

Annual Stakeholder Satisfaction Survey
Office for National Statistics

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External Affairs



Contents

[Overview 3](#_Toc189035563)

[About your use of ONS statistics 4](#_Toc189035564)

[How you access ONS statistics 7](#_Toc189035565)

[Your feedback on the ONS 10](#_Toc189035566)

[Engagement 11](#_Toc189035567)

[Local data and insight 12](#_Toc189035568)

[Local data and statistics 13](#_Toc189035569)

[Integrated Data Service 16](#_Toc189035570)

[Economic statistics transformation 17](#_Toc189035571)

[Population and migration transformation plans 18](#_Toc189035572)

[About you 19](#_Toc189035573)

[About you 22](#_Toc189035574)

# 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 improve our offer, including how we communicate and engage with you. This survey should take no more than 20 minutes to complete. You have the option to respond anonymously.

You can save your responses and return to complete the survey at a later point. You must have cookies enabled in your web browser to use this feature, and the feature is not available if you have completed and submitted your response.

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

**About your response**

We will process all data in line with [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*

[ ] Content creation, such as news articles

[ ]  Informing audiences I work with

[ ]  Informing business cases

[ ]  Informing organisational strategy

[ ]  Personal interest

[ ]  Policy and decision making

[ ]  Postgraduate research

[ ]  Service planning

[ ]  Undergraduate research

[ ]  Understanding an issue related to my work

[ ] Other - please specify

1. **To what extent have the following ONS statistical topics met your needs, if you have used them since January 2024?**

*(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. **If your needs have only been met partially or not at all, please explain why.**
2. **Which levels of geography (for example national, regional, local) would you find most useful for ONS statistics to be produced at?**
3. **Please share any examples of how you have used ONS statistics in your work.**

1. **What geographic-level breakdowns of ONS statistics do you need?**
*(Required)

Please rank your top three levels by placing an ‘X’ in each column.*

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Rank 1** | **Rank 2** | **Rank 3** |
| National, such as UK, Great Britain, Scotland |  |  |  |
| Regional, such as South West England, Yorkshire and the Humber |  |  |  |
| Combined Authority (CA) |  |  |  |
| Local Authority (LA) |  |  |  |
| Middle layer Super Output Areas (MSOAs), that is areas of between 2,000 and 6,000 households |  |  |  |
| Lower layer Super Output Areas (LSOAs), that is areas of between 400 and 1,200 households |  |  |  |
| Output Areas (OAs), that is areas of between 40 and 250 households |  |  |  |
| International Territorial Level 2 (ITL2) |  |  |  |
| International Territorial Level 3 (ITL3) |  |  |  |
| Built-up areas (BUAs), that have urban characteristics and include settlements such as villages, towns and cities |  |  |  |
| Other, please specify |  |  |  |

1. **Compared to three years ago (January 2022), how satisfied or dissatisfied are you with the levels of geographic breakdowns provided in ONS statistics now?***(Required)

Please select only one item*

[ ]  Extremely satisfied

[ ]  Quite satisfied

[ ]  Neither satisfied nor dissatisfied

[ ]  Not very satisfied

[ ]  Not satisfied at all

[ ]  I don’t know

[ ]  Not relevant

1. **What content types have you used on the ONS website since January 2024?**

*(Required)*

*Please use an ‘X’ in each column.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Use most often** | **Use frequently** | **Use occasionally** | **Don’t use** |
| **Written statistical commentary (for example, articles and bulletins)** |  |  |  |  |
| **Methodology and quality information** |  |  |  |  |
| **Data visualisations, charts and maps** |  |  |  |  |
| **Spreadsheets (accessed via data set pages)** |  |  |  |  |
| **Structured data sources (for example, downloadable timeseries of application programming interfaces)** |  |  |  |  |
| **Data tools and dashboards (such as the life expectancy calculator)** |  |  |  |  |
| **Others, please specify** |  |  |  |  |

## How you access ONS statistics

1. **Where would you look for statistics, data or information published by the ONS?**

*(Required)*

*Please select all that apply*

[ ]  GOV.UK

[ ]  ONS website

[ ]  NOMIS website

[ ]  Artificial intelligence tools (like ChatGPT)

[ ]  Application programming interfaces (APIs)

[ ]  e-newsletter

[ ]  Email

[ ]  Explore local statistics

[ ]  ONS Local

[ ]  ONS Facebook

[ ]  ONS LinkedIn

[ ]  ONS Instagram

[ ]  ONS Threads

[ ]  ONS X (formerly known as Twitter)

[ ]  ONS YouTube

[ ]  ONS virtual event

[ ]  ONS in-person event

[ ]  ONS podcast

[ ]  Individual ONS contact

[ ]  Forums such as StatsUserNetwork

[ ]  Third parties such as the media or wikis

[ ]  Don’t know

[ ]  None of the above

1. **From the channels listed above, please share your preferences, explaining why you prefer to find statistics there.**
2. **Are there channels not listed above where you would expect or prefer to be able to use to access ONS data and statistics?**

## Your feedback on the ONS

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 to provide high quality data and analysis to inform the UK, improve lives and build the future** |  |  |  |  |  |  |
| **The ONS is a trustworthy organisation** |  |  |  |  |  |  |
| **The ONS produces statistics to a high standard** |  |  |  |  |  |  |
| **The ONS produces statistics relevant to the main issues of the day** |  |  |  |  |  |  |
| **The ONS produces statistics that are trustworthy**  |  |  |  |  |  |  |
| **The ONS produces statistics that reflect the diversity of the country** |  |  |  |  |  |  |
| **The ONS produces statistics that are timely and punctual** |  |  |  |  |  |  |
| **The ONS produces statistics that reflect the needs and priorities of users** |  |  |  |  |  |  |

## 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. **Do you use and value these methods to engage with the ONS on our work?**

*(Required)*

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Both use and value** | **Use and don’t value** | **Don’t use but would value** | **Neither use and would not value** |
| **One-to-one or small meetings** |  |  |  |  |
| **Consultations** |  |  |  |  |
| **Webinars** |  |  |  |  |
| **Feedback questionnaires** |  |  |  |  |
| **In-person events** |  |  |  |  |
| **Working groups, user groups or forums** |  |  |  |  |

1. **Please share any other engagement methods you’ve used and provide feedback on your interactions with the ONS, specifying activities if possible.**

## Local data and insight

The Local Data and Insight project is aligned with the [Government Statistical Service (GSS) subnational data strategy](https://analysisfunction.civilservice.gov.uk/policy-store/gss-subnational-data-strategy/) ambitions, which are to:

* produce more timely, granular and harmonised subnational (or local) statistics
* build capability and capacity for subnational statistics and analysis
* improve the dissemination of subnational statistics

**ONS Local**

ONS Local is an analytical advisory service, to support access to statistics and aid decision-making. Established in March 2023, the team has dedicated analysts in each English region and devolved nations of the UK.

1. **Have you heard of the ONS Local service?**

*(Required)*

*Please select only one item.*

[ ]  Yes

[ ]  No, it is not relevant to my area of work

[ ]  No, unaware it existed but would use it

[ ]  No, unaware it existed and unsure I need to use it

1. **What have you used the ONS Local service for?**

*(Required, if ‘Yes’ to question 14.)*

*Please select all that apply.*

[ ]  Accessing statistical or analytical advice from ONS

[ ]  Attending webinars or workshops

[ ]  Finding out about other ONS products

[ ]  Gaining access to secure data platforms

[ ]  Getting regular support from my ONS Local regional lead

[ ]  Requesting support or collaboration for large analytical projects

[ ]  Sharing my user needs and feedback

[ ]  Using user-requested datasets published by ONS Local

[ ]  Don’t know

[ ]  Other, please specify

1. **How satisfied or dissatisfied are you with the ONS Local service?**

*(Required, if ‘Yes’ to question 14.)*

*Please select only one item.*

[ ]  Extremely satisfied

[ ]  Quite satisfied

[ ]  Neither satisfied nor dissatisfied

[ ]  Not very satisfied

[ ]  Not satisfied at all

[ ]  I don’t know

1. **Please explain your answer, clearly outlining any impact as a result of the service.**

## Local data and statistics

"Local insight for everyone" is the ONS’s vision for subnational statistics. The aim is to improve the availability, access and range of statistics and analysis that provide insights at local levels of geography.

1. **Have you used any local data or statistics from ONS since January 2024? This is data below the national level, that is below UK, England, Wales, Scotland or Northern Ireland.**

*(Required)*

*Please select only one item.*

[ ]  Yes

[ ]  No

[ ]  Not sure

1. **For what reasons have you not used these statistics?**

*(Required, if ‘No’ to question 18)*

*Please select all that apply.*

[ ]  Not needed to use them

[ ]  They do not meet my needs

[ ]  Unaware they existed

[ ]  Data does not have the level of geographic breakdown I need

[ ]  Other, please specify what needs to happen for you to use them in the future

1. **What local ONS statistics have you used since January 2024? For example, small area gross value added, explore local statistics or access to local amenities. If possible, please provide web links to the data you have used.**

*(Required, if ‘Yes’ or ‘Not sure’ to question 18)*

1. **What have you used these local data for?**

*(Required, if ‘Yes’ or ‘Not sure’ to question 18)*

*Please select all that apply.*

[ ]  Exploring data about an area

[ ]  Filling gaps in my knowledge

[ ]  Informing policy development

[ ]  Supporting decision making

[ ]  Using these data and statistics in my work

[ ]  Don’t know

[ ]  Other, please specify

1. **Please explain your answer, clearly outlining any impact as a result of the data.**

## Integrated Data Service

The Integrated Data Service is a cross-government ONS-led service designed to inform policy decisions and improve public services. It enables coordinated, secure access for accredited researchers to a range of linkable high-quality datasets, which have had all personal identifiers removed.

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 23.)*

*Please select only one item.*

[ ]  Yes, fully

[ ]  Yes, partially

[ ]  No

[ ]  I don’t know

1. **Please explain your answer.**

## Economic statistics transformation

Our plans to improve economic statistics involve identifying new data sources, improving methods, and developing systems. This will provide more timely, accurate and representative insights and statistics. These will be used to inform decision-making in an inclusive and sustainable way.

For example, in future, our prices, business, and labour market statistics will be a mix of traditionally collected data, existing administrative data, and data from private sector partners.

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

*(Required)*

[ ]  Yes

[ ]  No

1. **Do you believe that transforming economic statistics will benefit your work?**

*(Required if ‘Yes’ to question 26.)*

[ ]  Yes, fully

[ ]  Yes, partially

[ ]  No

[ ]  I don’t know

1. **Please explain your answer.**

## Population and migration statistics

The ONS has plans to increase its use of administrative data; also referred to as 'admin data'.

Admin data is information created when people interact with public services, such as schools, the NHS, the courts or the benefits system, and collated by government.

Admin data allows the ONS to produce more frequent, timely and efficient statistics. We only use these data for statistical purposes in the public interest, and the data are subject to robust controls for protecting people’s confidentiality.

1. **Are you aware of the ONS’s work to improve population and migration statistics?**

*(Required)*

[ ]  Yes

[ ]  No

1. **Please share your view on the following statement: “I support the ONS making greater use of admin data to produce more frequent statistics.”**

*(Required)*

[ ]  Strongly agree

[ ]  Agree

[ ]  Neither agree nor disagree

[ ]  Disagree

[ ]  Strongly disagree

[ ]  I don’t know

[ ]  Not applicable to me

1. **Please share your view on the following statement: "I believe it is important that the public are engaged around the use of admin data for official statistics."**

*(Required)*

[ ]  Strongly agree

[ ]  Agree

[ ]  Neither agree nor disagree

[ ]  Disagree

[ ]  Strongly disagree

[ ]  I don’t know

[ ]  Not applicable to me

1. **Do you believe that improving ONS’s population and migration statistics will benefit your work?***(Required if ‘Yes’ to question 29.)*

[ ]  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

[ ]  Arm's-length body

[ ]  Business

[ ]  Devolved government

[ ]  Education - higher education

[ ]  Education - schools and further education

[ ]  International organisation

[ ]  Local government

[ ]  National government department

[ ]  Public body or service

[ ]  Research and development

[ ]  Social enterprise

[ ]  Voluntary

[ ]  Other, please specify

1. **Which devolved government administration do you work in?**

*(Required if ‘Devolved government’ selected for question 34.)*

*Please select only one item*

[ ]  Northern Ireland Executive

[ ]  Scottish Government

[ ]  Welsh Government

1. **Which national government department do you work in?**

*(Required if ‘National government department’ selected for question 34.)*

*Please select only one item*

[ ]  Attorney General's Office

[ ]  Cabinet Office

[ ]  Department for Business and Trade

[ ]  Department for 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 Science, Innovation and Technology

[ ]  Department for Transport

[ ]  Department for Work and Pensions

[ ]  Department of Health and Social Care

[ ]  Foreign, Commonwealth and Development Office

[ ]  HM Treasury

[ ]  Home Office

[ ]  Ministry of Housing, Communities and Local Government

[ ]  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

[ ]  Prime Minister's Office, 10 Downing Street

[ ]  Scotland Office

[ ]  UK Export Finance

[ ]  Wales Office

[ ]  Other, please specify

1. **What is your role?**

*(Required)*

*Please select only one item*

[ ]  Analyst

[ ]  Communications specialist

[ ]  Data scientist

[ ]  Economist

[ ]  Policy specialist

[ ]  Public affairs specialist

[ ]  Researcher

[ ]  Service commissioner

[ ]  Service designer

[ ]  Service provider

[ ]  Statistician

[ ]  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

[ ]  Manager

[ ]  Officer

[ ]  Administrator

[ ]  Other – please specify below

## About you

This survey can be completed anonymously.

1. **What is your name?**
2. **What is your email address?**
3. **Are you responding on behalf of an organisation?**

*Please select only one item*

[ ]  Yes

[ ]  No

1. **What is the organisation you are responding on behalf of?**
2. **Are you interested in participating in a 30-minute discussion about ONS’s local data and services?***(Required)*

*Please select only one item*

[ ]  Yes

[ ]  No

We really value your views and would welcome the opportunity to ask you to share them in more detail for the evaluation of the ONS’s Local Data and Insights project.

If you selected yes, your details will be stored until September 2025. We will process all data in line with our [data policy](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.ons.gov.uk%2Faboutus%2Ftransparencyandgovernance%2Fdataprotection%2Fprivacyinformationforourstakeholders&data=05%7C01%7CNicola.Fulton%40ons.gov.uk%7C5037e932af2c4509429808da49330ac1%7C078807bfce824688bce00d811684dc46%7C0%7C0%7C637902780816479350%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=9nSTMdRg7WEZ2dH8ayTUQDanNvibhfgchXStjaATx6U%3D&reserved=0) and [data protection privacy information](https://www.ons.gov.uk/aboutus/transparencyandgovernance/dataprotection).

If you have any questions about the evaluation, or should you wish for your details or response to be updated or removed, then please email LDI.evaluation@ons.gov.uk.

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

Thank you for completing this survey.

Your views are very important to us.