

Tenant Satisfaction Measures – Ipswich Borough Council

Summary of Approach 2024/25

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 required 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.

The 2024/25 period consists of four quarterly surveys totalling 600 for the year. 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.

Tenants were invited to take part in a telephone interview 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.

A sample of all tenants across the relevant population was selected for the surveys. No tenants were excluded from the relevant population. The tenants were proportionately sampled by tenure, ward, age, sex, ethnic origin and disability.

Of the 600 completed surveys 561 were general needs properties (of which 6 were affordable rent properties) and 39 sheltered housing.

The 600 complete responses received for the year is high enough to conclude that the findings are accurate to within $\pm 3.8\%$ annually. This complied with Regulator of Social Housing requirement that landlords with over 2,500 and under 10,000 properties achieve an annual sampling error of at least $\pm 4\%$

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.

We did not need to apply any weighting to the survey responses as our sampling was representative of our tenant population – please see the tables on the following pages.

Age Group	Tenant Population Percentage	Tenants Surveyed Percentage
0 - 24	2%	6%
25 - 34	11%	11%
35 - 44	21%	20%
45 - 54	20%	19%
55 - 59	10%	10%
60 - 64	9%	8%
65 - 74	14%	13%
75 - 84	9%	8%
85+	4%	3%
Unknown	1%	1%
TOTAL	100%	100%

Sex	Tenant Population Percentage	Tenants Surveyed Percentage
Female	60%	66%
Male	39%	34%
Prefer not to say	2%	1%
Transgender	0%	0%
TOTAL	100%	100%

Disabled	Tenant Population Percentage	Tenants Surveyed Percentage
No	90%	88%
Yes	10%	12%
TOTAL	100%	100%

Tenure	Tenant Population Percentage	Tenants Surveyed Percentage
Affordable Rent - General Needs	1%	1%
Social Rent - General Needs	92%	93%
Social Rent - Sheltered	7%	7%
TOTAL	100%	100%

Ethnic Origin	Tenant Population Percentage	Tenants Surveyed Percentage
White British	70%	71%
Prefer not to say	7%	7%
Black African	2%	2%
Any Other Asian Background	2%	2%
Any Other Ethnic Group/Other	1%	2%
Black Caribbean	2%	2%
Mixed White And Black Caribbean	2%	2%
Any Other White	2%	2%
White Lithuanian	1%	1%
White Polish	2%	1%
Bangladeshi	2%	1%
Unknown	2%	1%
Mixed White And Black African	1%	1%
White Portuguese	1%	1%
Any Other Black Background	1%	1%
Black British	0%	1%
White Irish	0%	1%
White Latvian	0%	1%
Any Other Mixed Background	1%	0%
Mixed White And Asia	0%	0%
White Romanian	0%	0%
Chinese	0%	0%
English Traveller	0%	0%
Indian	0%	0%
Pakistan	0%	0%
White Italian	0%	0%
White Slovakian	0%	0%
Other	0%	0%
TOTAL	100%	100%