

Annual Stakeholder Satisfaction Survey
Office for National Statistics

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External Affairs



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# Overview

At the Office for National Statistics (ONS), we are committed to providing high quality statistics and analysis for the public good.

Our annual stakeholder survey seeks to understand your satisfaction with and use of our statistics. This survey uses the term ‘statistics’ to include any data, analysis and statistics produced by the ONS.

Your views matter to us. They will help us to improve our offer, including how we communicate with you. This survey should take around 10 minutes to complete. You can do it anonymously.

If you have questions about this survey, please email **external.affairs@ons.gov.uk**.

**About your response**

We treat the data we hold with respect, keeping it secure and confidential. To find out more, read our [**data policy**](https://www.ons.gov.uk/aboutus/transparencyandgovernance/dataprotection/privacyinformationforourstakeholders)**.**

**Questionnaire**

## About your use of ONS statistics

1. **What do you use ONS statistics for? Select all that apply.**

*(Required)*

*Please select all that apply*

* Business cases
* Content creations, such as news articles
* Informing audiences I work with
* Organisational strategy
* Supporting policy and decision making
* Undergraduate research
* Postgraduate research
* Service development or commissioning
* Understanding an issue related to my work
* Personal interest
* Other - please specify
1. **To what extent have the following ONS statistical topics met your needs, if you have used them since January 2023?**

*(Required)*

*Please use an ‘X’ for answering each statistical topic.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Fully** | **Partially** | **Not at all** | **Haven’t used** |
| **Population and migration** |  |  |  |  |
| **Children and education** |  |  |  |  |
| **Crime** |  |  |  |  |
| **Economic growth and GDP** |  |  |  |  |
| **Environmental, climate change, and nature** |  |  |  |  |
| **Global trade and investment** |  |  |  |  |
| **Health and social care** |  |  |  |  |
| **Housing** |  |  |  |  |
| **Household income** |  |  |  |  |
| **Labour market** |  |  |  |  |
| **Prices, inflation and cost of living** |  |  |  |  |
| **Public sector finances** |  |  |  |  |
| **Subnational** |  |  |  |  |
| **Transport** |  |  |  |  |
| **Well-being** |  |  |  |  |
| **Other – please specify** |  |  |  |  |

1. **Which levels of geography (for example national, regional, local) would you find most useful for ONS statistics to be produced at?**
2. **What types of statistical content have you used since January 2023?**

*(Required)*

*Please select all that apply*

* Blogs
* Brief summaries
* Detailed analyses
* Dashboards
* Datasets
* Interactives – for example maps, calculators and customised profiles
* Microdata (via the Secure Research Service)
* None
* Others - please specify below

## How you access ONS statistics

1. **Where do you find ONS statistics?**

*(Required)*

*Please select all that apply*

* GOV.UK (www.gov.uk)
* ONS website (www.ons.gov.uk)
* NOMIS website (www.nomisweb.co.uk)
* Application programming interfaces (APIs)
* ONS X (formerly known as Twitter)
* ONS LinkedIn
* ONS Instagram
* ONS YouTube
* ONS virtual event
* ONS in-person event
* ONS podcast
* Individual ONS contact
* Forums such as StatsUserNet
* Third parties such as the media or wikis
* Other, please specify
1. **Do you currently receive newsletters and email notifications from the ONS?**

*(Required)*

*Please select all that apply*

* Yes
* No

## Newsletters

1. **How useful do you find ONS newsletters and email notifications in providing you with information about our work?**

*(Required if ‘yes’ to question 6.)*

*Please select only one item*

* Extremely useful
* Quite useful
* Not very useful
* Not useful at all
* I don’t know
1. **Are you satisfied with the frequency of ONS newsletters and email notifications you receive?**

*Please select only one item*

* Yes
* No, I receive them too often
* No, I would like to receive them more often
1. **Are you satisfied with the volume of ONS newsletters and email notifications you receive?**

*Please select only one item*

* Yes
* No, I receive too many
* No, I would like to receive more
1. **Please provide feedback on your answers related to ONS newsletters and email notifications.**

## Your feedback on the ONS

The ONS’s mission is: 'To provide high quality data and analysis to inform the UK, improve lives and build the future.'

1. **To what extent do you agree or disagree with the following statements?**

*(Required)*

*Please use an ‘X’ for answering each statement.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** | **I don’t know** |
| **The ONS fulfils its mission** |  |  |  |  |  |  |
| **The ONS produces statistics to a high standard** |  |  |  |  |  |  |
| **The ONS produces statistics relevant to the main issues of the day** |  |  |  |  |  |  |
| **The ONS is a trustworthy organisation** |  |  |  |  |  |  |
| **The ONS’s statistics reflect the diversity of the country** |  |  |  |  |  |  |

## Engagement

As an organisation, it's important that we hear from and understand the views and needs of those we work with. These questions relate to your engagement with the ONS to help us make improvements where needed.

1. **Are you aware of the following methods you can use to contact the ONS?**

*(Required)*

*Please use an ‘X’ for answering each engagement method.*

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Aware and used** | **Aware but not used** | **Not aware** |
| **Customer contact centre** |  |  |  |
| **Contact details available on releases** |  |  |  |
| **Shared mailboxes for individual teams** |  |  |  |

1. **Please provide any feedback on the methods you have used to contact the ONS. Your answer could include if you have used any of the above methods and if your query was resolved.**
2. **Are you aware of the following methods to engage with the ONS on areas of our work?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Aware and used** | **Aware but not used** | **Not aware** |
| **Consultations** |  |  |  |
| **Webinars** |  |  |  |
| **In-person events** |  |  |  |
| **Questionnaires** |  |  |  |
| **Working groups or forums** |  |  |  |

1. **Please provide any feedback on the opportunities you may have used to engage with the ONS.**

## ONS Local

ONS Local is an analytical advisory service for local leaders, and ‘front-door’ service into the ONS. It ensures access to statistics to support decision-making. Established in March 2023, the team has dedicated analysts in each region and nation of the UK. The team runs location-based engagement activities, weekly webinars, supports bespoke stakeholder requests, and publishes a monthly newsletter.

1. **Have you heard of ONS local?**

*(Required)*

*Please select only one item.*

* Yes
* No
1. **Have you previously used, or do you currently use, the ONS Local service offer?**

*(Required, if ‘yes’ to question 16.)*

*Please select only one item.*

* Yes
* No, but I plan to
* No, it is not relevant to my area of work.
1. **Has the service provided by ONS Local, either previously or currently, met your requirements?**

*(Required, if ‘yes’ to question 17.)*

*Please select only one item.*

* Yes
* No
* I don’t know
1. **Please explain your answer.**

## Integrated Data Service

The Integrated Data Service is a cross-government service led by ONS. The service enables coordinated, secure access to a range of high-quality data, to inform policy decisions and improve public services.

1. **Are you aware of the Integrated Data Service?**

*(Required)*

*Please select only item.*

* Yes
* No
1. **Do you believe that the Integrated Data Service will benefit your work?**

*(Required if ‘yes’ to question 20.)*

*Please select only one item.*

* Yes, fully
* Yes, partially
* No
* I don’t know
1. **Please explain your answer.**

## Economic statistics transformation

Economic statistics transformation involves identifying new data sources, improving methods, and developing systems. For example, in future, our prices statistics will be a mix of traditionally collected data, existing administrative data, and data from private sector partners, such as grocery retailers. This will provide more timely, accurate and representative insights into measures such as consumer prices and help our understanding of what is driving inflation.

1. **Are you aware of the ONS’s work to transform economic statistics?**

*(Required)*

* Yes
* No
1. **Do you believe that the Integrated Data Service will benefit your work?**

*(Required if ‘yes’ to question 23.)*

* Yes, fully
* Yes, partially
* No
* I don’t know
1. **Please explain your answer.**

## About you

Finally, we would like to ask some information about you.

1. **If you use ONS statistics for professional purposes, what is your sector?**

*(Required)*

*Please select only one item*

* I use ONS statistics for personal purposes only
* National government department
* Devolved government
* Arm's-length body
* Local government
* Public body or service
* Education - schools and further education
* Education - higher education
* Research and development
* Charity
* Civil society organisation
* Community group
* Business
* Social enterprise
* International organisation
* Other – please specify below
1. **Which devolved government administration do you work in?**

*(Required if ‘devolved government’ selected for question 26.)*

*Please select only one item*

* Scottish Government
* Welsh Government
* Northern Ireland Executive
1. **Which national government department do you work in?**

*(Required if ‘national government department’ selected for question 26.)*

*Please select only one item*

* Prime Minister's Office, 10 Downing Street
* Attorney General's Office
* Cabinet Office
* Department for Business and Trade
* Department for Digital, Culture, Media and Sport
* Department for Education
* Department for Energy Security and Net Zero
* Department for Environment Food and Rural Affairs
* Department for International Trade
* Department for Levelling Up, Housing and Communities
* Department for Transport
* Department for Work and Pensions
* Department of Health and Social Care
* Department for Science, Innovation and Technology
* Foreign and Commonwealth Office
* HM Treasury
* Home Office
* Ministry of Justice
* Northern Ireland Office
* Office of the Advocate General for Scotland
* Office of the Leader of the House of Commons
* Office of the Leader of the House of Lords
* Office of the Secretary of State for Scotland
* Office of the Secretary of State for Wales
* UK Export Finance
1. **What is your role?**

*(Required)*

*Please select only one item*

* Statistician Analyst
* Policy specialist
* Public affairs specialist
* Communications specialist
* Data scientist
* Researcher
* Economist
* Service commissioner
* Service designer
* Service provider
* Other – please specify below
1. **If you use ONS statistics as part of your role for an organisation, what is your level in the organisation?**

*(Required)*

*Please select only one item*

* Board or non-executive director
* Executive
* Director
* Senior manager
* Manager
* Officer
* Administrator
* Other – please specify below

## About you

This survey can be completed anonymously. The questions below are optional.

1. **What is your name?**

Name

1. **What is your email address?**

Email

1. **Are you responding on behalf of an organisation?**

*(Required)*

*Please select only one item*

* Yes
* No
1. **What is the organisation you are responding on behalf of?**

Thank you for completing this survey.

Your views are very important to us.

1. **Please provide any final feedback about how we could improve your experience of using our statistics and services.**