

**Labour Market Statistics User Group**

**Feedback**

December 2020

**Introduction**

The 2020 Labour Market Statistics User Group took place on 21st October and for the first time it was online. The User Group was advertised on the NISRA website, within labour market statistics publications, to the labour market statistics customer list, and on social media. Over 40 people attended the User Group.

Following the meeting, the presentations and a record of questions and answers were made available to users on the [Labour Market Statistics User Engagement](https://www.nisra.gov.uk/statistics/labour-market-and-social-welfare/labour-market-statistics-user-engagement) section of the [NISRA website](https://www.nisra.gov.uk/).

Attendees were invited to fill out an online feedback questionnaire covering the format of the user group, the content and frequency, what impact it had on their understanding or usage of the statistics and if they had any suggestions for improvement. Approximately a quarter of attendees completed the feedback survey.

The following report summarises the responses received.

**Summary Analysis of Feedback**

* Overall the feedback was very positive with all respondents saying they were either satisfied or very satisfied (over 80% said very satisfied).
* Attendees found the presentations interesting and accessible. Specific content that attendees found useful included the impact of COVID on data collection as well as the outputs; updates on changes that have taken place and that are planned; differences between data sources; and the range of outputs available. The opportunity to have discussions with other users and ask questions directly to the team have also been stated as a useful aspect of the User Group.
* The majority of attendees felt that there was nothing missing from the content of the User Group, however, suggestions for future analysis were put forward (such as forecasting and the impact of COVID on EU nationals).
* Almost all attendees felt that the length of the User Group was ‘about right’ with only one respondent saying that it was ‘too short’.
* More than half of attendees would like User Groups to take place more often than annually.
* All participants felt that the breadth of the content for the User Group was ‘about right’ and that it helped with their understanding of labour market statistics.
* Most respondents said that the Labour Market User Group meetings had not changed how they will use labour market statistics in the future, mainly because they are already frequent users. However, some said that it made them more aware of the range of outputs available.
* One suggestion for the future included incorporating the online format either instead of or as well as the usual face-to-face format as it was more convenient and worked well.

**Next Steps**

Based on the feedback

* A Labour Market Statistics User Group will take place again in Autumn next year. We will seek input to the content of the User Group during the registration process in a similar manner to the 2020 event.
* In light of responses asking for more frequent User Groups as a first step we will produce a newsletter six months from the User Group to highlight progress against plans and new data sources or analysis, potentially with opportunity for an online Question and Answer session. After the User Group 2020 we will review whether the combination of a newsletter and Q&A session, and User Group meets the information needs of users.
* We will consider how best to mix face-to-face and online formats for next year’s User Group in the Autumn.