# **Known research providers**

The Research & Citizen Insight Team have identified a number of **known providers** of research, engagement and evaluation services across the UK.

This document lists those providers with a brief description of the type of services they offer, any known examples of previous work, and contact details.

Please note that this is not an exhaustive list, and we are not endorsing any particular research providers.

You will be responsible for ensuring that any providers invited to bid for contracts abide by the Market Research Society Code of Conduct, applicable guidelines and/or appropriate comparable Code of Practice. When evaluating proposals from providers, we recommend including a question on ethical standards within the evaluation criteria.

**Identifying suitable providers**

When buying research services, you will need to identify suitable providers to send your Request for Quotation (RFQ) Specification document. It is good practice to test the market before issuing the RFQ, to gauge interest from potential providers.

Please note when following the RFQ process, a **minimum of 3 quotes is required**. The RFQ Specification should be **sent to a minimum of 5 providers**, in case of low response. The more responses received, the higher chance of value for money being achieved.

A record should be made explaining why the providers were selected. For example because they have previously carried out work for ECC, you know they have a good record elsewhere, or you believe they can demonstrate the expertise required.

There may be reasons you cannot invite bids from 5 or more providers (for example if work required is very specialised). In which case you need to follow the authorisation process by contacting [procurement.processes@essex.gov.uk](mailto:procurement.processes@essex.gov.uk).

**Research & Citizen Insight Team,**

**Strategy, Insight & Engagement**

# **Research provider details**

Some providers listed below have provided information about the services they offer and examples of previous work, and some have been summarised based on information available on their websites.

Before selecting providers to send your RFQ document to, please review their suitability by taking a closer look at their websites and the services offered.

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| --- | --- | --- | --- | --- | --- |
| **Provider name** | **Website address** | **Contact email** | **Contact number** | **Services offered** | **Examples of previous work** |
| Enventure Research | [www.enventure.co.uk](http://www.enventure.co.uk) | [info@enventure.co.uk](mailto:info@enventure.co.uk)  Andrew Cameron [andrew@enventure.co.uk](mailto:andrew@enventure.co.uk) | 01484 404797 | Public sector market research, quantitative and qualitative research methodologies. Includes online, telephone, on-street and postal surveys, focus groups, in depth interviews, workshops and desk research. Working with local authorities, the NHS and other public sector bodies, we conduct research on a wide variety of topics. Developed specialisms in visitor research, resident satisfaction and planning research, public health research, membership research, and public consultations. | A wide range of case studies can be found at [www.enventure.co.uk/our-experience/](http://www.enventure.co.uk/our-experience/). |
| Rocket Science UK Ltd | <http://rocketsciencelab.co.uk/> | [caroline.masundire@rocketsciencelab.co.uk](mailto:caroline.masundire@rocketsciencelab.co.uk)  [dina.papamichael@rocketsciencelab.co.uk](mailto:dina.papamichael@rocketsciencelab.co.uk) | 0207 253 6289 | We provide research, consultation and analysis; organisational development and strategy; grant management; and evaluation and impact measurement services. We work in the areas of health and social care; education, employability and skills; charities and the third sector; and poverty, welfare and housing | Essex County Council: Assistive Technology Pilot for Pupils with Autism Spectrum Condition/Learning Disabilities; Employment and Skills Plan for Brighton and Hove City Council; Youth Needs Analysis for Young Westminster Foundation; Review of services for people affected by cancer; Evidence review of how employment can help people with long-term conditions. |
| Westco Communications | <https://www.westcocommunications.com/> | [croper@westminster.gov.uk](mailto:croper@westminster.gov.uk) | 0207 641 2940 | Specialising in public sector - social and market research, full service agency - including surveys, focus groups, workshops, consultation and engagement, depth interviews, desk research. Westco also specialises in communications, marketing and campaigns, PR, creative services, public affairs and digital services. | We have worked with over 30 local authorities. Recent examples of different types our work include: Tower Hamlets Annual face to face Resident Survey 2019, Kent County Council budget consultation 2019 workshops, Westminster street markets consultation 2018, London media consumption face to face survey 2018, Wakefield council telephone survey 2018. Examples of our campaign/comms work can be found [here](https://www.westcocommunications.com/what-we-do). |
| Upshot Marketing Ltd | [www.upshotmarketing.co.uk](http://www.upshotmarketing.co.uk) | [liz@upshotmarketing.co.uk](mailto:liz@upshotmarketing.co.uk) | 01273 704502 | Strategic insight; social marketing research; social marketing planning and strategy; qualitative research; marketing campaigns; advertising; perception audits; competition analysis | Evaluation (2019) of the Essex Carers Count Strategy 2015 and insight to support a blueprint for an updated strategy to support carers in Essex.  Patient satisfaction 'deep dives' for Berkshire NHS Foundation Trust (2016 to date)  Numerous social marketing insight projects for CCGs in Essex and the rest of the UK; including Thurrock Council Public Health team; NHS England and NHS Improvement  Some examples of our results online at <https://upshotmarketing.co.uk/results/>.  Case studies for a specific remit available on request. |
| BMG Research Ltd | [www.bmgresearch.co.uk](http://www.bmgresearch.co.uk) | [Denise.johnson@bmgresearch.co.uk](mailto:Denise.johnson@bmgresearch.co.uk) | 0121 3336006 | Market Research Services in:  Employment, Skills & Welfare Business, Enterprise & Innovation Public Health, Health & Social Care Crime & Justice Housing Education, Children & Families Culture, Sport, Media & Tourism Financial Research STAR Surveys Transport Communities & Local Government National Government Race, Faith and Cohesion Planning & Environment Customer Satisfaction and Reputation Employee Engagement | Residents surveys on behalf of: London boroughs of Waltham Forest, Enfield, Ealing, Richmond, Wandsworth, Haringey. Cheltenham Borough Council & Sunderland City Council.  Research into library usage for Essex County Council.  Employee engagement research for: Suffolk, Thurrock, Southwark, Tower Hamlets, Brent, Southend-on-Sea Walsall, Rotherham. |
| Discovery Research | <https://www.discoveryres.co.uk/> | [alan@discoveryres.co.uk](mailto:alan@discoveryres.co.uk) | 0207 359 4963 | Qualitative and Quantitative Market Research Services: Discovery have worked extensively across the public and private sectors providing clients with three key services 1) Attitudes and Behaviours: an insight into public opinion & listening; 2) Evaluation of products and services - with a view to enhance and improve and 3) Assistance in developing advertising and communications, which often includes evaluation of campaigns. We are a small agency of 12 very experienced execs that are all experts within their field - we are happy working on small or large scale projects. | Our work in the public sector started with advent of the COI who we conducted many projects with - This experience spring boarded us into working across many governmental departments, from Workplace and Pensions, HMRC, Money Advice Service to the Food Standards Agency and the now Department for Education. We work extensively across the Charity sector with BHF, CRUK, MacMillan and Book Trust. We work with the BBC and NS&I and in the commercial sector we work extensively with Virgin Media running their voice of the customer programme |
| Ipsos MORI | <https://www.ipsos.com/ipsos-mori/en-uk> | [john.kennedy@ipsos.com](mailto:john.kennedy@ipsos.com) | 0207 347 3219 | Quantitative research (including telephone, postal, online and face-to-face survey data collection, analysis and reporting), qualitative research (including in-depth interviewing, discussion groups and workshops, ethnographic observation), digital methodologies (including social intelligence/social listening) and evaluation and monitoring. Full service agency, providing end-to-end service in-house. | Selection of recent similar work completed: Basingstoke and Deane Horizon 2050 research; Leicester City Council Health and Wellbeing research;  Northumberland Resident Survey;  Hackney Residents' Survey and Hackney Staff Survey; Qualitative research for Norfolk County Council. |
| Qa Research Ltd | <https://www.qaresearch.co.uk/> | [michael.fountain@qaresearch.co.uk](mailto:michael.fountain@qaresearch.co.uk) | 01904 632039 | Full service research agency: qualitative/quantitative methods, delivering/managing surveys, data analytics; 15 researchers, 2 data scientists.  Expertise: resident and business research, campaign evaluation, service development, communications, vulnerable groups, tourism, health/social care and resident/customer satisfaction.  In-house services: face-to-face interviewing/recruitment, CATI telephone unit, online, postal, data processing, focus groups, depth interviews, deliberative events, co-creation. | For ECC: ASC Covid experience survey (2020) Reuse Campaign Evaluation (2019); United In Kind survey about loneliness, social isolation and community involvement (2019); ASC Users/Carers Survey (2012-25); Home Composting Campaign Evaluation (2019); Residents Survey (2015) etc.  Others LAs: Shropshire Business Survey (2019); Leeds CCG Home First Deliberative Event (2019); West Sussex Health Needs Assessment (2019). Phone survey for Connect Project. |
| Opinion Research Services | <https://www.ors.org.uk/> | [Jackie.Boarer@ors.org.uk](mailto:Jackie.Boarer@ors.org.uk) | 01792 535329 | Quantitative Research - Telephone Surveys, Face-to-Face Surveys, Online Surveys, Postal Surveys, Panels.  Qualitative Research - Focus Groups, Depth Interviews, Workshops/Business Forums, Deliberative Sessions  Mixed-Method Consultations - ORS has extensive experience of undertaking multi-workstream consultations on topics e.g. local government re-organisations, budget reduction, selective licensing, etc  Housing Studies - Our housing team produces Strategic Housing Market Assessments, Stock Condition Surveys and Specialist Housing Needs studies. | ORS is commissioned by the London Borough of Barking and Dagenham to conduct annual residents surveys (2015-2022). In 2018, ORS was commissioned by West Midlands Police and partners to evaluate the success of a randomised engagement trial carried out in areas of high crime. ORS undertook an online employee survey on behalf of the Parliamentary and Health Services Ombudsman to understand levels of staff satisfaction across their role. ORS was recently commissioned by Neath and Port Talbot County Council to recruit members of the public to its Citizens’ Panel. |
| ThePublicOffice Ltd | [www.wearethepublicoffice.com](http://www.wearethepublicoffice.com) | [ruth@wearethepublicoffice.com](mailto:ruth@wearethepublicoffice.com) | 447887832154 | Powerful qualitative research, that really amplifies the voices/experiences of citizens, and staff. We ensure the insights land in the client organisation, to impact whole system change.  Disciplined innovation methods for whole system transformation  Deliberate disruption using enquiry, ethnography, film, audio  Creation of narrative environments (spaces that tell stories) and other ‘containers’ for doing new work in new ways.  Support and challenge to ‘change how you do change’.  Scaffolding sticky learning: building capability for change, including leadership, culture, systems thinking etc. | Beyond the Battle: Towards Radically Better SEND Experiences (Surrey)  Going Round in Circles: What needs to happen for IAG to ‘work’ for carers? (Essex).  Great Expectations: exploring the life ambitions of young people with a disability (Essex)  Reimagining Commissioning: identifying radical practice for innovative commissioning (Essex, and Surrey County Councils) |
| Lake Market Research | [www.lake-research.com](http://www.lake-research.com) | Sarah Pritchard [sarahp@lake-research.com](mailto:sarahp@lake-research.com) | 01622 357064 | Providing market research across all methodologies to clients, including face to face interviewing via regional supervisors and a large team of interviewers; an in house telephone unit, a postal despatch and data entry division, online survey division as well as qualitative expertise. For face to face fieldwork, we interview in home as well as in street, as well as specific locations and modes of transport. | We specialise in the public sector and work with a broad range of clients. We are currently working on the Essex County Council resident survey and have also delivered Consultation work for the Library team. Expertise in social behaviour & attitudes including resident surveys, reputation trackers, visitor & tenant surveys; consultation design & analysis; assessing the impact of service / directorate changes; advertising & communication tracking; Initiative & policy evaluation and branding and positioning studies |
| TONIC Consultants Ltd | [www.tonic.org.uk](http://www.tonic.org.uk) | [matthew@tonic.org.uk](mailto:matthew@tonic.org.uk) | 07827 339 761 | Public consultations - design, facilitation, hosting online surveys, paper surveys, freepost address, qualitative and quantitative analysis, producing analysis reports.  Insight research - with a range of people, including families, offenders, victims, people with health issues, children and young people  Strategy development  Evaluation of projects  Employee engagement surveys | For Essex County Council we have run numerous projects, including: EssexFamily insights research, evaluation of street triage service (for PCC), consultation with residents around financial planning for older people, substance misuse consultations and service design, complex offenders insight research to shape service design, county lines insight research |
| Thinks Insight & Strategy (previously Britain Thinks) | <https://thinksinsight.com/> | Jenny Summers  [jsummers@thinksinsight.com](mailto:jsummers@thinksinsight.com) | 020 7845 5880 | Insight - Quantitative, qualitative, deliberative or ethnographic.  Strategy - We use a proprietary process to target your priority audiences, define your competitive context, create your positioning platform, and articulate your strategic narrative.  Communication - Political-style message polling Message-testing groups Persuasion & conflict groups Statistical techniques (e.g. turf analysis, conjoint, max. diff, regression/key driver analysis) Sentiment analysis In-context qualitative testing War-gaming Stakeholder/colleague communications testing.  Engagement - Citizens Juries, deliberative workshops and summits Stakeholder engagement Roundtables Evangelist/early-adopter innovation Co-creation (stakeholder and customer/service user) Local community engagement Town hall debates On-street consultation Charettes and community design Online communities Surveys and polls. | Consumer Engagement with Broadband | A report by BritainThinks and Which? - BritainThinks worked in partnership with Which? to conduct qualitative research with consumers, to understand the barriers to engagement within the broadband market.  Public views on regulation of corporate reporting, audit and governance | A report for the FRC - As a public body, the Financial Reporting Council (FRC) wanted to better understand the views of the general public who, as investors in shares, on their own account or in ISAs or pensions, or as customers or employees of businesses, have a stake in the work of the Regulator. |
| Savanta | <https://savanta.com/> | Oliver Wright [oliver.wright@savanta.com](mailto:oliver.wright@savanta.com) | 020 7871 8660 | Savanta provides specialist research and insight to support reputation management, public policy and communications.  Corporate Reputation, Public Policy, Communications and Faith Research Centre. | LCCI London Tomorrow - Savanta has worked with the London Chamber of Commerce and Industry (LCCI) since 2015 on the London Tomorrow thought leadership initiative. This major project has seen two separate programmes of research; Shaping Future Cities in 2015-16, and Towards the Megacity in 2018-19. Across both programmes, this research explored the challenges and opportunities facing the capital as a successful global city.  Office of Rail and Road (ORR) - Savanta was commissioned by ORR to conduct research into passengers’ awareness of rail terms and conditions. We used a mixed-methods approach to uncover most detailed insight |
| Healthwatch Essex | <https://healthwatchessex.org.uk/> | [enquiries@healthwatchessex.org.uk](mailto:enquiries@healthwatchessex.org.uk) | 01376 572829 | Healthwatch Essex collects data and lived experience from the public of Essex relating to health and social care services and uses that information to inform the way services are designed and delivered.  'We are experts in working with patients and the people who use health and social care services to co-design the services of the future.' | SWEET! - which stands for Services We Experience in Essex Today provides a snapshot of the lived experience of young people accessing health and social care services in recognised areas of deprivation. The first Sweet!, was used to inform the Essex Health Oversight and Scrutiny Committee’s task and finish group, the Suicide and Self harm Prevention Working Group and the ‘Open Up, Reach Out’ young people’s mental health transformation plan. |
| ICF Consulting Services Ltd | <https://www.icf.com/> | [INFO@EMAIL.ICF.COM](mailto:INFO@EMAIL.ICF.COM)  [Colin.Howat@icf.com](mailto:Colin.Howat@icf.com) | 020 3096 4800 | ICF offers a full suite of innovative and flexible methodologies and has particular expertise in applying these methods creatively to match the specific need and audience. We help clients develop measurable indicators, rigorous information collection, insightful performance analysis, and program effectiveness to drive informed decisions on issues that matter profoundly to their success. | [None available on website]. |
| IFF Research | <https://www.iffresearch.com/> | [healthandwellbeing@iffresearch.com](mailto:healthandwellbeing@iffresearch.com) | 020 7250 3035 | Offer a full suite of social and market research services: data collection, data analysis and reporting to a varied client base.  Evaluation Research, Behavioural and Customer Insight, Customer Journeys and Experience, New Product Development, Communications Development and Testing, Stakeholder and Reputation Research, Web Testing and Retirement Journey Research. | <https://www.iffresearch.com/about-us/case-studies/> |
| Independent Social Research Ltd | <https://www.isrf.org/> | [info@independentsocialresearch.co.uk](mailto:info@independentsocialresearch.co.uk)  [wendy.sykes@independentsocialresearch.co.uk](mailto:wendy.sykes@independentsocialresearch.co.uk) | 020 8883 4142 | ISR associates include experts in qualitative and ethnographic research and specialists in survey sample design, questionnaire development and testing, and survey and administrative data analysis. We have a strong background in social research and evaluation methodology, in training and building research capacity; and in conducting insight research to inform behaviour change programmes. Policy areas include health and social care; transport; crime and policing; drugs and alcohol use and misuse; work and retirement; pensions and benefits; housing; education and training; equality and human rights; communication; international development; finance; inclusive design and usability. | YC Hertfordshire - Evaluation of an Emotional Wellbeing Programme delivered in Hertfordshire Schools.  Equality and Human Rights Commission - Two projects in 2016 on: Dis-proportionality in police professional standards – analysis of administrative data; and Crime and disabled people: secondary analysis of crime survey data.  Department for Education - Evidence reviews in 2016 on mental health fitness interventions delivered in schools; and peer support schemes to support young people’s mental health. |
| MEL Research | <https://melresearch.co.uk/> | [info@melresearch.co.uk](mailto:info@melresearch.co.uk)  [jenny.chen@melresearch.co.uk](mailto:jenny.chen@melresearch.co.uk) | 0121 604 4664 | Specialise in social research and behaviour change. Our aim is to use research and evaluation to help clients gain clear insight into views, behaviours and the effectiveness of services. Offer a full service range of research methods, from quantitative to qualitative, evaluations and more technical products such as waste analysis. | Golding Homes STAR resident satisfaction survey - Golding Homes owns and manages 7,400 properties in and around Maidstone. Like many housing associations and council housing departments, it carries out regular customer satisfaction surveys. In 2018, we were commissioned to carry out a survey of tenants and residents (STAR), to understand resident satisfaction with their homes and the services Golding Homes provides.  Home from hospital service evaluation - In 2019, M·E·L Research was commissioned by the British Red Cross to carry out an Evaluation of the Home from Hospital Service (2014-2018) at Guy’s and St Thomas’ NHS Foundation Trust.. |
| Nesta | <https://www.nesta.org.uk/> | [daniel.farag@nesta.org.uk](mailto:daniel.farag@nesta.org.uk)  [information@nesta.org.uk](mailto:information@nesta.org.uk) | 0207 438 2500 | Our approach is practical and collaborative, driven by a rigorous use of evidence and data, emerging technology and the power of people.  Areas of Innovation: Priority areas - Creative economy and culture, Education, Government innovation, Health, Innovation policy and Futurescoping.  Work in: Artificial intelligence, Collective intelligence, Data analytics, Financial inclusion and Future of work and skills. | Decision-making in the Age of the Algorithm - A guide for public sector organisations on how to introduce Artificial Intelligence tools so that they are embraced and used wisely by practitioners.  Foundation Horizon Scan: Taking the long view - This report explores the challenges foundations and grant-giving organisations will face over the next decade in order to maintain their legitimacy and impact.  A Semantic Analysis of the Recent Evolution of AI Research - If we want to steer AI in societally desirable directions, first we need to understand where it is heading. This requires smarter data about smarter machines. |
| The Innovation Unit Limited | <https://www.innovationunit.org/> | [contact@innovationunit.org](mailto:contact@innovationunit.org)  [matthew.horne@innovationunit.org](mailto:matthew.horne@innovationunit.org) | 020 3918 5170 | Through our projects and ventures we identify, create and scale evidence-based solutions, mainly focused on: children’s social care, learning & schools, healthy lives, early years and mental health.  Design New Solutions, Mobilise Energy, Lead System Change, Scale Solutions, Build Capability, Generate Insights. | Named Social Worker: With Department of Health and Social Care, SCIE, England - Between 2016 and 2018, Innovation Unit and the Social Care Institute for Excellence (SCIE) supported nine local authorities to develop, implement and evaluate a Named Social Worker approach.  Living well collaborative: With Lambeth Clinical Commissioning Group & Lambeth Council, London, UK - Over the last 7 years Lambeth has been radically transforming mental health services, driven by a shared goal to help everyone who is experiencing mental health difficulties to recover, stay well, make their own choices and participate on an equal footing in everyday life. |
| The Young Foundation | <https://youngfoundation.org/> | [reception@youngfoundation.org](mailto:reception@youngfoundation.org)  [victoria.boelman@youngfoundation.org](mailto:victoria.boelman@youngfoundation.org) | 020 8980 6263 | The Young Foundation is a UKRI accredited Independent Research Organisation with extensive expertise in research into social innovation and inequality, with a long track record exploring topics like health and wellbeing, community, education, financial inclusion and place-making. We focus on participatory, ethnographic and deep qualitative work alongside quantitative research analysis.  Current programmes: Inequality, Youth & Education, Health & Wellbeing and Places. | A Brighter Future - The Young Foundation was commissioned by End Youth Homelessness to evaluate their Transforming Futures Programme, funded by the H&M Foundation. The programme helps young people find their way into education, employment or training (EET) by providing them with personalised job coaching and access to a bursary fund. |
| NatCen | <http://natcen.ac.uk/> | [new-business@natcen.ac.uk](mailto:new-business@natcen.ac.uk)  [info@natcen.ac.uk](mailto:info@natcen.ac.uk)  Duncan Grimes [Duncan.Grimes@natcen.ac.uk](mailto:Duncan.Grimes@natcen.ac.uk) | 020 7250 1866 | The research we do helps government and charities make the right decisions about the big issues and we’re passionate about ensuring its widest possible impact on the world around us.  Our reputation for delivering relevant and robust research is down to our policy sector specialists, survey methodologists, data analysts and expert quantitative and qualitative researchers. | British Social Attitudes 36 - The British Social Attitudes survey has been carried out annually since 1983 and is our longest running survey. Over 90,000 people have taken part in the study so far.  English Housing Survey - The English Housing Survey (EHS) is a major government survey into homes and housing in England. The EHS is a large-scale complex survey with two stages: an interview in all selected homes and a visual inspection by a qualified surveyor of a subsample of homes. |
| Yonder | <https://yonderconsulting.com/> | [Aman.hundal@yonderconsulting.com](mailto:Aman.hundal@yonderconsulting.com)  [David.rowson@yonderconsulting.com](mailto:David.rowson@yonderconsulting.com) | +44 (0) 20 7253 9900 | Yonder is a consultancy that helps clients to unlock opportunity and deliver business impact. Our services & expertise include: quant, qual, analytics, consultancy, branding, where expertise include international research, stakeholder & reputation research, policy development, campaign strategy, consultations and deliberative events, corporate reputation, customer journey, organisational strategy, creative/ad testing, brand health and equity, branding and brand development, omnibus, product development etc. | Conducting a Citizens Panel for the City of London, to better understand the attitudes and priorities of residents and workers to support their Transport Strategy. Supporting Camden Council to drive engagement with local residents and test specific policies. Supporting Ealing Council with a public consultation on changes to Council Tax support. Working with The Prime Minister’s Office to inform the ongoing policy and communications strategies of the Conservative Party, by testing public reactions to new policy propositions. Using our proprietary demographic model, ClockFace, developed the targeting strategy that helped the Scottish Conservatives go from 1 to 13 MPs at the 2017 General Election. Developed a targeted campaign strategy for the Department for Education. |
| Demos | [www.demos.co.uk](https://eur02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.demos.co.uk%2F&data=05%7C01%7Cresearch%40essex.gov.uk%7C83caf0ab7e6c4c5db72f08db9cd6d580%7Ca8b4324f155c4215a0f17ed8cc9a992f%7C0%7C0%7C638276218743921691%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=97dlOa7DApg%2FWHOKVlzC1IImMmpRQbk8aoSX98DzwYk%3D&reserved=0) | Lucy Bush - [lucy.bush@demos.co.uk](mailto:lucy.bush@demos.co.uk) | 07737 321 051 | We are an independent cross-party think tank, funded by partners who share our values and mission. We offer the full range of research and insight services, utilising our broad armoury of qual, quant and deliberative methodologies. We can design and run evidence reviews, focus groups, depth interviews, ethnographic interviews, peer to peer research, online communities, localised and national polling, citizen juries/panels and co-creation workshops. We have a policy development function and a long history in generating bold and innovative policy ideas to help solve some of the country's most pressing challenges. We also have a communications team to help ensure our work has wider impact and take research findings to Westminster policymakers or to a national or regional audience (where appropriate). | Lucy Bush (Demos' Director of Research & Participation) has worked directly with ECC in her previous role at Thinks Research & Insight across a number of research projects. She led on a large-scale mixed methods research programme on Climate Behaviours in 2020 in which the Essex population were segmented according to their environmental behaviours, and another mixed methods research project which used ethnographic techniques and an online community to understand Physical Activity in the same year. She also worked with the ECC Insight Team across 2019/20 to deliver research findings relating to 'just about managing families' using ethnographic and qualitative research methods. Lucy has a wealth of wider experience conducting bespoke research projects with local authorities to help them better understand their local citizens - clients include City of Wolverhampton, the West Midlands Combined Authority, Kent County Council, Bath & North East Somerset Council and Warwickshire County Council. Case study examples from Demos: <https://demos.co.uk/research/> |
| Postcode Films | [www.postcodefilms.com](https://eur02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.postcodefilms.com%2F&data=05%7C01%7CPoppy.Reece%40essex.gov.uk%7C225f6abda66f40894b5408dbbe61aa2b%7Ca8b4324f155c4215a0f17ed8cc9a992f%7C0%7C0%7C638313098914659217%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=oPJIp%2FCBMrEyXvdpkBLPow2JurUFQA2kJRxYoeT7tQc%3D&reserved=0) | Jaime Taylor - [jaime@postcodefilms.com](mailto:jaime@postcodefilms.com)  Ed Owles -[ed@postcodefilms.com](mailto:ed@postcodefilms.com) | 07738 678225 | Postcode Films has over 15 years of experience working as ethnographic researchers in the UK and worldwide. We produce documentary films (and audio) as part of a research process, whilst also recording valuable observational material as part of data gathering and analysis. We work from conception through to delivery.  We have extensive experience using filmmaking as part of qualitative or larger scale research, from national public dialogues to individual case studies. The resulting films are used for both internal (and confidential) purposes as well as public campaigns and communications. Our audiences range from local stakeholders, and close peers of the participants, to national policy makers and the general public.  Our work enables people’s nuanced experiences and stories to be better understood and included when exploring policy design, reform and social innovation. We always co-develop our films with partners and participants, translate research, including both professional and lived experience expertise, into a visual output that’s nuanced, emotive and compelling. Sometimes clients commission us with a specific output in mind, or, where possible, we work with you to co-design our role within the research so that our work is integrated into the broader research/storytelling process.  We know that trust is an essential part of a successful film project, so ensuring informed consent from yourselves and participants and maintaining transparency from beginning to end is key. We prefer that our films are character-led, which means the filmmaking process naturally evolves as a collaborative endeavour. | Clients/partners include Innovation Unit, Design Council, NESTA, Kings Fund, ThePublicOffice, Hopkins Van Mil, Community Research, UKRI, GLA, Sciencewise and the Civil Service (DSIT, Defra, Policy Lab), numerous HEIs including UEA, UCL, IoE, Queen’s Belfast, Goldsmiths, University of Kent, University of Leeds. Our films have been screened at a range of International Ethnographic film festivals, including our feature Even When I Fall which won the Royal Anthropological Institute’s (RAI) Ethnographic Film Festival prize. Postcode co-founder / director Ed Owles is on the RAI film committee. Projects include:   * [**The National Food Strategy (HVM, UKRI, Sciencewise)**](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.nationalfoodstrategy.org%2F&data=05%7C01%7CPoppy.Reece%40essex.gov.uk%7C225f6abda66f40894b5408dbbe61aa2b%7Ca8b4324f155c4215a0f17ed8cc9a992f%7C0%7C0%7C638313098914659217%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=M0poYclEyo4gOFZA%2FO1VVNf%2B7eCgzI6%2FFZGGipQMMhY%3D&reserved=0) * [**Developing Trust in Digital Identification Systems**](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsciencewise.org.uk%2Fprojects%2Fdigital-identity-services%2F&data=05%7C01%7CPoppy.Reece%40essex.gov.uk%7C225f6abda66f40894b5408dbbe61aa2b%7Ca8b4324f155c4215a0f17ed8cc9a992f%7C0%7C0%7C638313098914659217%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=XMzyY8si6kvF1dBp9J9zd0AeD3GUHDDhvybCziQX9ME%3D&reserved=0) **(DSIT, UK Government, HVM, Sciencewise)** * [**The Wigan Deal**](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.kingsfund.org.uk%2Fprojects%2Flessons-wigan-deal&data=05%7C01%7CPoppy.Reece%40essex.gov.uk%7C225f6abda66f40894b5408dbbe61aa2b%7Ca8b4324f155c4215a0f17ed8cc9a992f%7C0%7C0%7C638313098914659217%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=elrmCTmHAj69PngABKEEvhW%2FuOiB6OjKvX6ywXi0Pnc%3D&reserved=0) **(The Kings Fund, Wigan Borough Council)** * **ThePublicOffice and Essex County Council / Surrey County Council:** involved in a long term change process, we were commissioned to create a variety of films focusing on Early Years, SEN, adults with disabilities, dementia and many more. This included individual ethnographic case studies, workshops with service users to support them to document their own stories, as well as documenting a change journey to give visibility and accountability to new ways of working within an organisation or system. * **Transform Ageing - The Design Council:** a Big Lottery Funded programme which took a community and design-led approach to improve people’s experience of ageing in SW England. * **Policy Lab**: We regularly conduct ethnographic film research on a freelance basis for the UK Government's Policy Lab. |