

Social Data Collection & Admin
Sources BDB on FA1APP003

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**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

Reporting period:	November 2014
Area reference:	IA 1/ Quota 1-2
Regional manager:	[REDACTED]
Field manager:	[REDACTED]
Region:	South West
Area:	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	SGM Completed 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). [REDACTED] shadowed interviewer A in Area 1 on 17.11.14
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 (mentor) 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 (Address List with Outcomes) 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 (Local Area Response - Qtr 44)  Address Lists with Outcomes.xlsx  Local Area Response - Qtr 44.xlsx 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

Part 3: Other relevant update(s)

Issue	Update