

## **Summary of approach**

IDS achieved 273 responses to the TSM survey which was carried out in a census sampling method. The surveys were sent in 5 batches to lead residents depending on tenancy start dates.

Tenancies beginning in Q1 sent 26/06/2023 (358 residents)

Tenancies beginning in Q2 sent 18/09/2023 (348)

Tenancies beginning in Q3 sent 09/01/2024 (341)

Tenancies beginning in Q4 sent 07/02/2024 (353)

Reminders were sent to the unanswered surveys periodically during February and March 2024.

The collection method was primarily digital (email) with the following breakdown of responses per method

Telephone – 6

Internet – 267

We used CxFeedback software to set up and administer the survey and responses. The dashboard collecting responses was set up to calculate CSAT in line with the requirements of this submission.

No weighting has been issued to responses throughout the census approach and no incentives were provided for residents to complete the survey.

### *Representativeness*

We received a total of 86% General Needs responses and 14% from Sheltered, which compares to an overall representativeness of 81% General Needs population and 19% Sheltered across our stock profile.

Our overall lead male residents accounts for 45% and lead female residents of 55%. The responses gained in this TSM came from 40% of males and 60% of females.