

Benchmarking Resident Satisfaction Research Suppliers

To assist councils wishing to commission a resident satisfaction survey that complies with the LGA's benchmarking guidance, we have compiled a list of suppliers that we know are familiar with this guidance.

The LGA cannot endorse any supplier offering research services. Rather, the suppliers listed below have simply confirmed to us that they are familiar with our benchmarking guidance and can carry out compliant surveys for councils. Councils using their own procurement processes to commission research services will still want to undertake the usual checks for a supplier's ability to deliver.

Please note, failure to appear on this list does not imply that a supplier is unable to comply with our guidance – many suppliers 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 kate.cooper@local.gov.uk.

Please note, this list is of suppliers who have confirmed they can deliver the previous version of the guidance. We are in the process of checking with suppliers that they can deliver the new version and will update this list in due course.

| Supplier | Contacts |
|--|--|
| BDRC Continental | sally.bussell@bdrc-continental.com Jacqui.banerjee@bdrc-continental.com |
| BMG | Simon.maydew@bmgresearch.co.uk |
| DJS Research | ghigginson@djsresearch.com |
| Enventure Research | andrewcameron@enventure.co.uk |
| Future Focus Research | kelly.jones@futurefocusresearch.co.uk |
| Ipsos MORI | Gary.Welch@ipsos.com John.Kennedy@ipsos.com |
| Lake Market Research | sarahp@lake-research.com |
| Leadership Factor | vickiharris@leadershipfactor.com |
| MEL Research | karen.etheridge@m-e-l.co.uk |
| ORS | kester.holmes@ors.org.uk |
| Plus 4 | cara_allan@plus4.co.uk |
| Populus Data Solutions | kvarsani@populusdatasolutions.com |
| SNAP | agreen@snapsurveys.com |
| Stratford-on-Avon District Council | Simon.Purfield@stratford-dc.gov.uk |

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