

Newham Housing

2024-25* Tenant satisfaction measure perception survey
Summary of approach



Introduction

The Regulator of Social Housing (RSH) requires all providers of social housing, that are registered with it, to explain how they have delivered their tenant perception survey. The explanation of how Newham Council carried out the survey is provided below, and written in line with the requirement set out in the RSH's 'Tenant Satisfaction Measure Tenant Survey Requirements' document. This document was published and available on the following link: https://assets.publishing.service.gov.uk/media/6605854291a320001a82b1f7/TSM_survey_requirements.pdf

***2024-25 means the period from the 1 April 2024 to 31 March 2025.**

Survey approach – an explanation how the survey was carried out

Summary of achieved sample size (number of responses)

1,051 council tenants were interviewed for the survey. The raw results were then weighted, or compared with the data for all of the council's tenants, to ensure that the results were representative of all council tenants.

Timing of survey

The survey took place between 20 January and 6 March 2025.

Collection method

The survey was conducted face-to-face by the Council's appointed researcher, Opinion Research Services (ORS) Limited.

Sample method

A proportional stratified random sampling approach was used for the survey. Under this approach tenants are divided into smaller sub-groups, and random samples are then selected from each sub-group in proportion to their respective shares of the population. This ensures each sub-group is represented in the sample according to its population share, improving the accuracy and representativeness of the analysis being undertaken.

The survey was evenly divided by ward and housing management arrangement employed by the Council (i.e. whether the housing management service is delivered by council staff, or other organisations). Then the returned sample for the survey was checked against comparative data, and weighted to ensure they were representative of their respective populations.

Summary of the assessment of representativeness of the sample against the relevant tenant population

Tables showing the breakdown of the survey sample, compared to the whole tenant population, have been included as an appendix to this document. The tables show the unweighted or actual survey sample, across different groupings of the data (e.g. by area of the borough, age, gender, ethnicity etc.), as well as the weightings that were applied to the survey sample. Weighting is a technique used to ensure that the results from a survey, reflect the result you would get if you surveyed the whole population (from which a sample is taken).

Weighting

The survey results were weighted by areas within Newham (called Community Neighbourhood Area), property type, age, gender, ethnicity and housing management arrangement used by the Council.

Opinion Research Services (ORS) Limited

ORS were appointed following a competitive exercise to run the perception survey, undertake the analysis, and generate the tenant satisfaction measure scores (independent of the Council).

Households excluded from the sample

As the Council's survey was undertaken face-to-face, 90 households were excluded as they had been flagged by council staff for having exhibited violent and/or abusive behaviour.

Sample size requirement

The survey met the necessary sample size requirement; i.e. that we are 95% confident that the results of the survey are in a range of + or – 3 percentage points of the true result (or the result that would have been achieved if all of Newham's council tenants were surveyed). A breakdown of the sample size achieved is shown in the following table, which shows the sample size by management arrangement.

Sample	Achieved Sample size	Maximum confidence interval at the 95% level
Newham Council	443	+/-4.58
Regenter LCEP Ltd	299	+/-4.60
Swan Housing Association	273	+/-4.77
CTR Tenant Management Organisation	36	+/-15.84
Tenants - TOTAL	1,051	-2.94

- The term 'Newham Council' represents the housing stock that is directly managed by council staff
- Regenter LCEP is Council's Private Finance Initiative (PFI) scheme in Canning Town
- Swan Housing Association is the Council's PFI scheme in Forest Gate
- CTR Tenant Management Organisation

Incentives offered

No incentives were offered to council tenants to participate in the survey.

Other tenant surveys undertaken

The Council undertook other surveys of tenants in 2024-25, but the results have not been included as part of the tenant satisfaction measure (TSM) survey results. These surveys were:

- Repairs satisfaction survey – this is a survey that is sent to tenants who have had a responsive repair carried out. The results have not been factored into the TSM survey results as the method of the survey is different from the TSM survey
- CTR Tenant Management Organisation – this survey was arranged by the tenant management organisation (TMO) and just covered tenants receiving a service from it. And so the results were not factored into the TSM survey result

APPENDIX – A BREAKDOWN OF THE TENANTS THAT RESPONDED TO THE SURVEY

N.B. The totals of the unweighted, and weighted percentages, may not sum to a 100%. This is due to the percentages being rounded to whole numbers.

COMMUNITY NEIGHBOURHOOD AREA

	Unweighted		Weighted	Population
	N	%	%	%
Beckton and Royal Docks	37	4	8	8
Custom House & Canning Town	410	40	22	22
East Ham	48	5	11	11
Forest Gate & Maryland	297	29	12	12
Green Street	43	4	6	6
Manor Park	46	4	10	10
Plaistow	86	8	18	18
Stratford & West Ham	66	6	13	13
Total valid	1,033	100	100	100
<i>Not known</i>	<i>18</i>	<i>.</i>	<i>.</i>	

PROPERTY TYPE

	Unweighted		Weighted	Population
	N	%	%	%
Bungalow	6	1	1	1
Flat	532	51	55	56
House	297	28	28	28
Maisonette	215	20	15	15
Sheltered Flat	1	0	0	0
Total valid	1,051	100	100	100

PROVIDER	Unweighted		Weighted	Population
	N	%	%	%
CTR Tenant Management Organisation	36	3	1	1
Newham Council	443	42	89	89
Regenter LCEP Ltd	299	28	5	5
Swan Housing Association	273	26	4	5
Total valid	1,051	100	100	100

AGE	Unweighted		Weighted	Population
	N	%	%	%
Under 35	64	6	8	8
35 - 59	555	53	53	53
60+	413	39	36	36
Unlabelled	19	2	3	3
Total valid	1,051	100	100	100

GENDER	Unweighted		Weighted	Population
	N	%	%	%
Male	374	36	38	38
Female	675	64	62	62
Total valid	1,049	100	100	100
<i>Not known</i>	2	.	.	.

ETHNICITY

	Unweighted		Weighted	Population
	N	%	%	%
Asian	258	26	26	25
White British	339	34	34	34
White Other	27	3	3	2
Other	28	3	3	3
Black	303	30	28	29
Mixed	45	5	6	6
Total valid	1,000	100	100	100
<i>Not known</i>	<i>51</i>	<i>.</i>	<i>.</i>	

HOUSING MANAGEMENT AREA

	Unweighted		Weighted	Population
	N	%	%	%
CTR TMO	36	3	1	1
LBN	438	42	89	89
PFI LCEP	299	28	5	5
Temporary Accommodation	5	0	0	0
Swan PFI	273	26	4	5
Total valid	1,051	100	100	100

