

Appendix B

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 April 2024, Sheffield City Council Housing owned and managed 38,254 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 2,260.

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, $N = 38254$
- 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 4,193 responses to our tenant perception surveys. We conducted the surveys monthly, beginning in April 2024 and finishing in March 2025.

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 two years were excluded. Each month, a randomised list of tenants was subjected to systematic sampling designed to produce a final list of approximately 2,000 tenants.

This selection was sent to the independent contractor who conducted their own randomisation before contacting tenants via telephone. We received 350 completed surveys each month. We detected seven households that were contacted twice during the year and so discounted the

second of those households' responses: this explains the final total of 4,193 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 49 of these groups were within 1% of that within the entire tenant profile; three were within 1-2%, two were within 2-3%. 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

Stock profile				Survey responses			% diff.
Bungalows	2,556	6.70%		284	6.77%		0.07%
Flats	14,196	37.21%		1,577	37.61%		0.40%
Houses	16,876	44.23%		1,865	44.48%		0.25%
Maisonettes	2,634	6.90%		291	6.94%		0.04%
Sheltered	1,294	3.39%		136	3.24%		-0.15%
Temporary	598	1.57%		40	0.95%		-0.61%
	38,154*			4,193			
Tenant profile							
Neighbourhood Area							
North	7,480	17.48%		728	17.36%		-0.12%
North East	7,229	16.89%		731	17.43%		0.54%
East	6,684	15.62%		621	14.81%		-0.81%
South East	6,029	14.09%		573	13.67%		-0.42%
South West	7,354	17.19%		698	16.65%		-0.54%
Central	5,997	14.02%		626	14.93%		0.91%
Sheltered	1,372	3.21%		145	3.46%		0.25%
Temporary	644	1.51%		71	1.69%		0.19%
	42,789**			4,193			
Age							
-30	4,294	10.04%		412	9.83%		-0.21%
31-40	8,170	19.09%		791	18.86%		-0.23%
41-50	7,468	17.45%		668	15.93%		-1.52%
51-60	8,085	18.90%		772	18.41%		-0.48%
61-70	6,846	16.00%		667	15.91%		-0.09%
71-80	5,093	11.90%		586	13.98%		2.07%
81-	2,833	6.62%		297	7.08%		0.46%
	42,789			4,193			
Gender							
Female	24,549	57.37%		2,426	57.86%		0.49%
Male	18,236	42.62%		1,760	41.97%		-0.64%
Unknown	4	0.01%		7	0.17%		0.16%
	42,789			4,193			
Disability							
Yes	11,336	26.49%		1,207	28.79%		2.29%
No	28,305	66.15%		2,727	65.04%		-1.11%
Unknown	3,148	7.36%		259	6.18%		-1.18%
	42,789			4,193			

Tenant profile				Survey responses		% diff.
Ethnicity						
Arabian background	817	1.91%		72	1.72%	-0.19%
Bangladeshi	178	0.42%		17	0.41%	-0.01%
Caribbean	682	1.59%		72	1.72%	0.12%
Chinese	67	0.16%		6	0.14%	-0.01%
Indian	65	0.15%		9	0.21%	0.06%
Mixed - Asian/White	194	0.45%		17	0.41%	-0.05%
Mixed - B/W African	210	0.49%		16	0.38%	-0.11%
Mixed - B/W Caribbean	631	1.47%		64	1.53%	0.05%
Unknown	453	1.06%		33	0.79%	-0.27%
Other Asian background	682	1.59%		81	1.93%	0.34%
Other B. African backgrou	2,082	4.87%		215	5.13%	0.26%
Other Black background	343	0.80%		28	0.67%	-0.13%
Other ethnic group	1,034	2.42%		98	2.34%	-0.08%
Other mixed background	224	0.52%		21	0.50%	-0.02%
Other White background	1,281	2.99%		130	3.10%	0.11%
Pakistani	1,054	2.46%		112	2.67%	0.21%
Prefer not to say	968	2.26%		103	2.46%	0.19%
Somali	788	1.84%		67	1.60%	-0.24%
Traveller	53	0.12%		5	0.12%	0.00%
White British	30,206	70.59%		2,955	70.47%	-0.12%
White Irish	181	0.42%		20	0.48%	0.05%
Yemeni	596	1.39%		52	1.24%	-0.15%
	42,789			4,193		
Sexuality						
Bisexual	170	0.40%		11	0.26%	-0.13%
Gay	170	0.40%		20	0.48%	0.08%
Heterosexual	23,580	55.11%		2,352	56.09%	0.99%
Lesbian	112	0.26%		14	0.33%	0.07%
Prefer Not To Say	6,882	16.08%		660	15.74%	-0.34%
Unknown	11,875	27.75%		1,136	27.09%	-0.66%
	42,789			4,193		

*This represents the number of LCRA dwelling units in January 2025, which is lower than the value used in the sampling calculation due to homes being sold under right-to-buy between April 2024 and January 2025.

**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.