

Benchmarking resident satisfaction – research companies

In order to assist councils wishing to commission a resident satisfaction survey that complies with the 'Are You Being Served' guidance, listed below are those research companies we are aware of who are familiar with the guidance.

The LGA cannot recommend particular companies or vouch for the companies below in any way; these are simply those companies that have confirmed to us that they are familiar with the benchmarking guidance and can carry out compliant surveys for councils. Councils commissioning these companies will still want to undertake all the usual checks for ability to deliver their project through their own procurement processes.

It is also worth noting that failure to appear on this list does not imply that a company is not able to comply with the guidance – there will be many other research companies that do not feature on this list that would be able to run a compliant survey.

If you have any questions about this or if you are a research company and wish to be added to this list, please contact rebekah.wilson@local.gov.uk

Agency	Website	Contact	Email
ORS	http://www.ors.org.uk/	Kester Holmes	kester.holmes@ors.org.uk
Lake Market Research	http://www.lake-research.com/	Sarah Pritchard	sarahp@lake-research.com
Westco	http://www.westcotrading.co.uk/	Neil Wholey	nwholey@westcotrading.co.uk
SNAP	http://www.snapsurveys.com/	Alex Green	agreen@snapsurveys.com
MEL Research	http://www.m-e-l.co.uk	Karen Etheridge	karen.etheridge@m-e-l.co.uk
Plus 4	http://www.plus4.co.uk/	Cara Allan	cara_allan@plus4.co.uk
Ipsos MORI	https://www.ipsos-mori.com/	Gary Welch and John Kennedy	Gary.Welch@ipsos.com , John.Kennedy@ipsos.com .
DJS Research	http://www.djsresearch.co.uk/	Gayle Higginson	ghigginson@djsresearch.com
BDRC Continental	http://www.bdrc-continental.com/	Sally Bussell, Jacqui Banerjee	sally.bussell@bdrc-continental.com , Jacqui.banerjee@bdrc-continental.com
BMG	www.bmgresearch.co.uk	Simon Maydew	Simon.maydew@bmgresearch.co.uk
Breaking Blue Research	http://www.breakingblueresearch.com	Amie Luther	Amie.Luther@breakingblueresearch.com
Leadership Factor	http://www.tlresearch.co.uk	Vicki Harris	vickiharris@leadershipfactor.com