Statistics User Group Survey 2023 and 2024

The Statistics User Group (SUG) undertook surveys in 2023 and 2024. Findings were consistent across the two surveys. This paper for the Statistics Council considers the survey findings in relation to the future workplan for the Council. The survey report has been made available to Council members.

Key Survey Findings for Statistics Council

There were some key findings that the Council should be aware of and use to inform its work and engagement with stakeholders:

- There was positive feedback for Statistics Jersey, that the department should be proud of and continue to do more of well – e.g. "Department is really helpful. Department responds quickly either on social media or by phone"
- The highest use of statistics is for research purposes.
- Only 2/3 of users were satisfied that the statistics meet their needs.
- 21% of users were dissatisfied with the statistics being easy to find – see section below.
- A few respondents noted that action isn't always taken to address problems that statistics highlight. It is outside the role of the Statistics Council to hold Statistics Users to account for making changes and addressing problems, however, an understanding of why statistics are not being used is important, for example, a lack of awareness or inability to find or understand the statistics (e.g. the way the statistics are presented lacks clarity).
- Survey respondents were asked what additional statistics that they would like to see published – these areas have been added to the Council's Statistical Issues log. This paper recommends that some issues can be closed while others warrant further attention from the Council - see section below.

Statistics are not easy to find

21% of statistics users were dissatisfied with the statistics being easy to find.

This was also a common theme from the Chief Statistician when providing comments on the additional statistics that survey respondents would like to see (see section below), often in relation to statistics produced outside of Statistics Jersey. It is therefore recommended that members of the Government Analysts Network (ANet) give some consideration as to how to address this as it is a shame that effort is put into producing outputs that then are not found by users.

Statistics Jersey launched a new website in 2025, which addresses some of the issue raised by survey respondents. It has improved graphical representations, links to methodology reports and links to other statistics. However, Appendix 1 shows an example in relation to searching for ethnicity statistics for Jersey, which demonstrates that finding what should be easily available statistics is still not straightforward.

Additional Statistics

The Statistics Council has agreed to respond in a "You said, we did…" format to this section of the report. Each of the additional statistics suggested has been added to the Statistical Issues log and subsequently reviewed by the Chief Statistician and the Statistics Council. Table 1 shows the additional statistics, the Chief Statistician's comments and recommendations, and the Statistics Council's review.

In summary, the following recommendations are made:

A. For Statistics producers
   1. Statistics producers to find ways to make statistics easier to find
   2. Statistics Jersey to consider ways of signposting to relevant non Statistics Jersey data
   3. Statistics producers to review and publications and ensure they are current – this will also help with making statistics easier to find

B. For Council Workplan/Issues Log
   4. Stakeholder meetings to include exploring why statistics are not used
   5. The Statistical Issues log be updated:
      - Issues to close: Cost of living
      - Issues pending closure (see notes in final column of Table 1): Population Statistics, Housing Statistics, Employment Statistics, Government of Jersey, Consumer behaviour and preferences,
      - Issues to remain open: Poverty and Welfare, Environmental Statistics (part), Health Statistics (part), Criminal Justice

Table 1: SUG Survey findings, Chief Statistician's Response and Statistics Council Review

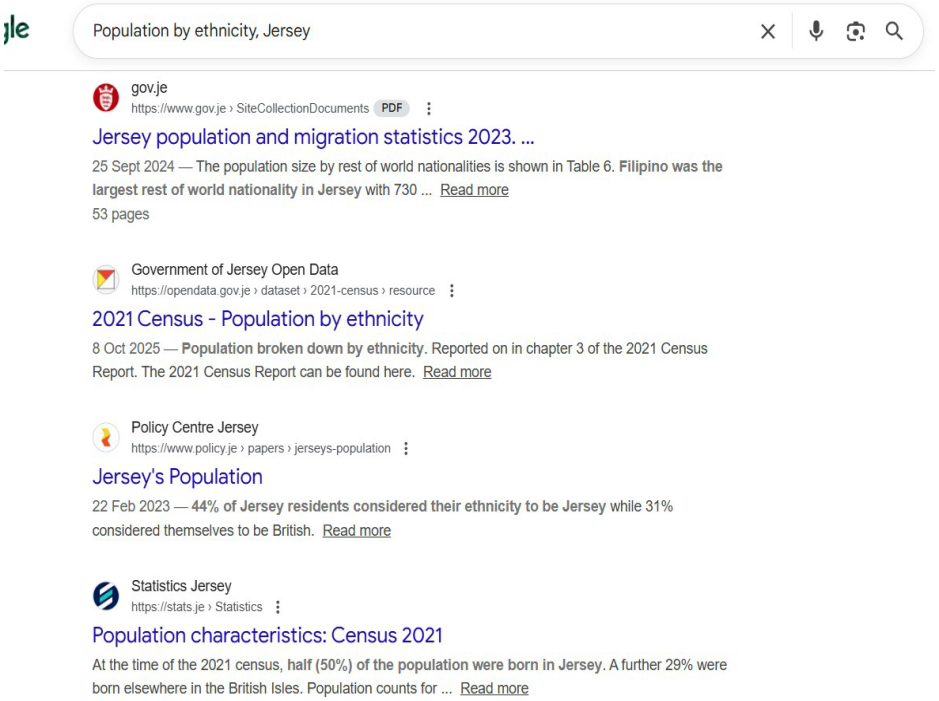
Survey Finding	Chief Statistician (CS)		Statistics Council Review
	Comments	*Recommendation*	
Population statistics: insights on emigration of younger aged residents; birth rates including demographic status of birth mothers	This information is already available in Population and migration statistics 2024 | Statistics Jersey	Close	Agree with CS comments – and the statistics are much easier to find on the new stats.je website. However: • note the example in relation to ethnicity in Appendix 1 • no insight into young people leaving the island (e.g.) for higher education and not returning (the "brain drain" that is specifically referred to in the survey report) Remain on Statistical Issues (SI) log with low priority/monitoring status
Housing statistics: to better understand changes in prices, especially in the private rental sector (e.g. number of properties owned by private landlords); on the time it takes for planning decisions; government spend on public housing.	•Spend on social housing here Andium-Homes-Annual-Report-2024.pdf •Planning info is here Q4 Planning Stats 2024 •No. of rented properties is available from the Rented Dwelling Licencing Scheme – around 18,000 (including around 6,000 social housing units) • Private Rental data is not currently collected but should be available from admin source during 2026	I'd suggest this is a low priority for the Stats Council	The new stats.je website has clear and interactive charts on the House Price Index page. Whilst the other statistics suggested by the survey respondents are outside the remit of Statistics Jersey, it could be possible to signpost to the other source with appropriate caveats with regard to Statistics Jersey not being accountable for the quality. It is not necessary to link to the actual statistical publication, and it could be a simple statement such as "Production of statistics in relation to social housing is the responsibility of Andium Homes" – a savvy user would then use Google (or another search engine) to find them. Remain on SI log until CS has had opportunity to consider signposting.
Cost of living: how this compares e.g. to the UK; on changes in fuel prices	If this is about prices, then there is lots of information available, including open data to compare to the UK. See Retail prices | Statistics Jersey Stats Jersey plan to publish more detail during 2026	Close	Statistics are available as demonstrated by the publication from the Policy Centre Jersey (14th Feb 2026): Cost of living - Policy Centre Jersey Agree with CS recommendation that this issue be closed.

Survey Finding	• Chief Statistician (CS)		Statistics Council Review
	Comments	*Recommendation*	
Poverty and Welfare: demographic data on who needs/ is receiving benefits; measures of deprivation, such as use of food banks	• Periodic info from income and expenditure survey R Income Distribution Report 2021 20230630 SJ.pdf • Income Support info Performance statistics for Employment, Social Security and Housing • Some info on food bank use in JOLS, but no info on users from the Food Banks	This is an ongoing issue for the island (as in the UK) with quite sparse data. Worthy of consideration by the Stats Council	This fits with the Government's commitment to "sustainable wellbeing" and could be broadened to consider charities other than Food Banks. It is cross-cutting across different Government Departments and therefore a central team such as Statistics Jersey is best placed to coordinate. The Island Indicators is the starting point. The concern would be whether Statistics Jersey is appropriately resourced to do this. Charity and non-profit organisations could be consulted as part of the Council's stakeholder engagement with regard to what statistics they need and/or could contribute towards. Remain on SI log.
Employment: workforce projections by sector, economic contribution of those 60+ (including voluntary roles); gender pay gap	• Gender Pay Gap in Jersey - June 2024.pdf • No information/analyses published on the 60+ although Stats Jersey considering producing a thematic report on the 'young elderly' (65-74) • Other data doesn't exist	Close	Statistics Jersey should report to the Statistics Council on the outcome of their considerations - if the report is published or if the decision is made not to publish. Action should not be closed on a "consideration" without the outcome of the consideration. Where data do not exist, it is not clear if this is because it is not possible to collect it and report it, or collecting and reporting would not provide value for the effort required, or if it is not a priority to do so in current resources. Remain on SI log – pending closure based on the outcome of consideration of report on the 'young elderly'
Government of Jersey: tax burden on individuals; detail on government spending, including the amount spent on consultants, recruitment and retention of civil servants, public expenditure by parish	• Tax data here Microsoft Word - Revenue Jersey Statistical Digest v_01.3.docx • Tax burden calculated for 2019 Estimating government receipts and expenditure for Jersey households • Government spending - States of Jersey Group 2024 Annual Report and Accounts.pdf • Parish spending – e.g. Parish Accounts | Parish of St Helier	I would suggest this is not a priority for the Stats Council as there is already a lot of information published - although perhaps not very findable for the general islander.	The data not being very findable is a common theme in the CS responses and is supported by the example of looking for the ethnicity profile of the population. The new stats.je website is a step in the right direction. Statistics Council should recommend to the Government Statistics producers (ANet) that they explore how to address this. It is a shame that a lot of effort is being put into producing data and statistics for it not to be found by users. Remain on SI log until better accessibility of statistics has been achieved.

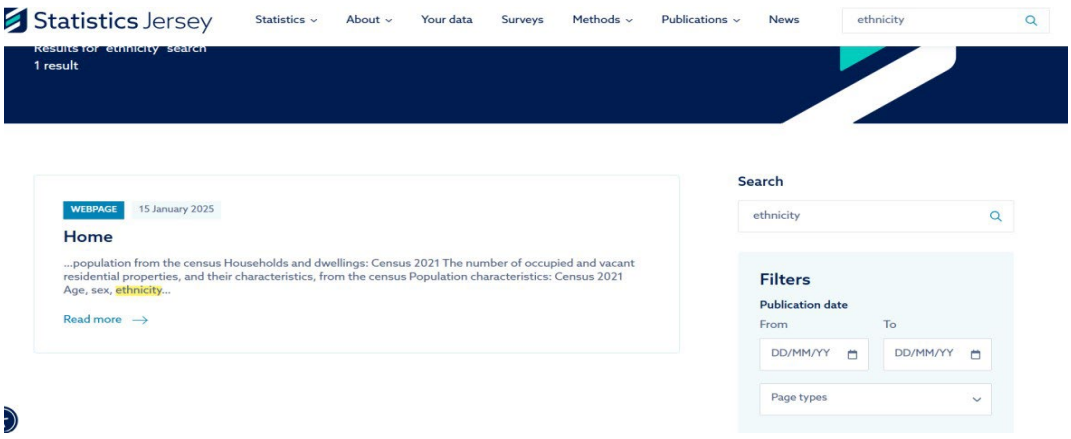
Survey Finding	• Chief Statistician (CS)		Statistics Council Review
	Comments	*Recommendation*	
Environmental statistics: carbon emissions, more data on travel, including reasons why travel off island; on land use and farming statistics	Greenhouse gas emissions Greenhouse gas emissions No real data on travel – could include in JOLS Tourism data here Tourism Statistics | Visit Jersey Trade & Media Jersey is mapped by land use, but data is not very accessible Very little data on agriculture, despite large subsidies	I've flagged the lack of agricultural and land-use statistics, but I'd suggest the other issues are low priority for the Stats Council	As suggested above, where statistics are not within the remit of Statistics Jersey, there could be transparency and perhaps signposting to sources of the information, with appropriate caveats that Statistics Jersey is not responsible for the quality of such statistics. Where statistics are produced by GOJ, then consideration as to how to make them more findable is key. Remain on SI log a) Agriculture and Fisheries Statistics to be given separate entry b) Other areas to remain until CS has had opportunity to consider signposting
Consumer behaviour and preferences: to provide insights that would help businesses providing retail, leisure and hospitality services	• Statistics Jersey used to produce Retail Sales data until budget reductions in 2017 • Consumer behaviour stats is not really within the remit of government statistics - this is more for market research	Close	As suggested above, where statistics are not within the remit of Statistics Jersey, there could be transparency and perhaps signposting to sources of the information, with appropriate caveats that Statistics Jersey is not responsible for the quality of such statistics. Remain on SI log until CS has had opportunity to consider signposting.
Health statistics: projections on the demand for health and social care; on selected topics including cancer, mental health, eating disorders, uptake of dental services, and sexual health	• Public Health produced Disease Projection Report 2023 to 2053.pdf in 2024 • Public health produce statistical reports on sexual, cancer, immunisation, smoking etc • Health accounts work within government has looked at future demand, but this is internal and not published • No information published on health outcomes	Of these issues, probably only health outcomes might be a priority for the Stats Council	In addition, HCJ publishes Hospital waiting times statistics monthly and other operational performance measures in the Quality & Performance report. These are included with HCJ Advisory Board meeting papers, but have not been updated on the website since April 2025: Health and Care Jersey Quality and Performance Reports Health outcomes should be part of the Island Indicators on sustainable wellbeing, therefore should be included as a priority for the Statistics Council workplan and remain on the Statistical Issues log. Remain on SI log – some of this can be closed once the accessibility issues have been addressed. Separate entry for Health outcomes data to be opened.
Criminal Justice: including demographic profile of offenders and reoffending rates of those released from hospital	Very little data published, except via FoIs	As flagged already, I think this could/should be a priority for the Stats Council.	This area has been flagged through both the survey and more recent stakeholder engagement and should therefore been considered a priority area for the Statistics Council to support GOJ in improving the publication of statistics. Remain on SI log.

Appendix 1: Test search – Population by ethnicity

- On a google search, first page listed was Opendata.gov.je rather than Statistics Jersey website:



- Opendata site is helpful if you want to download the data, but not if you just want a summary profile. The link from the Opendata page takes you to Statistics Jersey (https://stats.je/statistic/total-population-census-2021/) but there is no ethnicity profile there.
- The google link directly to the Statistics Jersey website does not contain ethnicity profile.
- You need to open the "Report on the Jersey 2021 Census" under Latest Reports to find it

Using the search term "ethnicity profile jersey channel islands" in Google did not find any Statistics Jersey pages.

Searching for "ethnicity" on the Statistics Jersey page, only returns one result – and this doesn't give any of the statistics either. Clicking the link appeared to go to the Release calendar.