

Publication of summary of approach

a. a summary of achieved sample size (number of responses)	596																																																																																																																																																																																																																																				
b. timing of survey	Quarterly - 1 June 2023 to 9 March 2024																																																																																																																																																																																																																																				
c. collection method(s)	Telephone and Online We piloted the TSMs in the previous year with a 50/50 split between on-line and telephone and found that to get the response rate required to achieve the confidence level we had to carry out more telephone interviews, so we decided upon a 80/20 (telephone/on-line) split for the survey moving forwards. We wanted to keep the on-line option available to ensure there was a route for those who preferred or needed this option due to a potential vulnerability to still give their views.																																																																																																																																																																																																																																				
d. sample method	Quotas - based on Management Area and Age																																																																																																																																																																																																																																				
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)	<table border="1"> <thead> <tr> <th rowspan="2">Age Group</th> <th colspan="2">Population</th> <th colspan="2">2023-24</th> </tr> <tr> <th>No.</th> <th>%</th> <th>No.</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>0 - 24</td> <td>60</td> <td>2%</td> <td>8</td> <td>1%</td> </tr> <tr> <td>25 - 34</td> <td>378</td> <td>9%</td> <td>50</td> <td>8%</td> </tr> <tr> <td>35 - 44</td> <td>574</td> <td>14%</td> <td>103</td> <td>17%</td> </tr> <tr> <td>45 - 54</td> <td>525</td> <td>14%</td> <td>93</td> <td>16%</td> </tr> <tr> <td>55 - 59</td> <td>307</td> <td>9%</td> <td>45</td> <td>8%</td> </tr> <tr> <td>60 - 64</td> <td>278</td> <td>8%</td> <td>53</td> <td>9%</td> </tr> <tr> <td>65 - 74</td> <td>509</td> <td>16%</td> <td>92</td> <td>15%</td> </tr> <tr> <td>75 - 84</td> <td>465</td> <td>14%</td> <td>97</td> <td>16%</td> </tr> <tr> <td>85 +</td> <td>223</td> <td>6%</td> <td>35</td> <td>6%</td> </tr> <tr> <td>Unknown</td> <td>139</td> <td>4%</td> <td>20</td> <td>3%</td> </tr> <tr> <td>Total</td> <td>3458</td> <td>100%</td> <td>596</td> <td>100%</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th rowspan="2">Management area</th> <th colspan="2">Population</th> <th colspan="2">2023-24</th> </tr> <tr> <th>No.</th> <th>%</th> <th>No.</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Alton Ward</td> <td>62</td> <td>2%</td> <td>5</td> <td>1%</td> </tr> <tr> <td>Area 1</td> <td>1</td> <td>0%</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Berners Ward</td> <td>53</td> <td>2%</td> <td>13</td> <td>2%</td> </tr> <tr> <td>Bildeston Ward</td> <td>92</td> <td>3%</td> <td>16</td> <td>3%</td> </tr> <tr> <td>Boxford Ward</td> <td>53</td> <td>2%</td> <td>11</td> <td>2%</td> </tr> <tr> <td>Brantham Ward</td> <td>62</td> <td>2%</td> <td>11</td> <td>2%</td> </tr> <tr> <td>Brett Vale Ward</td> <td>37</td> <td>1%</td> <td>6</td> <td>1%</td> </tr> <tr> <td>Brook Vale Ward</td> <td>50</td> <td>1%</td> <td>12</td> <td>2%</td> </tr> <tr> <td>Bures St. Mary Ward</td> <td>60</td> <td>2%</td> <td>7</td> <td>1%</td> </tr> <tr> <td>Capel and Wenham Ward</td> <td>22</td> <td>1%</td> <td>2</td> <td>0%</td> </tr> <tr> <td>Chadacre Ward</td> <td>61</td> <td>2%</td> <td>7</td> <td>1%</td> </tr> <tr> <td>Copdock Ward</td> <td>56</td> <td>2%</td> <td>9</td> <td>2%</td> </tr> <tr> <td>Dodnash Ward</td> <td>92</td> <td>3%</td> <td>17</td> <td>3%</td> </tr> <tr> <td>Elmsett Ward</td> <td>56</td> <td>2%</td> <td>3</td> <td>1%</td> </tr> <tr> <td>Glensford Ward</td> <td>82</td> <td>2%</td> <td>12</td> <td>2%</td> </tr> <tr> <td>Great Cornard Ward</td> <td>478</td> <td>14%</td> <td>97</td> <td>16%</td> </tr> <tr> <td>Hadleigh Ward</td> <td>424</td> <td>12%</td> <td>87</td> <td>15%</td> </tr> <tr> <td>Holbrook Ward</td> <td>83</td> <td>2%</td> <td>17</td> <td>3%</td> </tr> <tr> <td>Lavenham Ward</td> <td>201</td> <td>6%</td> <td>41</td> <td>7%</td> </tr> <tr> <td>Leavenheath Ward</td> <td>63</td> <td>2%</td> <td>13</td> <td>2%</td> </tr> <tr> <td>Long Melford Ward</td> <td>231</td> <td>7%</td> <td>40</td> <td>7%</td> </tr> <tr> <td>Nayland Ward</td> <td>41</td> <td>1%</td> <td>6</td> <td>1%</td> </tr> <tr> <td>North Cosford Ward</td> <td>44</td> <td>1%</td> <td>5</td> <td>1%</td> </tr> <tr> <td>Pinewood</td> <td>29</td> <td>1%</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Polstead and Layham Ward</td> <td>22</td> <td>1%</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Shotley Ward</td> <td>50</td> <td>1%</td> <td>5</td> <td>1%</td> </tr> <tr> <td>Sudbury Ward</td> <td>805</td> <td>23%</td> <td>123</td> <td>21%</td> </tr> <tr> <td>Waldingfield Ward</td> <td>108</td> <td>3%</td> <td>23</td> <td>4%</td> </tr> <tr> <td>West Samford Ward</td> <td>36</td> <td>1%</td> <td>6</td> <td>1%</td> </tr> <tr> <td>Unknown</td> <td>4</td> <td>0%</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Total</td> <td>3458</td> <td>100%</td> <td>596</td> <td>100%</td> </tr> </tbody> </table>	Age Group	Population		2023-24		No.	%	No.	%	0 - 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f. any weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)	N/A																																																																																																																																																																																																																																				
g. the role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	Acuity Research & Practice Ltd responsible for collecting, generating and validating the reported perception measures																																																																																																																																																																																																																																				

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 below* with a broad rationale for their removal	N/A
i. reasons for any failure to meet the required sample size requirements summarised in Table below**	N/A
j. type and amount of any incentives offered to tenants to encourage survey completion	£25 voucher per quarter
k. any other methodological issues likely to have a material impact on the tenant perception measures reported.	N/A