

Social Data Collection & Admin
Sources BDB on NP3APP001

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Title: Action Plan for Interviewer Area 50/Quota 98-99

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

Action plan template

N o.	Description of action	Issue the action is addressing	Tasks planned / how action will be achieved	Responsible person	Time scale	What support is required from HQ	Comments
1	Inform interviewers of project and action being taken to improve response	To ensure all interviewers are aware of findings of report in relation to decrease in response in stints	FM to discuss with all team members at mid year review	FM	To be completed by end of October 2014	Up to date and accurate response figures for stints over the last 3 months	
2	Data check to be carried out on work of all interviewers named in report to include review of calling patterns/non contacts and outcome codes	To identify any training needs arising from check on most recent period of working in these stint areas	FM to be assisted by colleague in carrying out these checks in October and November 2014. Any training points identified to be actioned by FM with assistance from colleague if field accompaniments required	FM	To be completed by end of November 2014	Supply of data for date checks on request from assisting FM	
3	Observation and training accompaniments to be made for all interviewers working on these stints	To provide support/training assistance and advice on best practices to adopt when working in the areas covered by stints 98 and 99.	FM to liaise with colleagues to organise accompaniments in field by FM and to receive feedback reports from assisting FM.	FM	To be completed by end of December 2014	None	
4	Experienced mentors to be asked to provide assistance to interviewers requiring additional support in the field to implement advice and training provided by FMs on accompaniments	To ensure standards and best practice in terms of calling patterns and ACE are implemented across all team members working in these stints	FM to brief mentors assisting with colleagues in these areas on problems we are endeavouring to address	FM	To be completed by end of March 2014	Mentor training to be updated if required.	
5	Weekly contact to be kept with interviewers working on these stints with detailed breakdown of work progress to be recorded. Any issues with	To ensure that workloads are achievable and to provide ongoing support of any issues arising. To enable FM to deal with capacity issues	FM to report weekly to RM on outcomes in these stints and to discuss need for additional resource.	FM / RM	To be implemented for period October to March	Possibly additional recruitment needed in this area to ensure workloads are kept to manageable amount for interviewers	

capacity to be discussed with RM so additional resource can be identified if required.	that might arise due to sick absence etc.				Response figures for the stint to be provided on monthly basis	
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