

Summary of approach

Tenant Perception Measures for Derby City Council 2025 – 2026

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This document outlines the methodology used to collect and publish the grouped tenant perception measures on behalf of Derby City Council and Derby Homes Ltd. The perception results are available at:

[Performance - Derby Homes](#)

Sample size (number of responses)

For the year starting 1 April 2025 and ending 31 March 2026, we collected **1,661** responses from our perception survey. Note that this is the total number of respondents who gave consent to taking part in the survey. The number of responses to each question varies.

As Derby City Council and Derby Homes Ltd. jointly own 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 of all Derby City Council and Derby Homes households residing in Low-Cost Rental Accommodation.

[Annex 5: Tenant Satisfaction Measures - Tenant survey requirements, Annex C – Illustrative sample sizes](#) indicates that a population size of 15,000 tenants would require an achieved sample size of 997.

Timings of survey

The data was collected as part of a single integrated survey exercise which was designed to meet the [Tenant Satisfaction Measures - Tenant survey requirements](#). The responses were collected from a rolling survey exercise, which took place within the reporting year running from 1 April 2025 to 31 March 2026.

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, unless a customer had a reasonable adjustment specified to take part in the survey through alternative methods. Derby Homes has historically had staffing capacity across our services for previous similar surveys, consistently achieving over 1,000 surveys a year.

Material year-on-year changes to methodology

No material changes have been made during the third year of our Tenant Satisfaction Measures collection.

Sampling method

To arrive at the required group sample for Derby City Council and Derby Homes tenants, the population sizes were sampled separately. We ensured that the sample did not contain any participants from previous year's perception survey.

A sample of 3,000 Derby City Council 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.

For Derby Homes tenants, a sample size of 40 tenants was 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 three of the relevant tenant population.

The two samples were combined to meet the required group survey response rate of 997.

Assessment of representativeness

Across nearly all the population and dwelling characteristics, the representation of respondents is very close to that of the baseline sample. The responses we have collected are representative and do not require any weighting of the results.

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.

Notes

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 (12,285). This will be a smaller figure than dwelling data due to any empty properties at the time it was taken. Dwelling baseline data (12,309) 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.

The baseline population includes six records for which age information was unavailable due to a known data quality issue affecting a small number of tenancy records. The issue has been identified and is being addressed through routine data quality processes. The number of affected records is not material and does not impact on the representativeness assessment.

Representativeness tables

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
<i>Low-Cost Rental Accommodation</i>	<i>12,309 (100%)</i>	<i>1,636 (100%)</i>	<i>84.78%</i>
General Needs	9,587 (77.89%)	1,257 (76.83%)	83.69%
Supported Housing	2,536 (20.6%)	358 (21.88%)	88.83%
Temporary Accommodation	186 (1.51%)	21 (1.28%)	80.95%

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
<i>Low-Cost Rental Accommodation</i>	12,309 (100%)	1,636 (100%)	84.78%
Bungalow	1,417 (11.51%)	202 (12.35%)	90.1%
Flat (including high-rise)	4,181 (33.97%)	537 (32.82%)	84.36%
House	6,633 (53.89%)	889 (54.34%)	84.03%
Maisonette	53 (0.43%)	8 (0.49%)	62.5%
Room	25 (0.2%)	0	-

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
<i>Low-Cost Rental Accommodation</i>	12,309 (100%)	1,636 (100%)	84.78%
0 bedrooms	46 (0.37%)	5 (0.31%)	100%
1 bedroom	3,887 (31.58%)	517 (31.6%)	86.65%
2 bedrooms	3,404 (27.65%)	472 (28.85%)	86.65%
3 bedrooms	4,727 (38.4%)	606 (37.04%)	81.35%
4 bedrooms	183 (1.49%)	29 (1.77%)	93.1%
5 bedrooms	43 (0.35%)	4 (0.24%)	100%

6 bedrooms	18 (0.15%)	3 (0.18%)	33.33%
7 bedrooms	1 (0.01%)	0	-

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
<i>Low-cost rental accommodation</i>	<i>12,309 (100%)</i>	<i>1,636 (100%)</i>	<i>84.78%</i>
Abbey	757 (6.15%)	103 (6.3%)	77.67%
Allestree	64 (0.52%)	12 (0.73%)	75%
Alvaston North	1,118 (9.08%)	169 (10.33%)	91.72%
Alvaston South	1,104 (8.97%)	166 (10.15%)	82.53%
Amber Valley	6 (0.05%)	2 (0.12%)	100%
Arboretum	534 (4.34%)	63 (3.85%)	84.13%
Blagreaves	507 (4.12%)	57 (3.48%)	87.72%
Chaddesden East	697 (5.66%)	101 (6.17%)	87.13%
Chaddesden North	776 (6.3%)	92 (5.62%)	78.26%
Chaddesden West	1,324 (10.76%)	192 (11.74%)	84.90%
Chellaston & Shelton Lock	460 (3.74%)	78 (4.77%)	87.18%
Darley	831 (6.75%)	82 (5.01%)	82.93%

Littleover	91 (0.74%)	15 (0.92%)	86.67%
Mackworth & New Zealand	1,243 (10.1%)	184 (11.25%)	91.3%
Mickleover	148 (1.2%)	23 (1.41%)	91.3%
Normanton	568 (4.61%)	45 (2.75%)	86.67%
Oakwood	90 (0.73%)	8 (0.49%)	87.5%
Sinfin & Osmaston	1,523 (12.37%)	191 (11.67%)	78.01%
South Derbyshire	27 (0.22%)	4 (0.24%)	100%
Spondon	441 (3.58%)	49 (3%)	83.67%

Respondent-based representativeness

Table 5: Check for representativeness of survey responses against age

Derby City Council and Derby Homes	Relevant tenant population (dwelling units % total)	Total survey responses (% total)	Calculated satisfaction score
Low-Cost Rental Accommodation	12,285 (100%)	1,636 (100%)	84.78%
< 25 years	345 (2.81%)	35 (2.14%)	74.29%
25 to 34 years	1,374 (11.18%)	180 (11%)	80%
35 to 44 years	2,607 (21.22%)	322 (19.68%)	82.3%
45 to 54 years	2,399 (19.53%)	308 (18.83%)	81.82%
55 to 64 years	2,439 (19.85%)	339 (20.72%)	84.07%
65 + years	3,115 (25.36%)	452 (27.63%)	91.81%

No age provided	6 (0.05%)	0 (0%)	0
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Table 6: Check for representativeness of survey responses against *ethnicity*

Derby City Council and Derby Homes	Relevant tenant population (dwelling units % total)	Total survey responses (% total)	Calculated satisfaction score
<i>Low-cost rental accommodation</i>	12,285 (100%)	1,636 (100%)	84.78%
Asian, Asian British or Asian Welsh: Bangladeshi	17 (0.14%)	3 (0.18%)	100%
Asian, Asian British or Asian Welsh: Chinese	26 (0.21%)	2 (0.12%)	100%
Asian, Asian British or Asian Welsh: Indian	82 (0.67%)	7 (0.43%)	57.14%
Asian, Asian British or Asian Welsh: Other Asian	198 (1.61%)	34 (2.08%)	82.35%
Asian, Asian British or Asian Welsh: Pakistani	261 (2.12%)	42 (2.57%)	92.86%
Black, Black British, Black Welsh, Caribbean or African: African	409 (3.33%)	53 (3.24%)	92.45%
Black, Black British, Black Welsh, Caribbean or African: Caribbean	210 (1.71%)	21 (1.28%)	71.43%
Black, Black British, Black Welsh, Caribbean or African: Other Black	120 (0.98%)	13 (0.79%)	92.31%
Mixed or Multiple ethnic groups: Other Mixed or Multiple ethnic groups	48 (0.39%)	7 (0.43%)	85.71%
Mixed or Multiple ethnic groups: White and Asian	29 (0.24%)	2 (0.12%)	100%
Mixed or Multiple ethnic groups: White and Black African	38 (0.31%)	3 (0.18%)	33.33%
Mixed or Multiple ethnic groups: White and Black Caribbean	169 (1.38%)	23 (1.41%)	78.26%

Other ethnic group: Any other ethnic group	282 (2.3%)	38 (2.32%)	81.58%
Other ethnic group: Arab	44 (0.36%)	4 (0.24%)	50%
Prefer not to say	746 (6.07%)	54 (3.3%)	87.04%
White Other	752 (6.12%)	71 (4.34%)	92.96%
White: English, Welsh, Scottish, Northern Irish or British	8,639 (70.32%)	1,238 (75.67%)	84.33%
White: Gypsy or Irish Traveller	13 (0.11%)	5 (0.31%)	60%
White: Irish	112 (0.91%)	16 (0.98%)	93.75%
No information held	90 (0.73%)	0	0

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.

Tenant households not included in the sample

For 2025/26, no tenant households have been excluded from the sample frame due to exceptional circumstances ([paragraph 63, Tenant Survey Requirements](#))

Failure to meet sample size

The required sample size of 997 was met with 1,661 responses collected in total.

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.