

## **Summary of the Survey Approach 2024-25**

### **Achieved sample size**

The relevant tenant population was made up of 8,333 households. The minimum required statistical accuracy for Chesterfield Borough Council was +/- 4% margin of error at 95% confidence level. The required number of responses to achieve statistical accuracy according to these guidelines was 560 or more. Chesterfield Borough Council received 569 responses to the survey, 560 of which responded to the survey question TP01 (Overall Satisfaction).

### **Timing of the survey**

Surveys were sent out to tenants in two tranches throughout the year: one main tranche in the summer and a smaller tranche in the winter. This initial main tranche allowed CBC to monitor the number and representativeness of responses received, to decide on the number of surveys to be sent out for the second tranche. It also allowed for over-sampling of particular groups of tenants to be done, to ensure a good level of representativeness, without the need for weighting.

### **Collection method**

Postal surveys were sent out to tenants. There was the option to respond via post or online (either by the website link or the QR code on the letter). Other methods were available by request e.g., braille, translator, large print, telephone, face-to-face. This method was chosen after considering expected response rates, costs, and human resources. This collection method is the same as the previous year (23/24).

Of the responses received, 449 were postal and 120 were online replies.

### **Sample method**

Chesterfield Borough Council sent out 3,800 surveys in total over two tranches. In the first tranche, a sample of 3,500 tenants was drawn by randomised sampling. All households were included in the sample frame; no tenant households within the relevant population were excluded from the sample frame. Each household had an equal chance of being randomly selected. One response per household was allowed.

Although the sample was drawn from all households, the survey letters were addressed to one specific tenant from that household. Some households only have one tenant, whereas others have two or more. Before a random sample of

the households was drawn, where there was more than one legal tenant in a household, one of the tenants was randomly selected for that household. In the second tranche, a sample of 300 tenants was drawn. After assessing the representativeness of responses from the first tranche, a targeted set of tenants was chosen, based on characteristics which were significantly under-represented in the first tranche. From this targeted selection, a randomised sample of 300 tenants was drawn.

### **Assessment of representativeness**

The main characteristics used to assess representativeness were geographical area (N/E/S/W), building/property type, property size (bedrooms) and age group. Other characteristics, including ethnicity and disability, were also monitored. A unique code was allocated to each tenant, which was attached to the survey, and this was used to cross reference with information CBC already holds about the tenants' characteristics. This way, CBC does not rely on tenants answering the optional equalities/diversity questions at the end of the survey to assess representativeness. CBC are aware from previous surveys that many respondents do not answer these questions.

<b>Area</b>	<b>Start of year all tenants</b>	<b>Replies</b>	<b>Variance</b>
North	25.60%	25.31%	-0.29%
South	24.64%	23.02%	-1.62%
East	24.83%	21.09%	-3.74%
West	24.94%	30.58%	5.64%

<b>Property type</b>	<b>Start of year all tenants</b>	<b>Replies</b>	<b>Variance</b>
Bedsit	0.11%	0.00%	-0.11%
Bungalow	15.79%	25.48%	9.69%
Flat	29.89%	30.23%	0.34%
House	53.63%	43.94%	-9.69%
Maisonette	0.59%	0.35%	-0.24%

<b>Age</b>	<b>Start of year all tenants</b>	<b>Replies</b>	<b>Variance</b>
Under 18	0.06%	0.18%	0.12%
18-24	3.25%	0.90%	-2.35%
25-34	15.74%	8.80%	-6.94%
35-44	19.82%	13.29%	-6.53%
45-54	18.70%	12.75%	-5.95%
55-64	17.56%	21.54%	3.98%
65-74	13.43%	19.21%	5.78%
Over 75	11.43%	23.34%	11.91%

<b>Bedrooms</b>	<b>Start of year all tenants</b>	<b>Replies</b>	<b>Variance</b>
0	0.30%	0.18%	-0.12%
1	31.26%	39.19%	7.93%
2	32.03%	30.40%	-1.63%
3	33.10%	27.77%	-5.33%
4	3.31%	2.46%	-0.85%

Chesterfield Borough Council have assessed the sample to be adequately representative of the relevant tenant population and therefore, no weighting has been applied to generate the reported perception measures.

### **Incentive**

Chesterfield Borough Council offered tenants who completed the survey the opportunity to enter a prize draw to win one of four £50 LoveToShop shopping vouchers. 484 entries were received for this prize draw.

### **Further information**

Chesterfield Borough Council has been using their own internal staff to carry out the work required for the TSM survey. No external contractors were used.

The survey was posted out with a letter, which summarises what the TSMs are, the purpose of the survey, the importance of tenants having their say, and what happens to the results.

As well as the compulsory TSM questions, CBC included a handful of extra questions. These include questions on building safety, repairs, neighbourhoods, customer service, and finally an open question asking for any suggestions as to what CBC Housing Service could do better.

At the beginning of the survey, there was the option to include contact details if the tenant wished to enter the prize draw for shopping vouchers, and at the end, there are equalities/diversity questions.

In addition to the regulator publicising the results, CBC Housing Service will publicise the overall results online and through a variety of comms channels.