

Summary of Approach to the Tenant Satisfaction Measures (TSM) Survey

In compliance with the requirement to publish a summary of the survey approach used to generate published tenant perception measures, Lancaster City Council provides the following details:

- 1. Achieved Sample Size:** The total number of responses collected was 1,083.
- 2. Timing of Survey:** The survey was conducted from June 27, 2023, to August 1, 2023.
- 3. Collection Methods:** Data was collected through both postal surveys and online surveys via email and SMS.
- 4. Sample Method:** A census approach was utilized, ensuring that every tenant had the opportunity to participate.
- 5. Assessment of Representativeness:**
 - Summary:** The representativeness of the sample was assessed against the relevant tenant population. This assessment considered characteristics such as age, gender, and housing type to ensure that the sample accurately reflected the demographics of our tenant base.
 - Characteristics Assessed:** Representativeness was specifically evaluated based on age to align the sample with the overall tenant population.

Group	Population	%	Responses	%
0 - 24	109	3%	21	2%
25 - 34	375	11%	62	6%
35 - 44	570	16%	91	8%
45 - 54	501	14%	105	10%
55 - 59	277	8%	88	8%
60 - 64	290	8%	121	11%
65 - 74	525	15%	245	23%
75 - 84	297	8%	142	13%
85+	110	3%	56	5%
NO DATA	453	13%	152	14%
Total	3507		1083	

Group	Population	%	Responses	%
Community Alarm	294	8%	144	13%
General Needs	2643	75%	663	61%
HfOP Cat 1 / Sheltered	366	10%	183	17%
HfOP Cat 2 / Supported	187	5%	86	8%
HfOP Cat 2 / Supported (Disabled/Extra Care)	9	0%	5	0%
Service Accommodation	5	0%	2	0%
Total	3504		1083	

Group	Population	%	Responses	%
MBR	209	6%	63	6%
MCA	180	5%	72	7%
MHH	161	5%	35	3%
MKE	15	0%	7	1%
MKI	138	4%	42	4%
MMC	61	2%	20	2%
MMO	8	0%	2	0%
MSB	50	1%	22	2%
MWE	226	6%	70	6%
MWR	67	2%	29	3%
NBE	123	4%	22	2%
NMA	204	6%	50	5%
NRY	350	10%	77	7%
NVA	426	12%	145	13%
SBH	27	1%	7	1%
SCA	74	2%	39	4%
SCC	143	4%	48	4%
SGR	123	4%	42	4%
SGS	40	1%	12	1%
SHA	31	1%	11	1%
SHB	195	6%	70	6%
SHL	32	1%	10	1%
SMA	233	7%	67	6%
SRN	391	11%	121	11%
Total	3507		1083	

6. Weighting Applied:

- *Details:* Weighting was applied to the survey results based on age to correct for any over- or under-representation of age groups within the sample.
- *Characteristics Used:* Age was the primary characteristic used for weighting the results.

7. Role of External Contractor:

- *Contractor Name:* Acuity Research & Practice Ltd.
- *Responsibilities:* The external contractor was responsible for collecting, generating, and validating the reported perception measures.

8. Exclusion of Tenant Households:

- *Details:* No tenant households were excluded from the sample frame due to exceptional circumstances.

9. Meeting Sample Size Requirements:

- *Details:* There were no failures to meet the required sample size requirements as stipulated.

10. Incentives for Survey Completion:

- *Details:* No incentives were offered to tenants to encourage survey completion.

11. Methodological Issues:

- *Details:* There were no additional methodological issues identified that are likely to have a material impact on the tenant perception measures reported.