ONS stakeholder satisfaction survey

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# Overview

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

Our annual stakeholder survey seeks to understand your experiences of the ONS, and your satisfaction with and use of our statistics and analysis.

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](mailto: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://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).

# About your use of ONS statistics

We'd like to ask a few questions about why you use our data and analysis, and which topics and types of data you use. 

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

 Business cases

 Content creation, such as news articles

 Informing audiences I work with

 Organisational strategy

 Policy and decision making

 Undergraduate research

 Postgraduate research

 Service development or commissioning

 Understanding an issue related to my work

 Personal interest

 Other – please specify below

**If you selected ‘Yes’, please provide the name of the organisation or group.**

1. **Select the statistical topics you use or have used. (Required)**

 **Census and population**: data on the size and geographic spread of the population, and factors causing population change including births, deaths and demographic changes

 **Children and education**: data on looked after children, children with special educational needs and disabilities, and young people not in education, employment or training

 **Crime**: quarterly crime survey, data on crime against children, violence against women and girls, homicide, fraud, drug misuse, antisocial behaviour and property crime

 **Economic growth and GDP**: data which measure how the UK’s economy is changing nationally and regionally, including gross domestic product (GDP)

 **Environmental, climate change and nature**: including data on net zero

 **Global trade and investment**: data to understand our place in the world relating to UK business, trade and investment

 **International migration**: data on people moving in and out of the UK

 **Housing**: data on housing types, tenure, occupancy and second addresses

 **Household income**: data on household finances, wealth and poverty

 **Labour market**: data on people’s jobs, employment, earnings, working patterns and inactivity in the labour market

 **Prices, inflation and cost of living**: data on how prices change, how this affects households and businesses, measures such as the consumer prices and household costs indices, and the personal inflation calculator

 **Public sector finances**: data on estimates of public sector income, expenditure, borrowing and debt

 **Subnational**: analysis of local area geographies highlighting disparities between places

 **Transport**: data on transport, transport users and infrastructure

 **Well-being**: data on quality of life in the UK, personal and economic well-being

 **Others** - please specify below.

1. **Which levels of geography (for example national, regional, local) would you find most useful for ONS statistics to be produced at? (Required)**

Yes

1. **Please select the types of statistical content you use or have used. (Required)**

 Brief summaries

 Detailed analyses

 Dashboards

Datasets

 Interactives – for example maps, calculators and customised profiles

 Microdata (via the Secure Research Service)

 Others - please specify below

Yes

# How you access ONS's statistics

1. **How do you get ONS’s statistics? Select all that apply. (Required)**

 GOV.UK ([www.gov.uk](http://www.gov.uk))

 ONS website ([www.ons.gov.uk](http://www.ons.gov.uk))

 NOMIS website ([www.nomisweb.co.uk](http://www.nomisweb.co.uk))

 APIs (application programming interfaces)

 ONS Twitter

 ONS LinkedIn

 ONS virtual event

 ONS in-person event

 ONS podcast

 ONS blog

 Newsletter

 Email

 Forum such as StatsUserNet

 Third parties, such as the media, wikis, or search engines like Google. Please specify below

Yes

1. **Are there channels not listed in question 5, where you would prefer to get ONS's statistics?**
2. Yes

# Your feedback on the ONS

**7. Do our statistics and analysis meet your needs? (Required)**

 Yes

 Partially

 No

I don’t know

**If you answered 'Yes' to question 7, please go straight to question 9.**

**8. Please explain why they do not meet your needs.**

**9. What could we do to improve your experience of using statistics from the ONS?**

# Your feedback on the ONS

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

Please give your views on the following statements.

**10.  I believe the ONS fulfils its mission. (Required)**

 Strongly agree

 Agree

 Neither agree nor disagree

 Disagree

 Strongly disagree

 I don't know

**11. The ONS produces statistics to a high standard. (Required)**

 Strongly agree

 Agree

 Neither agree nor disagree

 Disagree

 Strongly disagree

 I don't know

**12. The ONS produces statistics relevant to the main issues of the day.**

**(Required)**

 Strongly agree

 Agree

 Neither agree nor disagree

 Disagree

 Strongly disagree

 I don't know

**13. The ONS is a trustworthy organisation. (Required)**

****Strongly agree

 Agree

 Neither agree nor disagree

 Disagree

 Strongly disagree

 I don’t know

**14. ONS’s statistics are inclusive and reflect the diversity of the country. (Required)**

 Strongly agree

 Agree

 Neither agree nor disagree

 Disagree

 Strongly disagree

 I don't know

**15. I would recommend ONS statistics to others. (Required)**

 Strongly agree

 Agree

Neither agree nor disagree

 Disagree

 Strongly disagree

 I don't know

# ONS’s transformation plans

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.

Please let us know your views on the following statements.

**16.  I support the ONS making greater use of admin data to produce more frequent statistics and rely less on public surveys. (Required)**

 Strongly agree

 Agree

 Neither agree nor disagree

 Disagree

 Strongly disagree

 I don’t know

 Not applicable to me

**17.  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

# 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.

Please tell us your view on the following statement.

**18.  I am aware of the Integrated Data Service (Required)**

 Yes

 No

 I don't know

**19.  I believe that the Integrated Data Service will benefit my work. (Required)**

 Yes

 Partially

 No

 I don't know

**20. Please explain your answer.**

## Population and social statistics transformation

We need to be able to give more timely and accurate population analysis on a regular basis.

To achieve this, we aim to make more use of existing up-to-date administrative data as the core source of data for our statistics, supplemented by public surveys where needed. This will enable us to produce statistics more quickly and more frequently.

Please tell us your view on the following statement.

**21**. **I am aware of ONS's work to transform population and social statistics. (Required)**

 Yes

 No

 I don't know

## 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.

Please tell us your view on the following statement.

**22. I am aware of ONS's work to transform economic statistics. (Required)**

 Yes

 No

 I don't know

If you answered no to question 22, please skip to question 25.

**23. I believe that transforming economic statistics will benefit my work. (Required)**

 Yes

 No

 I don't know

**24. Please explain your answer.**

## About you

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

**25. If you use ONS statistics for professional purposes, what is your sector? (Required)**

 I use ONS statistics for personal purposes only

 National government department

 Devolved government

 Arms-length body

 Local government

 Public body or service

 Education - schools and further education

 Higher education

 Research and development

 Charity

 Civil society organisation

 Community group

 Business

 Social enterprise

 International organisation

 Other – please specify below

**26. If you selected 'national government department' in question 25, please indicate which one.**

 Prime Minister's Office, 10 Downing Street

 Attorney General's Office

 Cabinet Office

 Department for Business, Energy and Industrial Strategy

 Department for Digital, Culture, Media and Sport

 Department for Education

 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

 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

**27. If you selected 'devolved government' in question 25, please indicate which one.**

 Scottish Government

 Welsh Government

 Northern Ireland Executive

**28. If you use ONS statistics as part of your role for an organisation, what is it you do? (Required)**

 I use ONS statistics for personal purposes only

 Statistician

 Analyst

 Policy

 Public affairs

 Communications

 Data scientist

 Researcher

 Economist

 Service commissioner

 Service designer

 Service provider

 Other – please specify below

**29. If you use ONS statistics as part of your role for an organisation, what is your level in the organisation? (Required)**

 I use ONS statistics for personal purposes only

 Board or non-executive director

 Executive

 Director

 Senior manager

 Manager

 Officer

 Administrator

 Other – please specify below

# Thank you for completing this survey

Your views are very important to us.

**30.  Please provide any final feedback about the ONS below.**

**31. If you have a question and would like us to contact you, please provide details, with a contact name and email, below.**