

Summary of Approach TSM Survey 2025-2026

LB of Barking & Dagenham

Overview

The survey was conducted by ARP Research between 02 October and 24 October 2025.

Responses

Telephone interviews were conducted with 1,000 LCRA (low cost rental accommodation) tenant households selected via a quota sample. This had a TSM compliant error margin of +/- 3.0%.

Sampling and fieldwork

A telephone methodology was chosen to ensure that the survey was as representative as possible before weighting, and to be consistent and comparable with the other London Borough's that all predominantly use this methodology. The changed from last year, when the dominant methodology was email. For transparency, a separate 'control' survey was also conducted in the changeover period using the previous methodology to demonstrate 'like for like' change over time.

Telephone interviews were conducted using a quota sample with randomised number selection to ensure that the final dataset was representative of the population as whole. The quota categories were stock type, ward, property type, property size, length of tenure, age group and ethnic background. The achieved sample was of sufficient quality that no further weighting was required. There was no survey incentive.

Population

The population for the TSM survey was all 15,665 LCRA households on 3 September 2025. None were removed from the sample frame.

Representativeness

The telephone interviews were completed to a quota sample. The characteristics by which representativeness was determined for the survey were:

Stock	Population	Achieved
General needs	95.4	95.4
Sheltered	4.6	4.6

Ward	Population	Achieved
Abbey	1.0	1.0
Alibon	4.3	4.3
Beam	1.7	1.2
Becontree	4.1	3.3
Barking Riverside	3.0	2.1
Chadwell Heath	6.3	6.7

Eastbrook	3.3	3.7
Eastbury	8.4	8.5
Gascoigne	5.1	5.2
Goresbrook	7.4	7.6
Heath	8.2	8.6
Longbridge	2.2	2.2
Mayesbrook	7.1	7.2
Northbury	3.8	4.0
Parsloes	9.6	9.6
Thames	5.2	5.0
Valence	8.9	9.1
Village	7.9	8.2
Whalebone	2.5	2.5

Property type

	Population	Achieved
Bedsit	3.1	3.2
Bungalow	1.7	2.0
Flat	37.0	37.0
House	53.7	53.6
Maisonette	4.4	4.1
Caravan	0.1	0.1

Property size

	Population	Achieved
Bedsit	3.1	3.1
One	23.2	24.7
Two	42.3	39.7
Three	29.9	30.9
Four or more	1.5	1.6

Length of tenure

	Population	Achieved
Under 1 year	4.3	4.5
1 - 2 years	9.5	10.3
3 - 5 years	10.8	11.3
6 - 10 years	20.4	20.5
11 - 20 years	31.5	30.5
21 years and over	23.4	22.9

Age

	Population	Achieved
16 - 24 years	0.7	1.0
25 - 34 years	8.1	6.0
35 - 44 years	20.0	20.3
45 - 54 years	21.7	21.3

55 - 64 years	22.9	23.4
65 - 74 years	15.3	15.7
75 - 84 years	8.0	8.9
85+ years	3.2	3.4

Ethnic background

	Population	Achieved
White British	54.4	54.2
Irish	0.7	0.6
Gypsy or Irish Traveller	0.0	0.0
Any other white	5.0	5.1
White and Black Caribbean	1.1	1.0
White and Black African	0.7	0.8
White and Asian	0.2	0.2
Any other mixed	0.6	0.6
Indian	0.5	0.6
Pakistani	2.0	1.9
Bangladeshi	2.4	2.5
Chinese	0.2	0.1
Any other Asian	1.1	1.2
Caribbean background	2.5	2.7
African background	16.4	16.4
Any other Black	2.7	2.7
Arab	0.1	0.1
Any other ethnic group	3.1	3.0
Prefer not to say	0.1	0.1
No record	6.1	6.2