

## Tenant Satisfaction Survey 2023-2024 - Summary of approach

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider. It must include at a minimum:

a. a summary of achieved sample size (number of responses)	720																																							
b. timing of survey	25/10/2023 to 13/12/2023																																							
c. collection method(s)	telephone, online via email and postal																																							
d. sample method	census																																							
e. summary of the assessment of representativeness of the sample against the relevant tenant population (including reference to the characteristics against which representativeness has been assessed)	<table border="1"> <thead> <tr> <th rowspan="2">Rent Sub Area</th> <th colspan="2">Population</th> <th colspan="2">2023/24</th> </tr> <tr> <th>Count</th> <th>%</th> <th>Count</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>East dwellings (non-sheltered)</td> <td>987</td> <td>42%</td> <td>306</td> <td>43%</td> </tr> <tr> <td>East dwellings (sheltered)</td> <td>102</td> <td>4%</td> <td>34</td> <td>5%</td> </tr> <tr> <td>West dwellings (non sheltered)</td> <td>910</td> <td>39%</td> <td>262</td> <td>36%</td> </tr> <tr> <td>West dwellings (sheltered)</td> <td>355</td> <td>15%</td> <td>117</td> <td>16%</td> </tr> <tr> <td>Worthing BC properties</td> <td>1</td> <td>0%</td> <td>1</td> <td>0%</td> </tr> <tr> <td><b>Total</b></td> <td><b>2355</b></td> <td><b>100%</b></td> <td><b>720</b></td> <td><b>100%</b></td> </tr> </tbody> </table>	Rent Sub Area	Population		2023/24		Count	%	Count	%	East dwellings (non-sheltered)	987	42%	306	43%	East dwellings (sheltered)	102	4%	34	5%	West dwellings (non sheltered)	910	39%	262	36%	West dwellings (sheltered)	355	15%	117	16%	Worthing BC properties	1	0%	1	0%	<b>Total</b>	<b>2355</b>	<b>100%</b>	<b>720</b>	<b>100%</b>
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f. any weighting applied to generate the reported perception measures (including a reference to all	N/A																																							
g. the role of any named external contractor(s) in collecting, generating, or validating the reported	Acuity Research & Practice Ltd																																							
h. the number of tenant households within the relevant population that have not been included in the	N/A																																							
i. reasons for any failure to meet the required sample size requirements summarised in Table below**	N/A																																							
j. type and amount of any incentives offered to tenants to encourage survey completion	4 x £50 shopping vouchers																																							
k. any other methodological issues likely to have a material impact on the tenant perception measures	N/A																																							

**Notes from guidance in Tenant survey requirements (page 15)**

36. The summary of approach must be proportionate to the complexity of the sampling methods employed and must include sufficient information to enable reasonable assessment of the validity of the published tenant perception measures. For example, the level of detail required from a relatively large provider applying stratified sampling and weighting of responses is significantly greater than that required from a small provider employing a simple census approach. Alongside this summary, all providers must publish the questionnaire (s) used to generate survey responses. This must include any additional questions and introductory or explanatory wording communicated to tenants alongside the TSM questions.

37. As part of the summary of the assessment of representativeness, all providers that own 1,000 or more dwelling units of relevant social housing stock must set out the following: proportion of the relevant (a) tenant population and (b) total survey responses that share the principal characteristics for which representativeness has been assessed (see illustration in Table 4). For these providers, a rationale for the choice of characteristics included must be set out with reference to tenant and stock profile. Where weighting has been used to ensure that the sample is as far as possible representative, (b) must reflect the weighted total survey responses used to generate reported TSMs.

38. The summary of approach must state if the provider has undertaken any tenant perception surveys which include TSM questions but has not included these responses in the calculation of the TSMs. A rationale for why this information has been excluded must be provided. The provider must include a summary of responses by survey collection method and the rationale for the survey collection method(s) chosen. Where there are any material year-on-year changes in survey methodology, for example in survey collection method(s), a summary of these changes must be included with the reason for any such changes. Further, any analysis of year-on-year changes in tenant perception measure performance published by the provider must refer to any material changes in survey methodology that are likely to have significantly affected satisfaction scores.

\* Providers must take reasonable steps to assess, identify and remove barriers to certain groups of tenants participating in surveys used to generate the TSMs. In particular, this is in respect to tenants who share one or more protected characteristics under the Equality Act 2010, and in respect of duties of that Act. Barriers may include, but are not limited to, language barriers, visual impairment, literacy or lack of access to digital media.<sup>30</sup> Where necessary to overcome barriers to participation, it is permissible for surveys to be completed by a carer, another household member on behalf of a tenant or through an interpreter.

\*\*Table

**Table 5: Required minimum levels of statistical accuracy for overall satisfaction**

Population	Required minimum statistical accuracy (margin of error at 95% confidence level)
Fewer than 2,500 dwelling units	+/- 5%*
2,500 – 9,999 dwelling units	+/- 4%
10,000 – 24,999 dwelling units	+/- 3%
25,000 dwelling units or more	+/- 2%
*Where it is not possible to achieve this level of statistical accuracy (for example for many providers with fewer than 1,000 dwelling units of relevant social housing stock), employing a census approach is sufficient to meet this requirement.	

Age Group	Population		2023/24	
	Count	%	Count	%
0 - 24	24	1%	5	1%
25 - 34	245	10%	65	9%
35 - 44	337	14%	97	13%
45 - 54	411	17%	117	16%
55 - 59	234	10%	78	11%
60 - 64	231	10%	67	9%
65 - 74	356	15%	122	17%
75 - 84	230	10%	78	11%
85+	126	5%	44	6%
NO DATA	161	7%	47	7%
<b>Total</b>	<b>2355</b>	<b>100%</b>	<b>720</b>	<b>100%</b>