
Chapter 4

Response rates

The target response rate for the 2013-14 English Housing Survey (EHS) was 60%. This chapter provides details of the final response rates and information on action taken to maximise response.

Overview

- 4.1 The target response rate for the EHS is set by the Department for Communities and Local Government (DCLG). It is monitored closely by NatCen through analysis of electronic data reports and direct contact between interviewers and their team leader. NatCen sets and monitors targets for coverage within each wave and monitors response at an area and interviewer level. When response rates fall below the target, remedial action is taken.

Interview survey

- 4.2 In 2013-14, interviews were achieved at 13,276 households. This represents a response rate of 60%. More details on the response rate to the EHS interview survey in 2013-14 are provided in Table 4.1.
- 4.3 Of these 13,276 interviews, 80% were conducted with the household reference person (HRP), 19% with the HRP's partner and 1% with a proxy respondent, Annex Table 4.1.

Table 4.1: Interview survey response rate, 2013-14

<i>all issued households</i>			
	Number (N)	Issued cases (%)	In-scope cases (%)
Total issued addresses	23,852		
Not yet built/under construction	29	0.1	
Demolished/derelict	51	0.2	
Vacant/empty housing unit	964	4.0	
Non-residential address	388	1.6	
Address occupied - no resident household	145	0.6	
Communal establishment/institution	47	0.2	
Other ineligible	68	0.3	
Total ineligible addresses	1,692	7.1	
Total in-scope addresses	22,160	92.9	
Not issued	2	0.0	0.0
Issued, but not attempted	25	0.1	0.1
Inaccessible	17	0.1	0.1
Unable to locate address	55	0.2	0.2
Unknown whether residential: Info refused	2	0.0	0.0
Unknown whether residential: no contact	32	0.1	0.1
Residential but unknown eligibility: info refused	8	0.0	0.0
Residential but unknown eligibility: no contact	74	0.3	0.3
Other unknown eligibility (no contact)	26	0.1	0.1
Info refused about whether address is residential	1	0.0	0.0
Contact but not confirm if address is residential	2	0.0	0.0
Info refused whether resident(s) are eligible	5	0.0	0.0
Eligibility not confirmed: language barrier	15	0.1	0.1
Other unknown eligibility (contact made)	13	0.1	0.1
Total unknown eligibility	276	1.2	1.2
Refusal by phoning office	784	3.3	3.5
Information refused on no. of dwellings	110	0.5	0.5
Can't identify target respondent(s): info refused	184	0.8	0.8
Information refused about number of households	118	0.5	0.5
Refusal before interview: by selected respondent	4231	17.7	19.1
Proxy refusal	83	0.3	0.4
Refusal during interview (unproductive partial)	36	0.2	0.2
Broken appointment, no re-contact	800	3.4	3.6
Total refusals	6,346	26.6	28.6
No contact with anyone at address	1161	4.9	5.2
MULTI DWELLINGS - No contact made with selected dwelling	7	0.0	0.0
No contact with responsible adult	181	0.8	0.8
Contact made at DU, but not from selected HH	69	0.3	0.3
Total non contact	1,418	5.9	6.4
Ill at home during survey period: Head Office	6	0.0	0.0
Ill at home during survey period: Interviewer	177	0.7	0.8
Away or in hospital all survey period: Head Office	25	0.1	0.1
Away or in hospital all survey period: Interviewer	222	0.9	1.0
Physically/mentally unable/incompetent: Head Office	19	0.1	0.1
Physically/mentally unable/incompetent: Interviewer	202	0.8	0.9
Language difficulties: Head Office	22	0.1	0.1
Language difficulties: Interviewer	141	0.6	0.6
Lost productive	1	0.0	0.0
Interview achieved but respondent requested data deleted	2	0.0	0.0
Other unproductive	26	0.1	0.1
Total other unproductive	843	3.5	3.8
Full interview	13,271	55.6	59.9
Partial interview	5	0.0	0.0
Total interviews	13,276	55.7	59.9

Physical survey

- 4.4 Not everyone who takes part in the interview survey is eligible to take part in the physical survey. Cases eligible¹ for the physical survey are identified by the CAPI (computer-aided personal interviewing) programme as part of the interview survey. Interviewers are then responsible for securing the consent of the householder to a physical survey. The interviewer explains the purpose of the survey and briefly what it will involve. If the respondent is willing, the interviewer arranges a fixed appointment for the physical survey. The interviewer is provided with the times the surveyor is available on their laptop to help make the appointment.
- 4.5 Of the 9,077 interviewed households eligible for the physical survey, 77% agreed to have a physical survey, which is below the target of 80%.
- 4.6 In 2013-14, 6,194 physical surveys were achieved. Of these, 5,950 were surveys in occupied properties. This represents 85% of households which agreed to a physical survey at the interview. This response met the 85% conversion rate target.
- 4.7 The remaining 244 surveys were conducted at vacant or derelict addresses. This represents 33% of the vacant addresses eligible for a physical survey. This is above the target of 30% conversion rate for such properties. More details on the response rate to the physical survey for the EHS in 2013-14 are provided in Table 4.2.

¹ See Chapter 1 on sub-sampling for more information on how addresses are deemed eligible for the physical survey.

Table 4.2: Physical survey response rate, 2013-14

all addresses eligible for physical survey

	Number (N)	Cases eligible for PS (%)	Cases agreed to PS at IS (%)
Occupied addresses			
Total occupied addresses eligible for physical survey	9,077		
Eligible but refused appointment at interview	2,076	22.9	
Eligible and agreed appointment at interview	7,001	77.1	
Total unproductive	1,051	11.6	15.0
Incomplete survey	3	0.0	0.0
Refusal on doorstep	224	2.5	3.2
Refusal to HQ	596	6.6	8.5
Household missed appointment	47	0.5	0.7
		0.0	0.0
Spec call no contact	162	1.8	2.3
Other reasons for non survey	19	0.2	0.3
Full survey (paired cases)	5,950	65.6	85.0
Vacant/derelict addresses			
Total vacant/derelict addresses eligible for physical survey	741		
Eligible but refused appointment at interview	47	6.3	
Total unproductive	450	60.7	64.8
Incomplete survey	1	0.1	0.1
Refusal on doorstep	109	14.7	15.7
Refusal to HQ	58	7.8	8.4
Household missed appointment	13	1.8	1.9
Surveyor missed appointment	1	0.1	0.1
Spec call no contact	236	31.8	34.0
Address untraceable	2	0.3	0.3
Other reasons for non survey	30	4.0	4.3
Survey achieved (vacant)	236		
Survey achieved (derelict)	8		
Total vacant/derelict physical surveys achieved	244	32.9	35.2
Total physical surveys achieved	6,194	63.1	80.5

Notes:

1) for the occupied addresses the cases eligible for a physical survey is the total occupied addresses eligible for the physical survey; and the cases agreed to a physical survey at interview survey is the total occupied addresses who agreed to have a physical survey at the interview.

2) for the vacant addresses the cases eligible for a physical survey is the total vacant addresses eligible for the physical survey; and the final column is the percentage out of all the eligible occupied addresses excluding those who refused an appointment at the interview stage (not all the vacant addresses were contacted at the interview stage so did not have the chance to refuse).

3) the cases eligible for a physical survey is all the occupied and vacant addresses eligible for the physical survey; and the cases agreed to a physical survey at the interview survey is all the occupied and vacant addresses who did not refuse to have a physical survey at the interview stage.