

Tenant Satisfaction Methods Summary of Approach 2023-24

City of Wolverhampton Council

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider. It must include at a minimum:

a. a summary of achieved sample size (number of responses)

In 2023-24, we received a total of 1,515 responses to our Tenant Satisfaction Surveys.

b. timing of survey

Surveys were managed on a quarterly basis and were first conducted on 17 July 2023 and finished by 21 January 2024 for the 2023-2024 collection period.

c. collection method(s)

1161 of the surveys were conducted via telephone, with the remaining 354 conducted via an online survey.

d. sample method

Acuity Research and Practice Ltd employ random stratified sampling with quotas. These quotas are based on the tenure, area and age of our tenants.

e. summary of the assessment of representativeness of the sample against the relevant tenant population (including reference to the characteristics against which representativeness has been assessed)

Ward	Population Count	Population %	Sample Count	Sample %
Bilston East	1960	9%	90	6%
Bilston North	1161	6%	57	4%
Blakenhall	153	1%	6	0%
Bushbury North	1041	5%	49	3%
Bushbury South & Low Hill	2069	10%	376	25%
East Park	1867	8%	79	5%
Ettingshall	1578	8%	74	5%
Fallings Park	1331	6%	68	4%
Graiseley	552	3%	27	2%
Heath Town	2022	10%	141	9%
Merry Hill	1007	5%	50	3%
Oxley	1267	6%	266	18%
Park	230	1%	10	1%
Penn	78	0%	1	0%
Springvale	1056	5%	48	3%
St Peters	856	4%	37	2%
Tettenhall Regis	274	1%	14	1%
Tettenhall Wightwick	505	2%	19	1%
Unknown	13	0%	0	0%
Wednesfield North	1132	5%	56	4%
Wednesfield South	1032	5%	47	3%
Total	20984		1515	

Age Group	Population Count	Population %	Sample Count	Sample %
0 - 24	524	2%	22	1%
25 - 34	3113	15%	200	13%
35 - 44	4383	21%	350	23%
45 - 54	4105	20%	313	21%
55 - 59	2097	10%	158	10%
60 - 64	1626	9%	111	7%
65 - 74	2607	12%	205	14%
75 - 84	1741	8%	124	8%
85 +	554	3%	32	2%
NO DATA	34	0%	0	0%
Total	20984		1515	

Managing Agent	Population Count	Population %	Sample Count	Sample %
WOLVERHAMPTON HOMES	19101	91%	892	59%
BUSHBURY HILL EMB	948	5%	325	21%
DOVECOTES TMO	738	4%	242	16%
NEW PARK VILLAGE TMC	197	1%	56	4%
Total	20984		1515	

Tenure	Population Count	Population %	Sample Count	Sample %
Secure Tenancy	20255	97%	1461	96%
Introductory Tenancy	705	3%	54	4%
Extended Introductory Tenancy	21	0%	0	0%
Secure Tenancy Held in Trust	3	0%	0	0%
Total	20984		1515	

f. any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)

No weightings were applied to these measures.

g. the role of any named external contractor(s) in collecting, generating, or validating the reported perception measures

Acuity Research and Practice Ltd conduct Tenant Satisfaction Surveys on behalf of City of Wolverhampton Council.

h. the number of tenant households within the relevant population that have not been included in the sample frame due to the exceptional circumstances described in paragraph 63 with a broad rationale for their removal

n/a

i. reasons for any failure to meet the required sample size requirements summarised in Table 5

n/a

j. type and amount of any incentives offered to tenants to encourage survey completion

There were no incentives used to encourage completion of our surveys.

k. any other methodological issues likely to have a material impact on the tenant perception measures reported.

n/a