

Publication of 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)	1010 complete surveys (1077 with partial surveys)																																																																																																																																																										
b. timing of survey	18/10/2023 to 24/02/2024																																																																																																																																																										
c. collection method(s)	Telephone interview only																																																																																																																																																										
d. sample method	Random stratified with quotas (Tenure, Area and Age)																																																																																																																																																										
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><tr><th></th><th>Population (N)</th><th>Population (%)</th><th>Sample (N)</th><th>Sample (%)</th></tr><tr><td>Standard Secure</td><td>5375</td><td>48%</td><td>482</td><td>48%</td></tr><tr><td>Secure was IT</td><td>3225</td><td>29%</td><td>299</td><td>30%</td></tr><tr><td>Flexible 5 years</td><td>1176</td><td>10%</td><td>104</td><td>10%</td></tr><tr><td>Introductory Tenancy</td><td>634</td><td>6%</td><td>49</td><td>5%</td></tr><tr><td>Supported Standard Secure</td><td>391</td><td>3%</td><td>38</td><td>4%</td></tr><tr><td>Supported was IT</td><td>156</td><td>1%</td><td>14</td><td>1%</td></tr><tr><td>Temporary Accommodation</td><td>126</td><td>1%</td><td>9</td><td>1%</td></tr><tr><td>Licence</td><td>43</td><td>0%</td><td>14</td><td>1%</td></tr><tr><td>Decant - Licence</td><td>36</td><td>0%</td><td>0</td><td>0%</td></tr><tr><td>Nonsecure tenancy</td><td>33</td><td>0%</td><td>1</td><td>0%</td></tr><tr><td>Extended Introductory</td><td>28</td><td>0%</td><td>0</td><td>0%</td></tr><tr><td>Use and Occupation</td><td>13</td><td>0%</td><td>0</td><td>0%</td></tr><tr><td>Standard Secure Single Person Tenancy</td><td>2</td><td>0%</td><td>0</td><td>0%</td></tr><tr><td>INTRODUCTORY SUPPORTED</td><td>1</td><td>0%</td><td>0</td><td>0%</td></tr><tr><td>Supported Licence</td><td>1</td><td>0%</td><td>0</td><td>0%</td></tr><tr><td>Grand Total</td><td>11240</td><td></td><td>1010</td><td></td></tr></table>						Population (N)	Population (%)	Sample (N)	Sample (%)	Standard Secure	5375	48%	482	48%	Secure was IT	3225	29%	299	30%	Flexible 5 years	1176	10%	104	10%	Introductory Tenancy	634	6%	49	5%	Supported Standard Secure	391	3%	38	4%	Supported was IT	156	1%	14	1%	Temporary Accommodation	126	1%	9	1%	Licence	43	0%	14	1%	Decant - Licence	36	0%	0	0%	Nonsecure tenancy	33	0%	1	0%	Extended Introductory	28	0%	0	0%	Use and Occupation	13	0%	0	0%	Standard Secure Single Person Tenancy	2	0%	0	0%	INTRODUCTORY SUPPORTED	1	0%	0	0%	Supported Licence	1	0%	0	0%	Grand Total	11240		1010		<table><tr><th></th><th>Population (N)</th><th>Population (%)</th><th>Sample (N)</th><th>Sample (%)</th></tr><tr><td>0 - 24</td><td>349</td><td>3%</td><td>36</td><td>4%</td></tr><tr><td>25 - 34</td><td>1547</td><td>14%</td><td>135</td><td>13%</td></tr><tr><td>35 - 44</td><td>2252</td><td>20%</td><td>198</td><td>20%</td></tr><tr><td>45 - 54</td><td>2238</td><td>20%</td><td>197</td><td>20%</td></tr><tr><td>55 - 59</td><td>1106</td><td>10%</td><td>99</td><td>10%</td></tr><tr><td>60 - 64</td><td>986</td><td>9%</td><td>93</td><td>9%</td></tr><tr><td>65 - 74</td><td>1411</td><td>13%</td><td>129</td><td>13%</td></tr><tr><td>75 - 84</td><td>960</td><td>9%</td><td>86</td><td>9%</td></tr><tr><td>85+</td><td>351</td><td>3%</td><td>28</td><td>3%</td></tr><tr><td>NO DATA</td><td>40</td><td>0%</td><td>9</td><td>1%</td></tr><tr><td>Grand Total</td><td>11240</td><td></td><td>1010</td><td></td></tr></table>						Population (N)	Population (%)	Sample (N)	Sample (%)	0 - 24	349	3%	36	4%	25 - 34	1547	14%	135	13%	35 - 44	2252	20%	198	20%	45 - 54	2238	20%	197	20%	55 - 59	1106	10%	99	10%	60 - 64	986	9%	93	9%	65 - 74	1411	13%	129	13%	75 - 84	960	9%	86	9%	85+	351	3%	28	3%	NO DATA	40	0%	9	1%	Grand Total	11240		1010	
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f. any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)	N/A																																																																																																																																																										
g. the role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd Collecting, generating, validating reported perception measures																																																																																																																																																										
h. the number of tenant households within the relevant population that have not been included in the sample frame due to the exceptional circumstances described in paragraph below* with a broad rationale for their removal	N/A - language barrier calls, blind persons, carers in supported living																																																																																																																																																										
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	N/A																																																																																																																																																										
k. any other methodological issues likely to have a material impact on the tenant perception measures reported.	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.	