

# **Tenant Satisfaction Measures**

## **Summary of Chesterfield Borough Council approach**

Chesterfield Borough Council has internal expertise to run and manage surveys and will be using their own staff to carry out the work for the TSM survey.

### **Achieved sample size**

CBC received 646 responses to the survey.

### **Survey method**

Postal surveys were sent out to tenants. They had the option to respond via post or online (either by the website link on the letter, or via a QR code on the letter). Other methods were available by request e.g., braille, translator, large print, telephone, face-to-face.

### **Frequency**

Surveys were sent out to tenants in three tranches throughout the year. This allowed CBC to monitor the number of responses received each tranche, to be able to decide if we needed to increase or decrease the number of surveys sent out for the last tranche, based on how many more responses are needed. It also allowed for over-sampling to be done if required, to ensure a good level of representativeness is achieved, without the need for weighting; however, this was not required.

### **Sample size**

The required number of responses for CBC to achieve statistical accuracy according to the guidelines is approximately 563. To achieve this number of responses, CBC sent out 5,000 surveys in total spread over three tranches. The assumed response rate was 12.5% based on previous satisfaction survey responses rates.

### **Sampling method**

The method used to draw a sample of tenants was randomised sampling. The relevant tenant population was made up of 8,414 households. All households were included in the sample frame. Each household had an equal chance of being randomly selected. Only one response per household was allowed. In the final tranche, CBC may have opted to over-sample tenants with specific characteristics to ensure representativeness is as good as possible and to prevent the need for weighting, however this wasn't required.

## **Representativeness**

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 is drawn, where there is more than one legal tenant in a household, one of the tenants was randomly selected for that household.

A unique code is allocated to each tenant, which is 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.

The characteristics mainly used to assess representativeness were age group, building type, property size (bedrooms) and geographical area (N/E/S/W), although CBC also monitored other characteristics including ethnicity and disability.

## **Incentive**

CBC offered tenants who completed the survey the opportunity to enter a prize draw for £50 LoveToShop shopping vouchers.

## **Survey content**

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 has 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 wishes to enter the prize draw for shopping vouchers, and at the end, there are equalities/diversity questions.

## **Results**

Respondents are advised that their responses are confidential and are used to fulfil the requirements of the regulator and to improve CBC Housing Services.

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