

## Summary of the Survey Approach 2025-26

### Achieved sample size

The relevant tenant population was made up of 8,237 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 572 responses to the survey, 566 of which responded to the survey question TP01 (Overall Satisfaction).

### Timing of the survey

Surveys were sent out to tenants in one single tranche in the summer of 2025. This allowed sufficient time for a further tranche to be sent out if required to ensure statistical accuracy or for representativeness, however this was not required.

### 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. The postal method was chosen after considering expected response rates, costs, and human resources. This collection method is the same as previous years.

Of the responses received, 381 were postal and 191 were online replies.

### Sample method

Chesterfield Borough Council sent out 3,500 surveys in total. The tenants were 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.

### Assessment of representativeness

The main characteristics used to assess representativeness were geographical area (N/E/S/W), property type, property size (bedrooms) and age group. Other characteristics, including gender, ethnicity and disability, were also monitored. A unique number was allocated to each tenant, which was written on the survey, and this was used to cross reference 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.

| Area  | Start of year all tenants | Replies | Variance |
|-------|---------------------------|---------|----------|
| North | 25.94%                    | 29.37%  | 3.43%    |
| South | 24.56%                    | 20.98%  | -3.58%   |
| East  | 24.12%                    | 19.41%  | -4.71%   |
| West  | 25.37%                    | 30.24%  | 4.87%    |

| Property type | Start of year all tenants | Replies | Variance |
|---------------|---------------------------|---------|----------|
| Bedsit        | 0.12%                     | 0.00%   | -0.12%   |
| Bungalow      | 16.07%                    | 25.00%  | 8.93%    |
| Flat          | 33.20%                    | 26.92%  | -6.28%   |
| House         | 49.97%                    | 47.90%  | -2.07%   |
| Maisonette    | 0.63%                     | 0.17%   | -0.46%   |

| Age      | Start of year all tenants | Replies | Variance |
|----------|---------------------------|---------|----------|
| Under 18 | 0.05%                     | 0.0%    | -0.05%   |
| 18-24    | 3.18%                     | 1.40%   | -1.78%   |
| 25-34    | 15.08%                    | 8.74%   | -6.34%   |
| 35-44    | 19.88%                    | 12.06%  | -7.82%   |
| 45-54    | 18.66%                    | 15.03%  | -3.63%   |
| 55-64    | 18.15%                    | 20.10%  | 1.95%    |
| 65-74    | 13.40%                    | 21.68%  | 8.28%    |
| Over 75  | 11.60%                    | 20.98%  | 9.38%    |

| Bedrooms | Start of year all tenants | Replies | Variance |
|----------|---------------------------|---------|----------|
| 0        | 0.35%                     | 0.00%   | -0.35%   |
| 1        | 35.11%                    | 36.36%  | 1.25%    |
| 2        | 31.49%                    | 32.17%  | 0.68%    |
| 3        | 30.22%                    | 28.67%  | -1.55%   |
| 4        | 2.82%                     | 2.80%   | -0.02%   |
| 6        | 0.01%                     | 0.00%   | -0.01%   |

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. 365 entries were received for this prize draw.

### **Further information**

Chesterfield Borough Council has used 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 few extra questions, including 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 it will be used in a variety of tenant engagement activities.