



## **Methodology**

Due to our size as a small provider (less than 1000 units) PRHA undertook our TSM Satisfaction Survey based on a census approach. This means that physical copies of our survey were sent to all households so that each tenant or household had the opportunity to respond (whether within our general needs or supported accommodation). Sampling was not used.

A digital version of the survey was made available via our website, and all surveys sent out included a covering letter which provided a link to the digital survey should the tenants or household wish to respond in that way. The letter outlined the purpose of the TSM and informed the tenants that the results would be used to form the basis of our published tenant perception TSMs.

No tenant or service user groups were excluded from the survey, and no returned surveys were excluded from the results.

All surveys were anonymous, to encourage the open and transparent sharing of feedback from our tenants and to maintain confidentiality. We did ask respondents to indicate which building they lived in so that we could identify any common issues or themes at the service or building level, but specifically stated that this should not include their street or flat number.

Assistance was offered should the household need the received survey in a different language or format. General support could be obtained via contacting our Housing Officers (general needs) or for our supported services by speaking with support team members. The survey process (design and distribution of the survey) and the analysis of results were both carried out in-house by the Performance and Monitoring Team. The survey was run in April 2024.

## **Survey responses and representativeness**

At the time of the survey we had 449 households, all of whom were sent a copy of the survey and additionally informed of how to access the survey online. The majority of our tenants are within single-person accommodation units (one bedroom flats or bedsits, and some in single rooms within supported hostels).

Overall 74% of the 449 households present at the time of the survey were single individuals living within supported accommodation, 8% were single individuals living in 1-bed general needs flats, 11% within general needs households of 2 or more individuals, and 6% within general needs temporary accommodation (owned by PRHA but managed by the local authority).

We received 140 responses to our survey, giving a response rate of 31.2% based on the 449 households present. 97% of the survey responses were returned in hard copy format, with 3% completed online by the tenant.

When reviewed by main tenant category (supported tenants vs. general needs tenants) an over-representation of supported residents was indicated (93% of respondents to the survey were from supported housing tenants, compared with 74% as a proportion of all of our tenants) along with a corresponding under-representation of general needs tenants (7% of respondents, and 26% of our tenants, when those in our temporary accommodation unit are included). This is something that we will be seeking to address both by the time of our next TSM survey, and before that by reinforcing the other mechanisms by which we received feedback throughout the year and focusing on improving this for our general needs tenants.

We additionally have reviewed the survey results for representativeness in relation to gender and ethnic background, to identify whether the results received are broadly representative of our overall tenant group. The gender balance of survey responses returned to us showed that 82% of the response received were from tenants identifying as male; 9.3% from tenants identifying as female; and 8.6% from those who did not state their gender or who selected "prefer not to say".

This compares to the gender balance of our tenants overall which is 78% male, 21.8% female, and 0.2% non-binary. Due to small sample size and the relatively high number of survey respondents who preferred not to state their gender or left the question blank (8.6%) it is difficult to draw a firm conclusion as to representativeness against this characteristic. However with 21.8% of our tenants overall identifying as female and a 9.3% response rate for

females to the survey, this is an area that we have recorded as requiring further work to ensure that feedback received (both via the survey and generally) is representative against this characteristic.

In relation to the ethnic background of respondents, the 140 surveys that were returned broke down into 46.4% from those of a white background, and 37.9% from a minority ethnic background (with 15.7% either leaving the question blank or selecting the option for "prefer not to say").

The ethnic background of our tenants is 45.4% from a white background, 52.6% from a minority ethnic background, and 2.1% preferring not to disclose. The small sample size and high proportion of respondents who left the question blank or indicated that they preferred not to disclose their ethnic background again makes it difficult to draw firm conclusions about representativeness against this characteristic. However the 15.7% who did not wish to disclose their ethnic background alongside their survey response indicates that we do need to continue to do work to ensure that all of our tenants are confident in disclosing such information to PRHA and forms part of the work that is already within our overall EDI strategy.

### **Review of TSM survey data and feedback, and action plans**

Currently we are still reviewing the data and any specific feedback that was provided by our tenants within the survey, so that we can use it to inform our action plans and focus on the specific areas for improvement that have been highlighted by the survey. Primarily this includes areas of dissatisfaction that are common within the social housing sector such as complaints handling, ASB handling, and repairs and maintenance. We will be updating this section as we conclude our review and start to make changes or put in place action plans so that our tenants will be able to monitor our progress.

We will also be seeking to provide additional information when benchmark data is published and available, so that it will be clearer to our tenants how we are performing relative to other social housing providers.

### **PRHA as a support provider**

The TSM framework is designed by the Regulator to provide information on an organisation's role as a landlord. For social housing providers like PRHA who own and manage a high proportion of accommodation within which a support service is provided, the TSM

framework excludes information on how we are doing as a provider of support. We will be running an additional support-focused survey later in the year.

If you have any comments or questions concerning the information in this report please contact the Performance and Monitoring Team via [feedback@prha.net](mailto:feedback@prha.net)