

# 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](#).

## 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.

### 2. 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.

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

**4. 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

## How you access ONS's statistics

### 5. 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

### 6. Are there channels not listed in question 5, where you would prefer to get ONS's statistics?

## 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.**