

Tenant Satisfaction Measures – Ipswich Borough Council

Summary of Approach 2023/24

There are 22 Tenant Satisfaction Measures (TSMs). 10 of these are measured by us directly in relation to management information, and 12 are measured by carrying out satisfaction surveys with tenants.

All of our TSMs were measured following the specific descriptions and calculations outlined by the Regulator of Social Housing and following the advice and guidance outlined in the Tenant Satisfaction technical requirements and the Tenant Satisfaction Survey requirements.

We started to collect our TSM data in April 2023 for the period 1st April 2023 to 31st March 2024.

615 TSM surveys were carried out on our behalf by an independent research company, Acuity Research & Practice Ltd. Their role was to carry out the calls, ask the questions, then to collate, analyse and benchmark the results.

605 surveys (98%) were completed via telephone the other 10 were completed on-line. We conducted surveys quarterly throughout the year to ensure we got the most up to date responses possible, rather than just a snapshot at a particular time.

When carrying out the surveys, Acuity followed the script and questions set by the Regulator of Social Housing for the 12 satisfaction measures within the TSMs. No incentives were offered to respondents for participation in the survey.

A random sample of all tenants across the relevant population was selected for the surveys. No tenants were excluded from the relevant population.

	Population		Surveys	
Tenure	Number	%	Number	%
Mtp Affordable Rent	40	1%	1	0%
Mtp Ibc Owned Property	7155	92%	574	93%
Mtpsheltered	551	7%	40	7%
	7746	100%	615	100%

Our sampling was representative of our tenants age:

	Population		Surveys	
Age Group	Number	%	Number	%
0 to 24	121	2%	13	2%
25 to 34	818	11%	64	10%
35 to44	1539	20%	121	20%
45 to 54	1552	20%	130	21%
55 to 59	792	10%	54	9%
60 to 64	699	9%	47	8%
65 to 74	1134	15%	78	13%
75 to 84	704	9%	55	9%
85+	371	5%	13	2%
unknown	16	0%	40	7%
	7746	100%	615	100%

We did not need to apply any weighting to the survey responses.

We intend to broaden our selected characteristics going forward in 2024/25.