

Appendix D

Sheffield City Council: summary of the survey approach used to generate tenant perception measures

1. Sampling Approach

A sample approach was used to generate the responses needed to calculate tenant perception measures, i.e. a sample of relevant tenant households were invited to participate in the survey.

At the beginning of the survey period, 1st November 2023, Sheffield City Council Housing owned and managed 38,294 low-cost rental accommodation (LCRA) properties. The Regulator's Tenant Survey Requirements defines the relevant tenant population in terms of the number of dwelling units (properties) or households.

The standard formula for calculating the sample size was used, as set out in the Regulator's Tenant Survey Requirements, resulting in an indicative achieved sample size of 2260.

Sampling formula used:

$$n = \frac{\frac{z^2 \times P(1 - P)}{\varepsilon^2}}{1 + \frac{z^2 \times P(1 - P)}{\varepsilon^2 + N}}$$

- $z = 1.96$ for a confidence level of 95%
- estimated satisfaction score, $P = 0.5$ (50%, to produce a guaranteed sufficient sample size)
- number of LCRA dwelling units, $N = 38294$
- margin of error, $\varepsilon = 0.02$ (+/- 2% margin error at 95% confidence level, as set out in the Regulator's Tenant Survey Requirements for this sample size).
- Sample size, $n = 2260$.

2. Methodology and Responses

We received a total of 2261 responses to our tenant perception surveys. We conducted the surveys monthly, between November 2023 and March 2024. We undertook a range of satisfaction surveys prior to November 2023, which included some tenant perception (TSM) questions. However, these surveys were wider ranging and did not meet the TSM requirements. These surveys have, therefore, not been included.

All surveys were conducted via telephone calls. We have used this methodology for over 10 years and our tenants are familiar with the approach and our contractor.

We, therefore, determined to continue with this arrangement for the tenant perception surveys.

A database of the tenant body was used to extract survey samples and information to assess representativeness. Tenants and households who had been surveyed within the previous three years were excluded. Each month, a randomised list of tenants was subjected to systematic sampling designed to produce a final list of approximately 1,300 tenants.

This selection was sent to the independent contractor who conducted their own randomisation before contacting tenants via telephone. We received 450 completed surveys each month, except for March 2024, when we received 461 completed surveys. The final two months' samples were weighted in favour of tenant groups that were underrepresented at that point. This resulted in survey responses that were representative of the entire tenant body.

The representativeness of the sample against the relevant tenant population was monitored throughout the survey period. The tenant characteristics monitored for representativeness were:

- Neighbourhood area, i.e. location within the city (there are six neighbourhood areas in Sheffield).
- Stock type.
- Age of tenants.
- Gender of tenants.
- Disability status of tenants.
- Sexuality of tenants.
- Ethnicity of tenants.

These categories represent a total of 54 groups. The proportion within the sample of 40 of these groups were within 1% of that within the entire tenant profile; nine were within 1-2%, five were within 1-4%. See section 3.

No weighting was applied to the survey results.

[Viewpoint](#), specialists in conducting telephone surveys to gather tenant feedback, are contracted to complete our tenant surveys. We receive the raw data each month in the form of spreadsheets that contain tenants' responses in relation to each of the 12 perception measures. We conduct our own data cleansing and validation before calculating the final rates of satisfaction.

We did not exclude any tenant households due to the exceptional circumstances described in paragraph 63 of the Regulator's Tenant Survey Requirements.

Tenants were not offered any incentive to take part in any surveys conducted to gather data for the Tenant Satisfaction Measures Return.

3. Illustration of summary of representativeness

The tenant profile data was taken from various sources

Tenant profile			Survey responses		% diff.
Neighbourhood Area					
North	7541	17.6%	391	17.3%	0.3%
North East	7292	17.0%	390	17.2%	-0.2%
East	6701	15.7%	359	15.9%	-0.2%
South East	6025	14.1%	279	12.3%	1.7%
South West	7390	17.3%	388	17.2%	0.1%
Central	6086	14.2%	334	14.8%	-0.5%
Sheltered	1278	3.0%	88	3.9%	-0.9%
Temporary	473	1.1%	32	1.4%	-0.3%
	42786*		2261		
Stock type					
Bungalows	2613	6.8%	126	5.6%	1.3%
Flats	14477	37.9%	825	36.5%	1.4%
Houses	16967	44.4%	1010	44.7%	-0.3%
Maisonettes	2675	7.0%	180	8.0%	-1.0%
Sheltered	1061	2.8%	88	3.9%	-1.1%
Temporary	404	1.1%	32	1.4%	-0.4%
	38197*		2261		
	*				
Age					
-30	4426	10.3%	235	10.4%	0.0%
31-40	8091	18.9%	375	16.6%	2.3%
41-50	7289	17.0%	391	17.3%	-0.3%
51-60	8234	19.2%	377	16.7%	2.6%
61-70	6674	15.6%	375	16.6%	-1.0%
71-80	5133	12.0%	304	13.4%	-1.4%
81-	2939	6.9%	204	9.0%	-2.2%
	42786		2261		
Gender					
F	24494	57.2%	1309	57.9%	-0.6%
M	18280	42.7%	952	42.1%	0.6%
Unknown	12	0.0%	0	0.0%	0.0%
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Disability					
Y	11234	26.3%	584	25.8%	0.4%
N	28546	66.7%	1492	66.0%	0.7%
Unknown	3006	7.0%	185	8.2%	-1.2%
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Tenant profile				Survey responses		% diff.
Sexuality						
BS	173	0.4%		8	0.4%	0.1%
GA	179	0.4%		9	0.4%	0.0%
HS	24499	57.3%		1279	56.6%	0.7%
LE	113	0.3%		6	0.3%	0.0%
PNTS	7173	16.8%		348	15.4%	1.4%
Unknown	10649	24.9%		611	27.0%	-2.1%
	42786			2261		
Ethnicity						
Arabian background	727	1.7%		42	1.9%	-0.2%
Bangladeshi	176	0.4%		11	0.5%	-0.1%
Caribbean	682	1.6%		46	2.0%	-0.4%
Chinese	67	0.2%		2	0.1%	0.1%
Mixed - Asian/White	61	0.1%		10	0.4%	-0.3%
Mixed - B/W African	182	0.4%		18	0.8%	-0.4%
Mixed - B/W Caribbean	204	0.5%		29	1.3%	-0.8%
Unknown	620	1.4%		19	0.8%	0.6%
Other Asian background	618	1.4%		37	1.6%	-0.2%
Other B. African backgrou	1993	4.7%		120	5.3%	-0.6%
Other Black background	352	0.8%		21	0.9%	-0.1%
Other ethnic group	925	2.2%		61	2.7%	-0.5%
Other mixed background	213	0.5%		12	0.5%	0.0%
Other White background	1162	2.7%		76	3.4%	-0.6%
Pakistani	1018	2.4%		49	2.2%	0.2%
Prefer not to say	925	2.2%		56	2.5%	-0.3%
Somali	797	1.9%		51	2.3%	-0.4%
Traveller	48	0.1%		1	0.0%	0.1%
White British	31223	73.0%		1564	69.2%	3.8%
White Irish	194	0.5%		6	0.3%	0.2%
Yemeni	599	1.4%		30	1.3%	0.1%
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*The overall number of tenants is the number of people who are tenants of Sheffield City Council, many of whom share properties. This is different from the relevant tenant population as defined in the Regulator's Tenant Survey Requirements, which is the number of LCRA dwelling units (properties) or households.

**This represents the 'year-end' number of LCRA dwelling units, which differs from the value used in the sampling calculation due to homes being sold under right-to-buy between November 2023 and March 2024.