

Benchmarking Resident Satisfaction Research Companies

To assist councils wishing to commission a resident satisfaction survey that complies with our 'Are You Being Served' guidance, below is a list of research companies that we know are familiar with this guidance.

The LGA cannot recommend companies, or vouch for the companies below in any way, those listed are simply companies that have confirmed to us that they are familiar with our 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.

Please note, failure to appear on this list does not imply that a company is unable to comply with our guidance – many companies that do not feature below are able to run a compliant survey. If you have any questions about our guidance, or if you would like to be added to the list, please contact rebekah.wilson@local.gov.uk

Agency	Contact	Email
BDRC Continental 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
DJS Research www.djsresearch.co.uk	Gayle Higginson	ghigginson@djsresearch.com
Enventure Research www.enventure.co.uk	Andrew Cameron	andrewcameron@enventure.co.uk
Future Focus Research www.futurefocusresearch.co.uk	Kelly Jones	kelly.jones@futurefocusresearch.co.uk
Hampshire County Council https://www.hants.gov.uk/	Beth Manwaring	beth.manwaring@hants.gov.uk
Ipsos MORI www.ipsos-mori.com	Gary Welch John Kennedy	Gary.Welch@ipsos.com John.Kennedy@ipsos.com
Lake Market Research www.lake-research.com	Sarah Pritchard	sarahp@lake-research.com
Leadership Factor www.tlfrresearch.co.uk	Vicki Harris	vickiharris@leadershipfactor.com
MEL Research www.m-e-l.co.uk	Karen Etheridge	karen.etheridge@m-e-l.co.uk
ORS www.ors.org.uk	Kester Holmes	kester.holmes@ors.org.uk
Plus 4 www.plus4.co.uk	Cara Allan	cara_allan@plus4.co.uk
SNAP www.snapsurveys.com	Alex Green	agreen@snapsurveys.com
Westco www.westcotrading.co.uk	Caroline Roper	croper@westminster.gov.uk