

Summary of approach

Tenant Perception Measures for Derby City Council 2023 - 2024

This is Derby Homes' summary of the survey approach used to generate the published tenant perception measures on behalf of Derby City Council. The published perception measures can be found at: [Performance - Derby Homes](#)

Sample size (number of responses)

For the year starting 3 April 2023 and ending 31 March 2024, we collected **1,841** responses from our perception survey.

As the council owns more than 1,000 Low-Cost Rental Accommodation dwelling units and fewer than 1,000 Low Cost Home Ownership dwelling units, they are only required to report tenant perception measures for Low Cost Rental Accommodation households. The relevant population comprises all Derby City Council households residing in Low-Cost Rental Accommodation (see 'Households not included in the sample' pg. 8).

[Annex 5: Tenant Satisfaction Measures - Tenant survey requirements, Annex C – Illustrative sample sizes](#) indicates that population sizes like the relevant population of 12,181 tenants living in the Council's Low-Cost Rental Accommodation housing stock as of 1 April 2023 would require an achieved sample size of 997.

Timings of survey

The data used to generate tenant perception Tenant Satisfaction Measures was collected as part of a single integrated survey exercise which was designed to meet the [Tenant Satisfaction Measures - Tenant survey requirements](#). The responses used to generate the perception measures was conducted from a rolling survey exercise, which took place within the reporting year running from 3 April 2023 to 31 March 2024.

All responses were generated from the same questionnaire with respondents derived from an integrated sampling approach. The data was subject to an overarching assessment of statistical accuracy and representativeness. We have not undertaken any other perception surveys that include TSM questions.

Collection method

All perception surveys were designed and conducted in-house over the telephone. Derby Homes has historically had staffing capacity across our Housing Management service for previous similar surveys and has consistently achieved an average return rate of 500 responses per quarter.

Material year-on-year changes to methodology

This is the first year collecting these measures.

Sampling method

We used a sample approach to calculate the Tenant Perception Measures. A sample of 3,000 tenants were selected by computer-generated random sampling from the relevant population. The sample was based on the main contact for the tenancy. This translates as targeting surveys to one in every four of the relevant tenant population to meet a required survey response rate of 997.

Assessment of representativeness

Across the majority of population and dwelling characteristics, the representation of respondents is very close to that of the baseline sample, with marginal differences. We therefore feel the responses we have collected are representative and we do not see any value in weighting results as this won't materially affect the figures.

This is aligned to Annex 5, Paragraph 47 which states :

'a. representative sample: This means there is no material under – or over – representation of tenant groups (compared to the relevant tenant population) that is likely to affect calculated satisfaction scores. Using this approach, providers must ensure that the achieved sample is representative of the relevant tenant population.'

To ensure the results are representative of the tenant base we compared respondents against the regulators pre-determined targets for characteristics. These are presented in tables below.

Note: There is a minor variation between baseline data for dwellings (properties) and population for the purposes of assessing representativeness. Population data is taken at the start of the year to create the random sample (12,181). This will be a smaller figure than dwelling data due to any empty properties at the time it was taken. Dwelling baseline data (12,493) is taken at the end of the year and will vary from the start of the year due to properties being sold or added to stock and the inclusion of Derby Homes properties (see 'Households not included in the sample' pg.8).

1. stock type (general needs, supported housing and temporary accommodation)
2. building type (e.g. house/flat)
3. property size (bedrooms)
4. Location (ward)
5. age
6. ethnicity

Dwelling-based representativeness

Table 1: Check for representativeness of survey responses against stock type

Derby City Council and Derby Homes	Relevant tenant population (dwelling units % total)	Total survey responses (% total)	Calculated satisfaction score
Low-Cost Rental Accommodation	12,493 (100%)	1,810 (100%)	86.3%
General Needs	10,038 (80.3%)	1,414 (78.1%)	85.9%
Supported Housing	2,376 (19.0%)	389 (21.5%)	87.9%
Temporary Accommodation	79 (0.6%)	7 (0.4%)	85.7%

Table 2: Check for representativeness of survey responses against building type

Derby City Council and Derby Homes	Relevant tenant population (dwelling units % total)	Total survey responses (% total)	Calculated satisfaction score
Low-Cost Rental Accommodation	12,493 (100%)	1,810 (100%)	86.3%
Bungalow	1,415 (11.3%)	223 (12.3%)	85.7%
Flat (including high-rise)	4,202 (33.6%)	610 (33.7%)	86.7%
House	6,803 (54.5%)	961 (53.1%)	86.3%
Maisonette	52 (0.4%)	14 (0.8%)	85.7%
Room	21 (0.2%)	2 (0.1%)	100%

Table 3: Check for representativeness of survey responses against property size

Derby City Council and Derby Homes	Relevant tenant population (dwelling units % total)	Total survey responses (% total)	Calculated satisfaction score
Low-Cost Rental Accommodation	12,493 (100%)	1,810 (100%)	86.3%
0 bedrooms	33 (0.3%)	4 (0.2%)	100%
1 bedroom	3,890 (31.1%)	580 (32.0%)	87.8%
2 bedrooms	3,413 (27.3%)	495 (27.3%)	82.8%
3 bedrooms	4,927 (39.4%)	710 (39.2%)	87.9%
4 bedrooms	171 (1.4%)	14 (0.8%)	71.4%
5 bedrooms	42 (0.3%)	4 (0.2%)	50.0%
6 bedrooms	17 (0.1%)	3 (0.2%)	100%

Table 4: Check for representativeness of survey responses against location

Derby City Council and Derby Homes	Relevant tenant population (dwelling units % total)	Total survey responses (% total)	Calculated satisfaction score
Low-cost rental accommodation	12,493 (100.0%)	1,810 (100%)	86.3%
Abbey	776 (6.2%)	124 (6.9%)	81.5%
Allestree	66 (0.5%)	11 (0.6%)	81.8%
Alvaston North	1,127 (9.0%)	167 (9.2%)	90.4%

Alvaston South	1,124 (9.0%)	168 (9.3%)	86.9%
Amber Valley	5 (0.0%)	0 (0%)	0
Arboretum	557 (4.5%)	87 (4.8%)	86.2%
Blagreaves	517 (4.1%)	85 (4.7%)	88.2%
Chaddesden East	707 (5.7%)	92 (5.1%)	82.6%
Chaddesden North	800 (6.4%)	113 (6.2%)	88.5%
Chaddesden West	1,343 (10.8%)	166 (9.2%)	80.1%
Chellaston & Shelton Lock	452 (3.6%)	65 (3.6%)	87.7%
Darley	835 (6.7%)	121 (6.7%)	86.0%
Littleover	87 (0.7%)	10 (0.6%)	60%
Mackworth & New Zealand	1,259 (10.1%)	205 (11.3%)	85.9%
Mickleover	147 (1.2%)	20 (1.1%)	100%
Normanton	582 (4.7%)	93 (5.1%)	94.6%
Oakwood	93 (0.7%)	15 (0.8%)	86.7%
Out of Derby	1 (0.0%)	0 (0%)	0
Sinfin & Osmaston	1,560 (12.5%)	197 (10.9%)	86.3%
South Derbyshire	19 (0.2%)	1 (0.1%)	100%
Spondon	436 (3.5%)	70 (3.9%)	87.1%

Respondent-based representativeness

Table 5: Check for representativeness of survey responses against age

Derby City Council*	Relevant tenant population (dwelling units % total)	Total survey responses (% total)	Calculated satisfaction score
Low-Cost Rental Accommodation	12,181 (100%)	1,810 (100%)	86.3%
< 25 years	334 (2.7%)	35 (1.9%)	91.4%
25 to 34 years	1,529 (12.6%)	195 (10.8%)	81.0%
35 to 44 years	2,515 (20.6%)	341 (18.8%)	82.4%
45 to 54 years	2,420 (19.9%)	347 (19.2%)	83.9%
55 to 64 years	2,367 (19.4%)	360 (19.9%)	86.1%
65 + years	3,015 (24.8%)	532 (29.4%)	92.1%
No age provided	1 (0.0%)	0 (0%)	0

**Baseline figure for survey respondents is based on those living in Derby City Council dwellings only for 2023/24 (see 'Households not included in the sample' pg.8).*

Table 6: Check for representativeness of survey responses against ethnicity

Derby City Council*	Relevant tenant population (dwelling units % total)	Total survey responses (% total)	Calculated satisfaction score
Low-cost rental accommodation	12,181 (100.0%)	1,810	86.3%
Asian, Asian British or Asian Welsh: Bangladeshi	14 (0.1%)	1 (0.1%)	100.0%
Asian, Asian British or Asian Welsh: Chinese	24 (0.2%)	2 (0.1%)	100.0%

Asian, Asian British or Asian Welsh: Indian	76 (0.6%)	10 (0.6%)	80.0%
Asian, Asian British or Asian Welsh: Other Asian	188 (1.5%)	22 (1.2%)	100.0%
Asian, Asian British or Asian Welsh: Pakistani	223 (1.8%)	40 (2.2%)	92.5%
Black, Black British, Black Welsh, Caribbean or African: African	391 (3.2%)	59 (3.3%)	84.7%
Black, Black British, Black Welsh, Caribbean or African: Caribbean	229 (1.9%)	33 (1.8%)	72.7%
Black, Black British, Black Welsh, Caribbean or African: Other Black	86 (0.7%)	16 (0.9%)	87.5%
Mixed or Multiple ethnic groups: Other Mixed or Multiple ethnic groups	53 (0.4%)	11 (0.6%)	90.9%
Mixed or Multiple ethnic groups: White and Asian	22 (0.2%)	3 (0.2%)	100.0%
Mixed or Multiple ethnic groups: White and Black African	35 (0.3%)	6 (0.3%)	66.7%
Mixed or Multiple ethnic groups: White and Black Caribbean	148 (1.2%)	13 (0.7%)	76.9%
Other ethnic group: Any other ethnic group	208 (1.7%)	34 (1.9%)	94.1%
Other ethnic group: Arab	29 (0.2%)	5 (0.3%)	60.0%
Prefer not to say	1030 (8.5%)	94 (5.2%)	84.0%
White Other	764 (6.3%)	108 (6.0%)	89.8%
White: English, Welsh, Scottish, Northern Irish or British	8529 (70.0%)	1331 (73.5%)	86.3%

White: Gypsy or Irish Traveller	6 (0.1%)	0 (0.0%)	0.0%
White: Irish	126 (1.0%)	22 (1.2%)	77.3%

**Baseline figure for survey respondents is based on those living in Derby City Council dwellings only for 2023/24 (see 'Households not included in the sample' pg.8).*

Weighting applied

No weighting has been applied to generate the reported perception measures.

External contractor(s)

No external contractors were used in collecting, generating, or validating the reported perception measures.

Households not included in sample

For this year's survey (23/24), tenants in Derby Homes owned properties have been omitted from the sample and baseline figures. This was due to seeking clarification on whether Derby City Council's submission should be made on a registered group basis to include properties owned by the ALMO. This was confirmed after the baseline sample was taken and therefore these properties were not included in the population for this year. These 125 properties have been included in the sample for 2024/25.

Failure to meet sample size

The required sample size was met.

Incentives offered

No incentives were offered to tenants to encourage survey completion.

Methodological issues

There were no methodological issues likely to have a material impact on the tenant perception measures reported.