

**Social Data Collection & Admin**  
**Sources BDB on FA1APP03**

Created By: [REDACTED] on 02/12/2014 at  
10:34

**Title: Progress report: IA 1 / Quota 1-2 - November 2014**

Categorisation  
BUS Field - Research\Response\LFS Local  
Area Response Project\Implementation\RM  
Progress Reports

**Part 1: Interviewer area details**

<b>Reporting period:</b>	November 2014
<b>Area reference:</b>	IA 1/ Quota 1-2
<b>Regional manager:</b>	[REDACTED]
<b>Field manager:</b>	[REDACTED]
<b>Region:</b>	South West
<b>Area:</b>	Cornwall

**Part 2: Progress report**

Description of action	Tasks planned (tasks that need to be carried out to implement the action)	Responsible person (for each task)	Target date (for each task)	Progress update (with dates)
Inform interviewers of project and action being taken to improve response	Presentation and discussion with LFS Local Area Response Project at Cornwall SGM. FM to discuss with A and X Member of LFS Local Area Response Project to shadow interviewer A in Area 1.	FM and LFS Local Area Response Project	<b>SGM Completed</b> Shadowing 17th November	LFS Local Area Response Project attended SGM 20th August 2014.  Interviewers A, B and X briefed by FM re micromanagement of Q1 and Q2 (in October).  ████████████████████ ████████████████████
Data checks to be carried out on work of interviewers A and X to include review of calling patterns/non contacts and outcome codes	Any training points identified to be actioned by FM.	FM	To be completed by end of November 2014	Calling patterns monitored for interviewers A + X as FM had limited time available to complete data checks on November work during the month due to leave.  See "Weekly contact" below
Mentor interviewer X, assess if interviewer A requires additional mentor training	FM to brief mentor	FM	To be completed by end of March 2014	Interviewer A ██████████ briefed and spent time during the month (on 12.11.14) mentoring interviewer X in the field + gave FM feedback re concerns (to do with interviewing procedure in the main, rather than calling patterns).
Weekly contact to be kept with interviewers working on these stints with detailed breakdown of work progress to be recorded. Any issues with capacity to be discussed with RM so additional resource can be identified if required.	FM to report weekly to RM on outcomes in these stints.	FM / RM	To be implemented for period November to March 2015	FM has spoken to Interviewers (A + X) when working on Q1 and/or Q2 at least twice a week during the period (usually on Tuesdays and Fridays) and has created and updated record sheet ( <b>Address List with Outcomes</b> ) with progress on all cases in the quotas, as well as giving guidance/advice to interviewers, as required.  FM is currently producing response spreadsheets from this information on a weekly basis to monitor what is happening in the field ( <b>Local Area Response - Qtr 44</b> )   Address Lists with Outcomes.xlsx  Local Area Response - Qtr 44.xlsx

				<p>FM contacted FEL/PEL re 44E 2 5 44  1 11s coded by interviewer X as a  36, but should probably be a 31.  Originally FEL said 36 must stand as  respondent gave them her  telephone number for the  interviewer to contact them, but  when similar scenarios occurred  with two other survey addresses in  the same week (which were  agreed as HQ refusals), FEL  supervisor said she would be  happy to revisit, but by this time it  was too late to change the  outcome in the system</p>

**Part 3: Other relevant update(s)**

Issue	Update