

Annual Report on Survey Activity within BIS and its Partner Organisations: 1 April 2010 – 31 March 2011

Key Points

- The total **compliance cost** of BIS surveys in 2010/11 was **£2.0 million**, lower than the projected compliance cost for the year by 31% (or £0.9 million).
- This £2.0 million total compliance was 18% (or £300,000) higher than in 2009/10 (up from £1.7 million), due to the biennial surveys in 2010/11.
- The number of BIS **surveys** decreased, from 48 in 2009/10 to **24** in 2010/11.
- There was also a decrease between 2009/10 and 2010/11 in the number of **contacts** made by BIS (down by 37,000 to **87,000**).
- **Costs to BIS** fell from £1.9 million in 2009/10 to **£0.8 million** in 2010/11.

Background

1. Surveys are a key instrument for evidence-based policy. The survey control unit provides statistical advice and support to survey sponsors across BIS. This helps improve or maintain the quality of the survey related evidence base whilst keeping the burden on business and local authorities to a minimum.
2. The burden on business and local authorities is measured in terms of the cost of completing a survey, known as the compliance cost. Compliance costs are estimated, in monetary terms, as the time taken to complete a survey multiplied by an hourly rate of pay that is dependent on the experience of the person completing the survey. Hourly rates of pay are provided each year by the Office for National Statistics (ONS).
3. The survey control unit in BIS also has a role in improving policy evaluation methods. This includes advising against running a survey where other appropriate methods were available. Thus reducing the overall compliance burden.

Partner Organisations

4. Since December 2008, the ONS has required all agencies and NDPBs to report their survey activity through their parent Department. Many agencies and NDPBs were not previously aware of survey control and therefore few have the capability in place to comply with ONS's request.
5. At the start of 2010, BIS established a work plan to train and coach all BIS agencies, NDPBs and other types of partner organisations that are new to

survey control. This project was put on hold after the Spending Review and Public Bodies Reform were announced.

6. In 2010/11, 9 partner organisations reported their survey activity to BIS and 11 reported that they do not run surveys. It is expected that more and more partner organisations will start reporting through BIS. As a result, data for partner organisations are not on a consistent basis, and will continue not to be as more join and some close. Therefore, comparisons across years or against projections should be made with caution. It should be noted that while BIS reports on behalf of its agencies and NDPBs, it does not have responsibility for survey control in these organisations.

Summary

7. This Annual Report covers the financial year 2010/11. As BIS does not have responsibility for survey control in partner organisations and as partner organisation data are not on a consistent basis across years, details for BIS and reporting partner organisations are given separately. Appendix A gives details of all surveys carried out, as well as comparisons with projections. Appendix A also gives an overall total for BIS and its partner organisations.
8. Under Survey Control procedures, any new regular survey with an annual compliance cost exceeding £50,000 should be referred to the Office for National Statistics for clearance. During the reporting year 2010/11 no BIS surveys have met this criterion.

Compliance Cost

- The total compliance cost of BIS surveys was £2.0 million in 2010/11. This was 31% lower than the forecasted value, and 18% higher¹ than in 2009/10.
- For the nine partner organisations that reported to BIS in 2010/11, total compliance cost was £730,000.

Number of Contacts

- The 2010/11 BIS surveys covered 87,000 contacts. This is 30% less than in 2009/10.
- The surveys run by the reporting partner organisations in 2010/11 made 99,000 contacts.

Number of Surveys

- There was a fall in the number of surveys run by BIS, down from 48 in 2009/10 to 24 in 2010/11.
- There were 18 surveys run by the reporting partner organisations in 2010/11.

¹ There were fewer *regular* surveys in 2010/11, but total compliance cost and number of contacts rose. This is a result of the large biennial UK Innovation Survey offsetting the reductions. Including *ad hoc* surveys, the increase in contacts from the UK Innovation Survey was offset by the reduction from fewer *ad hoc* surveys, meaning the *total* compliance cost of all BIS surveys rose while the number of surveys and contacts fell.

Cost to BIS

- The total cost to BIS (excluding internal staff costs) was £815,000 in 2010/11. This was less than half the cost in 2009/10.
- Partner organisation costs totalled at least £560,000 in 2010/11.

Regular Surveys

- There were 14 regular BIS surveys in 2010/11, 6 less than 2009/10.
- Total compliance cost of these surveys was £1.9 million, 26% less than forecasted and 63% more than in 2009/10. The number of contacts was 77,000, over 70% higher than in 2009/10. These increases were mostly due to one very large biennial survey (the UK Innovation Survey).
- BIS costs were £530,000, the same as in 2009/10.
- The reporting partner organisations ran 7 regular surveys in 2010/11, covering 69,000 contacts. The compliance cost of these surveys was £650,000 and the cost to the organisations in total was just under £500,000.

Ad Hoc Surveys

- There were 10 unanticipated ad hoc surveys carried out in BIS in 2010/11. Total compliance cost was low though, at around £110,000; the number of contacts made was around 10,000; and the cost to BIS was just under £300,000.
- The 11 ad hoc surveys run by BIS partner organisations made around 31,000 contacts, had a total compliance cost of £76,000 and cost the organisations £85,000.

ONS-run Surveys

9. In addition to surveys sponsored directly by the department, BIS also relies heavily on surveys conducted by the ONS. In 2001/02 the ONS agreed to a major expansion in the International Trade in Services (ITIS) survey, continuing a programme of work started in 2000/01 to provide improved information on exports of services. This information is needed to support the activities of UK Trade and Investment; provide data on exports and imports of services to a wider range of countries; and to improve regional estimates of exports of services. The additional running costs needed for this enhancement were absorbed by the ONS, but the additional compliance costs are divided between ONS and BIS.

Surveys of Individuals and Households

10. Surveys of individuals and households are not currently covered by Survey Control under the Prime Minister's Instructions, however, they may be covered in the future. Therefore, BIS has started to compile a list of individual/household surveys (see Annex A4).

Kelly Taylor

Summary of Survey Activity in BIS and Partner Organisations 2010/11

Appendix A1

Table A1: Compliance Cost and Number of Contacts; Actual 2009/10, Forecast 2010/11 and Actual 2010/11 ^a

Survey Type	Compliance Cost £ thousands			Number of Contacts		
	Actual 2009/10	Forecast 2010/11	Actual 2010/11	Actual 2009/10	Forecast ^b 2010/11	Actual 2010/11
BIS						
Regular surveys	1,172	(2,563)	1,908 ^c	44,793	(77,126)	77,481
Ad-hoc surveys	540	(350)	108	79,233		9,729
Subtotal	1,711	(2,913)	2,017^c	124,026	(77,126)	87,210
POs						
Regular surveys	2,794	(546)	652	225,414	(66,852)	68,564
Ad-hoc surveys	293	(304)	76	76,983	(500)	30,515
Subtotal	3,087	(850)	728	302,397	(67,352)	99,079
All						
Regular surveys	3,966	(3,109)	2,561	270,207	(143,978)	146,045
Ad-hoc surveys	832	(654)	184	156,216	(500)	40,244
Total	4,798	(3,762)	2,745	426,423	(144,478)	186,289

Table A2: Number of Surveys and Cost to BIS/Partner Organisations (POs); Actual 2009/10, Forecast 2010/11 and Actual 2010/11 ^a

Survey Type	Number of Surveys			Cost to BIS/POs £ thousands		
	Actual 2009/10	Forecast 2010/11	Actual 2010/11	Actual 2009/10	Forecast ^b 2010/11	Actual 2010/11
BIS						
Regular surveys	20	(18)	14	531	(549)	528
Ad-hoc surveys	28		10	1,341		287
Subtotal	48	(18)	24	1,872	(549)	815
POs						
Regular surveys	10	(9)	7	236	(668)	477
Ad-hoc surveys	22	(1)	11	215	(3)	84
Subtotal	32	(10)	18	451	(670)	561
All						
Regular surveys	30	(27)	21	767	(1,217)	1,005
Ad-hoc surveys	50	(1)	21	1,556	(3)	371
Total	80	(28)	42	2,323	(1,220)	1,376

Notes

- Components may not sum to totals as a result of rounding.
- There is often insufficient data to accurately forecast the number of contacts or BIS cost.
- Between 2009/10 and 2010/11, total compliance cost and number of contacts of regular BIS surveys rose, despite there being fewer regular surveys. This is a result of the large biennial UK Innovation Survey offsetting the reduction. When including ad hoc surveys, the increase in contacts from the UK Innovation Survey was offset by the reduction from fewer ad hoc surveys, meaning the total compliance cost of all BIS surveys rose while the number of surveys and contacts fell.

Table A3: Comparison of Forecast and Actual 2010/11 Compliance Cost, Number of Contacts and Cost to BIS/POs, by Directorate/Organisation ^a

Directorate	Forecast 2010/11			Actual 2010/11		
	Compliance Cost (£)	Number of Contacts ^b	Cost to BIS /POs ^b (£)	Compliance Cost (£)	Number of Contacts	Cost to BIS /POs (£)
BIS						
ESBR	933,496	22,271	122,755	412,766	23,362	119,955
Business & Skills	158,855	6,000	200,000	315,194	16,719	539,565
Knowledge & Innovation	1,228,549	29,156	59,626	1,050,016	28,217	25,500
Legal, People & Communications	10,580	420	92,000	0	0	0
Market Frameworks	8,357	1,618	0	4,534	947	0
UKTI	222,986	17,661	75,000	234,044	17,965	130,000
Unplanned	350,000					
BIS Subtotal	2,912,823	77,126	549,381	2,016,554	87,210	815,020
Partner Organisations						
Insolvency Service (Agency)	36,623	4,288	57,639	36,418	4,210	42,780
Intellectual Property Office (Agency)	439	203	0	2,104	540	0
Low Pay Commission (Agency)				10,479	935	81,654
National Measurement Office (Agency)	17,736	632	0	17,030	659	0
Office of Fair Trading (Other)				60,600	29,000	
Postcomm (Non-ministerial Department)	78,084	20,729	176,056			
Skills Funding Agency (Agency)						
Technology Strategy Board (NDPB)	3,857	500	2,750	3,988	500	2,750
UKCES (NDPB)	412,879	41,000	434,000	597,794	63,235	434,000
British Hallmarking Council (Executive NDPB)						
Capital for Enterprise Ltd (Executive NDPB)						
Central Arbitration Committee (Tribunals NDPB)						
Certification Office (Other)						
Council for Science & Technology (Advisory NDPB)						
Higher Education Funding Council for England (Executive NDPB)						
Industrial Development Advisory Board (Advisory NDPB)						
Insolvency Practitioners' Tribunal (Tribunals NDPB)						
National Physical Laboratory (Other)						
Office for Fair Access (Executive NDPB)						
UK Skills + WorldSkills (Other)						
Unplanned	300,000					
PO Subtotal	849,617	67,352	670,445	728,413	99,079	561,184
Total	3,762,441	144,478	1,219,826	2,744,967	186,289	1,376,204

Notes

a. Blank cells are 0 or unknown.

b. There is often insufficient data to accurately forecast the number of contacts or BIS cost.

Survey Activity in BIS 2010/11

Appendix A2

Table A4: Compliance Cost, Number of Contacts, Number of Surveys and Cost to BIS; Actual 2009/10, Forecast 2010/11 and Actual 2010/11 ^a

Survey Type	Compliance Cost £ thousands			Number of Contacts		
	Actual 2009/10	Forecast 2010/11	Actual 2010/11	Actual 2009/10	Forecast ^b 2010/11	Actual 2010/11
Regular surveys	1,172	(2,563)	1,908 ^c	44,793	(77,126)	77,481
Ad-hoc surveys	540	(350)	108	79,233		9,729
BIS Total	1,711	(2,913)	2,017^c	124,026	(77,126)	87,210

Survey Type	Number of Surveys			Cost to BIS £ thousands		
	Actual 2009/10	Forecast 2010/11	Actual 2010/11	Actual 2009/10	Forecast ^b 2010/11	Actual 2010/11
Regular surveys	20	(18)	14	531	(549)	528
Ad-hoc surveys	28		10	1,341		287
BIS Total	48	(18)	24	1,872	(549)	815

Notes

- a. Components may not sum to totals as a result of rounding.
- b. There is often insufficient data to accurately forecast the number of contacts or BIS cost.
- c. Between 2009/10 and 2010/11, total compliance cost and number of contacts of regular BIS surveys rose, despite there being fewer regular surveys. This is a result of the large biennial UK Innovation Survey offsetting the reduction. When including ad hoc surveys, the increase in contacts from the UK Innovation Survey was offset by the reduction from fewer ad hoc surveys, meaning the total compliance cost of all BIS surveys rose while the number of surveys and contacts fell.

Table A5: Comparison of 2010/11 Forecast and Actual Compliance Cost, Number of Contacts and Cost to BIS, by Directorate ^a

Directorate	Forecast 2010/11			Actual 2010/11		
	Compliance Cost (£)	Number of Contacts	Cost to BIS (£)	Compliance Cost (£)	Number of Contacts	Cost to BIS (£)
ESBR	933,496	22,271	122,755	412,766	23,362	119,955
Business & Skills	158,855	6,000	200,000	315,194	16,719	539,565
Knowledge & Innovation	1,228,549	29,156	59,626	1,050,016	28,217	25,500
Legal, People & Communications	10,580	420	92,000	0	0	0
Market Frameworks	8,357	1,618	0	4,534	947	0
UKTI	222,986	17,661	75,000	234,044	17,965	130,000
Unplanned	350,000					
BIS Total	2,912,823	77,126	549,381	2,016,554	87,210	815,020

Notes

- a. There is often insufficient data to accurately forecast the number of contacts or BIS cost.

Table A6: List of BIS Surveys 2010/11

Directorate	Sponsor	Survey Title	Frequency	Compliance Cost	Number of Contacts	Cost to BIS
Business & Skills	Daniel van der Schans	Mid Cap Finance survey	Ad-Hoc	£5,766	401	£33,000
Business & Skills	Adam Hardy	Qualitative Reviews of A) UKHTF and B) Bridges	Ad-Hoc	£2,163	40	£27,927
Business & Skills	Janette King	Research into the Barriers and Use of Business Support	Ad-Hoc	£26,155	1,200	£63,000
Business & Skills	Janette King	Research into the use of Online and Off-line Channels of Business Support	Ad-Hoc	£30,950	1,180	£80,000
Business & Skills	Cathy Rees	SfB Customer Survey Project	Ad-Hoc	£24,110	1,450	£82,638
Business & Skills	Phillip Lacey	Small Business Survey 2010	Regular Other	£182,680	7,000	£218,000
Business & Skills	Phillip Lacey	SME Business Barometer December 2010	Regular Other	£31,721	1,400	£35,000
Business & Skills	Arjan Geveke	Technology and Process Review for Steel Sector	Ad-Hoc	£2,080	30	£0
Business & Skills	Business & Skills	Winning the Contract	Ad-Hoc	£9,569	4,018	£0
ESBR	Keith Folwell	Annual Minerals Raised Inquiry	Regular Annual	£8,153	1,400	£15,500
ESBR	Matt Bowhill	Better Regulation Executive - Inspection Survey	Ad-Hoc	£1,757	130	£0
ESBR	Keith Folwell	Building Materials Inquiries	Regular Monthly	£138,835	2,808	£104,455
ESBR	Tim Andrews	International Trade in Services	Regular Quarterly	£263,038	18,691	£0
ESBR	Ed Anderton	Town and Country	Ad-Hoc	£984	333	£0
Knowledge & Innovation	Simon Bright	Annual Survey of Knowledge Transfer Activities in Public Sector Research Establishments	Regular Annual	£3,961	138	£25,000
Knowledge & Innovation	Keith Smith	UK Innovation Survey 2009 (Community Innovation Survey 2008)	Regular Other	£1,046,055	28,079	£500
Market Frameworks	Phil O'Donnell	Export Control Organisation Rating Enquiry Service Survey	Ad-Hoc	£4,534	947	£0
UKTI	Heather Booth di Giovanni	Awareness and internationalisation tracking survey	Regular Annual	£28,788	4,500	£60,000
UKTI	Heather Booth di Giovanni	Evaluation of specified UKTI services survey	Regular Annual	£17,914	1,200	£35,000
UKTI	Heather Booth di Giovanni	Evaluation of specified UKTI services survey	Regular Annual	£17,914	1,200	£35,000
UKTI	Heather Booth di Giovanni	International Trade Support Performance and Impact Monitoring Survey (PIMS)	Regular Annual	£146,669	8,800	£0
UKTI	Heather Booth di Giovanni	Performance and Impact Monitoring Survey (PIMS) Inward Investment	Regular Annual	£4,479	300	£0
UKTI	Heather Booth di Giovanni	Survey of non-user exporters	Regular Annual	£11,294	1,200	£0
UKTI	UKTI DSO BD Market Analysis	UKTI DSO Survey of Defence Exports	Regular Quarterly	£6,985	765	£0
BIS Total				£2,016,554	87,210	£815,020

Table A7: Compliance Cost, Number of Contacts, Number of Surveys, and Cost to POs; Actual 2009/10, Forecast 2010/11 and Actual 2010/11 ^{a, b}

Survey Type	Compliance Cost £ thousands			Number of Contacts		
	Actual 2009/10	Forecast 2010/11	Actual 2010/11	Actual 2009/10	Forecast 2010/11	Actual 2010/11
Regular surveys	2,794	(546)	652 ^c	225,414	(66,852)	68,564
Ad-hoc surveys	293	(304)	76	76,983	(500)	30,515
PO Total	3,087	(850)	728	302,397	(67,352)	99,079
Survey Type	Number of Surveys			Cost to POs £ thousands		
	Actual 2009/10	Forecast 2010/11	Actual 2010/11	Actual 2009/10	Forecast 2010/11	Actual 2010/11
Regular surveys	10	(9)	7 ^c	236	(668)	477
Ad-hoc surveys	22	(1)	11	215	(3)	84
PO Total	32	(10)	18	451	(670)	561

Notes

a. Components may not sum to totals as a result of rounding.

b. There is often insufficient data to accurately forecast.

c. In 2010/11, there was a higher than forecasted compliance cost and contacts for regular surveys, despite there being fewer surveys. This is a result of a larger than expected response rate (UKCES).

Table A8: Comparison of 2010/11 Forecast and Actual Compliance Cost, Number of Contacts and Cost to POs, by Organisation ^{a, b}

Directorate	Forecast 2010/11			Actual 2010/11		
	Compliance Cost (£)	Number of Contacts	Cost to PO (£)	Compliance Cost (£)	Number of Contacts	Cost to PO (£)
Insolvency Service (Agency)	36,623	4,288	57,639	36,418	4,210	42,780
Intellectual Property Office (Agency)	439	203	0	2,104	540	0
Low Pay Commission (Agency)				10,479	935	81,654
National Measurement Office (Agency)	17,736	632	0	17,030	659	0
Office of Fair Trading (Other)				60,600	29,000	
Postcomm (Non-ministerial Department)	78,084	20,729	176,056			
Skills Funding Agency (Agency)						
Technology Strategy Board (NDPB)	3,857	500	2,750	3,988	500	2,750
UKCES (NDPB)	412,879	41,000	434,000	597,794	63,235	434,000
Unplanned	300,000					
PO Total	849,617	67,352	670,445	728,413	99,079	561,184

Notes

a. Blank cells are 0 or unknown.

b. There is often insufficient data to accurately forecast.

Table A9: Status of BIS Partner Organisations not included in Table A8

Organisation	Type	Status
Advisory, Conciliation and Arbitration Service (ACAS)	Executive NDPB	Figures not yet available
Arts & Humanities Research Council	Research Council	Unsure if survey control applies
Biotechnology and Biological Sciences Research Council	Research Council	Unsure if survey control applies
British Standards Institution	Private company	Unsure if survey control applies
Citizens Advice/Citizens Advice Scotland	Other	Figures not yet available
Community Interest Companies Regulator	Other	Unsure if survey control applies
Companies House	Agency	Awaiting response
Competition Appeal Tribunal	Tribunals NDPB	Figures not yet available
Competition Commission	Executive NDPB	Figures not yet available
Construction Industry Training Board	Sector Skills council (Exec NDPB)	Figures not yet available
Economic and Social Research Council	Research Council	Unsure if survey control applies
Engineering and Physical Sciences Research Council	Research Council	Unsure if survey control applies
Engineering Construction Industry Training Board	Sector Skills council (Exec NDPB)	Figures not yet available
Film Industry Training Board	Sector Skills council (Exec NDPB)	PO is under consideration
Financial Reporting Council	Other	Unsure if survey control applies
Foresight	Other	Not yet contacted
Information Authority	Other	Not yet contacted
Local Better Regulation Office (LBRO)	Executive NDPB	PO is under consideration
Medical Research Council	Research Council	Unsure if survey control applies
Natural Environment Research Council	Research Council	Unsure if survey control applies
OfCom	Public corporation	Reporting directly to ONS
Office of Fair Trading	Other	Reporting directly to ONS
Postcomm	Non Ministerial Department	Due to merge with Ofcom
Research Councils UK	Research Council	Unsure if survey control applies
Science and Technology Facilities Council	Research Council	Unsure if survey control applies
Student Loans Company	Executive NDPB	PO is under consideration
UK Accreditation Service	Private company	Unsure if survey control applies
UK Atomic Energy Authority (UKAEA)	Executive NDPB	Not yet contacted
UK Space Agency	Agency	Not yet contacted

Note: Partner Organisations that have closed or are due to close have not been included in this list.

Table A10: List of Known Partner Organisation Surveys 2010/11 ^a

Directorate	Sponsor	Survey Title	Frequency	Compliance Cost	Number of Contacts	Cost to PO ^a
Insolvency Service	Melanie Charlton	Business Confidence in Enforcement Regime (NoPs)	Regular Annual	£36,418	4,210	£42,780
Intellectual Property Office	Edmund Quality	Stakeholder survey	Ad-Hoc	£1,130	80	£0
Intellectual Property Office	Rob Sanders	Customer Satisfaction	Regular Other	£487	230	£0
Intellectual Property Office	Rob Sanders	Customer Satisfaction	Regular Other	£487	230	£0
Low Pay Commission	Low Pay Commission	An Assessment of the Impact of the Introduction of the Apprentice Rate	Ad-Hoc	£9,626	917	£55,440
Low Pay Commission	Low Pay Commission	Non-compliance of NMW and informal economy in Low-Pay Industries	Ad-Hoc	£853	18	£26,214
National Measurement Office	The National Measurement Office	Annual Customer Satisfaction Survey	Regular Annual	£1,635	498	£0
National Measurement Office	The National Measurement Office	Section 70 returns	Regular Annual	£15,395	161	£0
Office of Fair Trading ^b			Ad-Hoc	£60,600	29,000	
Technology Strategy Board	Technology Strategy Board	Approach to innovation in your business	Ad-Hoc	£3,988	500	£2,750
UKCES	Carol Stanfield	Customer Satisfaction Questionnaire	Continuous	£58,216	10000	£0
UKCES	Mark Langdon	Employer Perspectives Survey	Regular Other	£539,578	53235	£434,000
PO Total				£728,413	99,079	£561,184

Note

a. Blank cells are unknown

b. Details of surveys run by the Office of Fair Trading are not available.

Surveys of Individuals and Households 2010/11

Appendix A4

Table A11: List of Surveys of Individuals and Households 2010/11 ^a

Directorate	Sponsor	Survey Title	Frequency	Number of Contacts
Business & Skills	BIS	2010/11 Skills for Life survey	Ad-Hoc	19,917
Business & Skills	Amanda Lynn	Public Attitudes to Animal Experimentation	Regular	997
Insolvency Service	Melanie Charlton	Redundancy Payment User Satisfaction Index Card	Continuous	9,750
Knowledge & Innovation	Stephen Axford	Public Attitudes to Science 2011	Regular	2,103
Knowledge & Innovation	Stephen Axford	Public Attitudes to Science 2011: Survey of 14-16 year olds	Ad-hoc	500
Legal, People & Comms		Student Finance Messaging Research	Ad-Hoc	84
Legal, People & Comms		Student Finance Tracking Research	Ad-Hoc	1,500
Market Frameworks	Phil O'Donnell	Maternity-Paternity Leave Survey	Ad-Hoc	
Market Frameworks	Phil O'Donnell	Wealth and Assets Survey	Regular	20,000
Market Frameworks	Phil O'Donnell	Work-life Balance Survey of Employees	Regular	2,741
Market Frameworks	Phil O'Donnell	YouGov Debt Tracker Survey	Regular	12,000
Skills Funding Agency	BIS Research	Informing Choice in Post 16 Education and learning	Regular	1,052

Note a. Blank cells are unknown.