone interviews and internal inspections of properties were replaced with external inspections and data linking.
7. Fieldwork complete / Datasets produced. Quality assurance and mitigation of possible errors:
  - Sampling error – confidence intervals of key estimates calculated and published annually. All analyses carried out using an average design factor based on the design factors of key estimates
  - Coverage error – weights applied to take account of unequal selection probabilities and unit nonresponse
  - Measurement error – Cognitive testing if required; survey questions reviewed using expert and peer review; interviewer and physical surveyor training
  - Processing error – automatic validations at data input; checks on case and variable completeness; investigation of outliers; time series comparison; comparison with external data sources; and selective case by case analysis
  - Response rates – weighting; imputation
  - Model assumption error – reviews carried out

## 8. Additional checks:

- Consistency checks by edit programme – inconsistencies rectified using pre-set rules or reviewed by analysts on a case by case basis
- Dwellings coded as homes in multiple occupation (HMOs) are reviewed by analysts to ensure that the survey correctly identifies all HMOs
- Data are validated along a range of dimensions by an edit programme
- Plausibility checks undertaken and DLUHC notified of any unusual trends
- Oddly-performing questions referred to questionnaire development team for improvement
- Data modelling on some missing variables, by applying pre-set rules as well as case-by-case review and action by analysts
- Ready for analysis and reporting

## Quality assurance flowchart: reporting



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## Quality assurance flowchart: reporting (accessible version)

### Headline Report

1. Interview and physical survey datasets sent to DLUHC
2. Quality assure datasets, checking for:
  - Consistency across tables
  - Missing data
  - Variable correct type
  - Changes in variables
  - Correct number of cases
  - Check weighted totals
3. Send any data queries to contractors
4. Sign off all data
5. Quality assure analysis, by:
  - Re-writing syntax
  - Re-running analysis and significance testing
  - Making comparisons to previous year's report to ensure results are sensible
6. Write report
7. Quality assure report, checking for:
  - Plausibility of results
  - Text to table checks
8. Deputy Director signs off final report
9. Publication (December)
10. Data sent to the UK Data Archive (following disclosure control)

### Annual Report

1. Detailed report specifications sent to contractors
2. Analysis run as per the specifications, raising any queries with the DLUHC report lead
  - Check of syntax to ensure the correct variables are used
  - Templates used to ensure consistency across all reports
  - Significance testing using ready reckoner
  - Data shared with DLUHC and analysis meeting held to discuss findings
3. First draft of report delivered to DLUHC
4. Draft reviewed/checked to see that it meets the specification. Comments sent to contractor
5. Comments incorporated into report
  - Parallel run of all analysis
  - Consistency checks
  - Second draft of report delivered to DLUHC

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6. Draft reviewed to ensure comments have been actioned
    - If new analysis has been carried out, the way it has been done is checked
    - Sense check and plausibility of results
    - Text to table checks
    - Comments sent back to contractor
  7. Comments incorporated into report
  8. Final draft of report delivered to DLUHC
  9. Quality assure report, checking for:
    - Plausibility of results
    - Text to table checks
  10. Deputy Director signs off final report/s
  11. Publication July
  12. Data sent to the UK Data Archive (following disclosure control)

## Revision policy

2.26 The revision policy of the EHS has been developed in accordance with the UK Statistics Authority's Code of Practice for Statistics and the Ministry of Housing, Communities and Local Government Revisions Policy and can be found at: <https://www.gov.uk/government/publications/statistical-notice-dclg-revisions-policy>. It covers two types of revisions:

- Non-scheduled revisions - where a substantial error has occurred as a result of the compilation, imputation or dissemination process. The headline or annual reports, live tables and other accompanying releases will be updated with a correction notice as soon as possible.
- Scheduled revisions – To provide timely data to users, key headline figures from the EHS are published in a headline report, usually within 10 months of the end of each survey year. A further series of thematic reports and/or factsheets are published in the year after the end of each survey year.



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## Section 3

# Timeliness and punctuality

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*Timeliness refers to the lapse of time between publication and the period to which the data refer. Punctuality refers to the gap between planned and actual publication dates. Whether the outputs are up to date with respect to users' needs<sup>25</sup>.*

- 3.1 There is a trade-off between timeliness and the other quality dimensions, in particular accuracy, accessibility and clarity. It is important to ensure that the EHS has adequate processes to ensure accuracy of the survey data and produce clear publication tables, and apply appropriate disclosure control to the public datasets released.
- 3.2 To provide timely data to users, key headline figures from the EHS are published in a headline report, usually within 10 months of the end of the survey year. As part of DLUHC's drive to improve the timeliness of the EHS, DLUHC has brought forward the publication of the headline reports by a month to December since 2020.
- 3.3 A further series of thematic reports and factsheets on the 2020-21 EHS will be published in July 2022. The topics covered in the reports and factsheets reflect current policy interests and will include: the private rented sector; the social rented sector; older people's housing; leasehold; housing quality and condition; energy efficiency; regional housing trends; and overcrowding.
- 3.4 The publication date for the headline and annual reports is pre-announced on the official statistics release calendar<sup>26</sup>.
- 3.5 The EHS is a key data source for the annual Fuel Poverty Statistics published by BEIS. As specified in the Memorandum of Understanding in Relation to Data Sharing between BEIS and DLUHC, the two departments are to coordinate the publication of the EHS and Fuel Poverty Statistics. BEIS will publish the Fuel Poverty Statistics based on the combined 2019-20 and 2020-21 EHS in spring 2022 after the release of the 2020-21 EHS headline report.
- 3.6 In accordance with Pre-release Access to Official Statistics Order 2008, ministers and eligible staff are given pre-release access to EHS statistics 24 hours before

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<sup>25</sup> <https://gss.civilservice.gov.uk/policy-store/quality-statistics-in-government/#the-ess-dimensions-of-quality>

<sup>26</sup> <https://www.gov.uk/government/statistics/announcements>

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release. The EHS pre-release access list is published on the DLUHC statistics web page<sup>27</sup>.

- 3.7 In addition to releasing substantial findings from the EHS, DLUHC deposits the data of the EHS at the UK Data Archive for researchers to carry out secondary analyses. The data of the EHS are due to be delivered to the Data Archive in the in the second half of 2021.
- 3.8 DLUHC keeps the data production and publication schedule of the EHS under review and takes into account user needs when considering the timeliness of future data releases.

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<sup>27</sup> <https://www.gov.uk/government/organisations/department-for-communities-and-local-government/about/statistics>

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## Section 4

# Accessibility and clarity

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*Accessibility is the ease with which users are able to access the data, also reflecting the format in which the data are available and the availability of supporting information. Clarity refers to the quality and sufficiency of the release details, illustrations and accompanying advice<sup>28</sup>.*

- 4.1 DLUHC releases the outputs of the EHS in a range of formats via a number of channels.

## GOV.UK

- 4.2 Reports and live tables containing a wide range of EHS statistics as well as documentation on the EHS are available from the EHS webpages which are accessible from the DLUHC statistics launch page<sup>29</sup>. The table below shows the total number of hits and unique users on selected EHS webpages or documents for calendar year 2020.

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Page	Page views	Unique page views
<a href="https://www.gov.uk/government/collections/english-housing-survey">https://www.gov.uk/government/collections/english-housing-survey</a> annual reports and live table	23,353	14,723
<a href="https://www.gov.uk/government/statistics/english-housing-survey-2018-to-2019-headline-report">reporthttps://www.gov.uk/government/statistics/english-housing-survey-2018-to-2019-headline-report</a>	8,915	6,794
<a href="https://www.gov.uk/government/publications/english-housing-survey-2018-to-2019-questionnaire-and-physical-survey-form">https://www.gov.uk/government/publications/english-housing-survey-2018-to-2019-questionnaire-and-physical-survey-form</a>	1,076	792
<a href="https://www.gov.uk/guidance/english-housing-survey-guidance-and-methodology">https://www.gov.uk/guidance/english-housing-survey-guidance-and-methodology</a>	997	777

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- 4.3 Between April 2020 and end of March 2021 the EHS team received a large number of requests for advice/information about the EHS from other government departments and outside the government as well as for ad-hoc analysis by

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<sup>28</sup> <https://gss.civilservice.gov.uk/policy-store/quality-statistics-in-government/#the-ess-dimensions-of-quality>

<sup>29</sup> <https://www.gov.uk/government/organisations/department-for-communities-and-local-government/about/statistics>

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DLUHC colleagues. The team also responded to a large number of Parliamentary Questions.

## UK Data Archive

- 4.4 The anonymised EHS datasets are released every year via the UK Data Service of the UK Data Archive<sup>30</sup>. Checks are undertaken on the archived datasets to avoid the release of disclosive information. Any potentially disclosive data items such as free text and string variables are removed from the datasets and only high level statistical region geographic identifiers are included. From the release of the 2014-15 data, only simplified versions of the derived variables datasets are available under the End User Licence to minimise the risk of data disclosure. More detailed data are available only as Special Licence datasets. The Special Licence datasets include the detailed 'raw' interview and 'raw' physical survey files and extended versions of the derived datasets. The lowest geography in the End User and Special Licence datasets is region. A list of the general, interview and physical derived variables released under the End User and Special Licences is available in Chapter 5 of the EHS technical report.
- 4.5 The decision to release the datasets under Special Licence was taken to ensure that the EHS complies with the Government Statistical Service guidance contained in GSS/GSR Disclosure Control Guidance for Microdata Produced from Social Surveys<sup>31</sup>. The contents and the level of disclosure control applied to the 'new' Special Licence datasets is similar to what had been released under the End User Licence up to and including 2013-14. For more information on Special Licence datasets, see <https://www.ukdataservice.ac.uk/get-data/how-to-access/conditions/special-licence>.
- 4.6 To enhance the analytical potential of the EHS, the postcode and the Lower Layer Super Output Area code of the households that have taken part in the EHS are released through the Secure Data Service (SDS) of the UK Data Archive to enable researchers to attach on additional data that describe the respondents' local area. The SDS provides access to data that are too detailed, sensitive or confidential to be made available under the standard End User or Special Licences. Researchers accessing data released by the SDS have to be accredited and to have undergone special training on data security and disclosure. They also have to apply to DLUHC for access the EHS data on a project by project basis. Researcher accessing the SDS data cannot download

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<sup>30</sup> <http://ukdataservice.ac.uk/>

<sup>31</sup> Published October 2014, available from: <http://www.ons.gov.uk/methodology/methodologytopicsandstatisticalconcepts/disclosurecontrol/policyfor-social-survey-microdata>

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the data but have to access them remotely from their institutional desktop or in the Safe Centre at the University of Essex. In addition, outputs of all completed analyses have to be reviewed by the SDS to ensure that no individual respondents can be identified before they are released to the researcher for publication.

- 4.7 EHS datasets are available in SPSS, Stata or tab delimited formats. Due to limited demand, data are not routinely made available in SAS or R, but data in SPSS format can be imported into some versions of SAS or R.

## Open data standards

- 4.8 The data published on the EHS pages of GOV.UK are subject to rights detailed in the Open Government Licence v2.0, as specified on the DLUHC statistics summary page<sup>32</sup>. Since July 2021, reports and tables are published in pdf and ods formats respectively.
- 4.9 The more disclosive of the EHS datasets released through the UK Data Service dictate a more restrictive licence than the Open Government Licence. As discussed above, EHS datasets are released on an End User or a Special Licence and a dataset of postcodes and Lower Layer Super Output Area identifiers is released by the Secure Data Service of the UK Data Archive. The datasets from the UK Data Service are available in tab-delimited format (meeting Level 3 of the Scheme, namely, data made available in an open, non-proprietary format).
- 4.10 The DLUHC Linked Open Data Communities is an initiative launched to improve the accessibility of datasets held by the Department.<sup>33</sup> Data released through the Linked Open Data Communities meet Level 5 of the Five Star Scheme (i.e. linked data in multiple machine-readable formats including JSON, RDF, Turtle and N-triples, and a SPARQL 1.1 endpoint). The EHS is not currently included in the sets of data on Open Data Communities, but will be considered as the site is expanded to publish new data.

## English Housing Survey data security strategy

- 4.11 All respondents taking part in the EHS are given an assurance by DLUHC and its contractors that the information they provide will be handled in the strictest confidence as directed by the Code of Practice for Statistics, the Data Protection

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<sup>32</sup> <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/2/>

<sup>33</sup> <http://opendatacommunities.org/>

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Act and General Data Protection Regulation. DLUHC undertakes to ensure that the survey information is used to produce anonymous statistics for decision making in government and for genuine research purposes only. The steps taken to ensure respondent anonymity while still maximising the utility of the statistics for users are published on the EHS pages on Gov.uk<sup>34</sup>.

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<sup>34</sup> <https://www.gov.uk/government/publications/english-housing-survey-data-security-strategy-and-arrangements>

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## Section 5

# Coherence and comparability

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*The degree to which data can be compared over time and domain (for example geographic level). The degree to which data that refer to the same topic but are derived from different sources or methods, are similar<sup>35</sup>*

- 5.1 Following user feedback, the EHS annual reports have included more findings on long-term trends and information on changes in definitions over time in the English House Conditions Survey, Survey of English Housing and EHS. Variable naming has been retained from English House Conditions Survey and Survey of English Housing variables where there has been no significant change to the data collected.
- 5.2 DLUHC routinely compares EHS data outputs with comparable data sources on similar topics. Given the change in fieldwork methodology necessitated by the COVID-19 pandemic, the EHS Team has put extra efforts into assessing the quality of the findings arising from the 2020-21 EHS data. Inconsistencies where identified are flagged up in the headline and thematic reports and documented in the 2020-21 Technical Report to be published in July 2022.
- 5.3 The EHS team reviewed and changed the weighting methodology in 2013-14. The new weighting approach may have an impact on the coherence with other available data sources on households and dwelling stock and on the comparability of the EHS data over time.

## Devolved administration data sources

- 5.4 Scotland, Northern Ireland and Wales conduct their own housing surveys. The EHS Team works closely with the research team of those surveys to share best practice.
  - **Scottish House Condition Survey** – the largest single housing research project in Scotland, and the only national survey to look at the physical condition of Scotland's homes as well as the experiences of householders.

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<sup>35</sup> <https://gss.civilservice.gov.uk/policy-store/quality-statistics-in-government/#the-ess-dimensions-of-quality>

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Since 2012, the survey has been an integrated component of the Scottish Household Survey<sup>36</sup>.

- **Northern Ireland House Condition Survey** – provides a comprehensive picture of the dwelling stock, including condition and energy efficiency, and examine the association between dwelling conditions and the social and economic circumstances of households.<sup>37</sup>
- **Welsh Housing Conditions Survey** – is very similar to the EHS and the housing surveys in Scotland and Northern Ireland and is run on an ad-hoc basis. The most recent Welsh Housing Conditions Survey took place in 2017-18 using a sample drawn from eligible households in the National Survey for Wales 2017-18<sup>38</sup>.

## EHS data for sub-national geographies

- 5.5 DLUHC receive frequent queries on the availability of EHS data for sub-national geographies, such as at former Government Office Region (GOR), local authority or Lower Layer Super Output Areas (LSOA) level. The EHS datasets available through the End User and Special Licences from the UK Data Service provide geographical identifier for statistical region (England divided into nine areas) to allow users to create their own regional statistics.
- 5.6 Due to the relatively small sample size at local authority and LSOA level, the EHS is not designed to be representative at local authority or a lower level of geography. EHS data cannot, therefore, be used for analysis below regional level. DLUHC has concerns about the potential disclosure of individual respondents if EHS datasets containing lower geography variables were released with no restrictions. Restricted access to the lower geography variables is made available only via the Secure Data Service of the UK Data Archive for users to link the EHS to other datasets for analyses designed to produce aggregated national or regional level findings (see Accessibility section).

## Harmonisation of statistics inputs and outputs

- 5.7 A cross-governmental programme of work aimed at standardising statistical inputs and outputs used in the production of National Statistics is currently underway. This is known as harmonisation. The Government Statistical Service

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<sup>36</sup> <http://www.scotland.gov.uk/Topics/Statistics/SHCS>

<sup>37</sup> <https://www.nihe.gov.uk/Working-With-Us/Research/House-Condition-Survey>

<sup>38</sup> <https://gov.wales/welsh-housing-conditions-survey>



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published a Harmonisation Strategy in 2019<sup>39</sup>. Its aim is to make it easier for users to draw clearer and more robust comparisons between data sources. The EHS adopts harmonised questions where possible and the EHS is a member of the Harmonisation Champions Network for Housing, one of the groups supporting the statistical Heads of Profession and the Government Statistical Service Harmonisation Team. The EHS is also a founding member of the Cross-government Survey Sharing Group formed to support the sharing of knowledge, experience and innovation amongst analysts in government and public sector survey research.

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<sup>39</sup> <https://gss.civilservice.gov.uk/policy-store/government-statistical-service-gss-harmonisation-strategy/>

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## Sources for further information or advice on the EHS

- Headline report  
<https://www.gov.uk/government/collections/english-housing-survey>
- Annual reports  
<https://www.gov.uk/government/collections/english-housing-survey>
- Technical reports  
<https://www.gov.uk/government/collections/english-housing-survey-technical-advice>
- Data security strategy  
<https://www.gov.uk/government/publications/english-housing-survey-data-security-strategy-and-arrangements>
- Data sharing agreement  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/939846/BEIS-MHCLG\\_DataSharing\\_2020\\_update\\_v2\\_signed.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/939846/BEIS-MHCLG_DataSharing_2020_update_v2_signed.pdf)
- Open data standards  
<https://www.gov.uk/government/publications/open-data-white-paper-unleashing-the-potential>
- Guidelines for Quality, published by the Government Statistical Service Quality Centre  
<https://gss.civilservice.gov.uk/guidances/quality/>
- Official Statistics Release Calendar  
<https://www.gov.uk/government/statistics/announcements>
- Code of Practice for Statistics  
<https://www.statisticsauthority.gov.uk/code-of-practice/>
- Further information email  
[ehs@communities.gov.uk](mailto:ehs@communities.gov.uk)

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