# DWP Housing Benefit Speed of Processing Statistics – User Views Questionnaire

The Department for Work and Pensions (DWP) publish official quarterly statistics and breakdowns on Housing Benefit Speed of Processing.

This questionnaire covers user views on the [Housing Benefit Speed of Processing Official Statistics publication](https://www.gov.uk/government/collections/housing-benefit-and-council-tax-benefit-statistics-on-speed-of-processing--2), including:

* internet landing page
* published statistical summary
* published data tables

Our statistical practice is regulated by the Office for Statistics Regulation (OSR). OSR sets the standards of trustworthiness, quality, and value in the Code of Practice for Statistics, that all producers of official statistics should adhere to.

This ongoing questionnaire provides users with a structured way of expressing their views on how we meet these standards, and enables DWP to shape the future direction of statistical development to best address user requirements, and help ensure value for money.

Please return this questionnaire and any additional comments to cbm.stats@dwp.gov.uk

Alternatively, you can contact OSR by emailing regulation@statistics.gov.uk or via the OSR website.

 Many thanks for your time.

## About you

1. **Which of the categories below best describes you as a user of the DWP Housing Benefit Speed of Processing Official Statistics? (Please select all that apply)**

|  |  |
| --- | --- |
| DWP  |  |
| Central Government |  |
| Local Government |  |
| Academia |  |
| Student |  |
| Business |  |
| Personal use |  |
| Other (please state) |  |

1. **Roughly, how often do you use the statistical data in this publication?**

|  |  |
| --- | --- |
| First time user |  |
| Weekly |  |
| Monthly |  |
| Quarterly |  |
| Annually |  |

## Use of the publication

1. **In what way(s) do you or your organisation use the information provided in this publication? (select all that apply)**

|  |  |
| --- | --- |
| Assessment of national level figures |  |
| Assessment of local authority level figures |  |
| To support local evaluation  |  |
| To use in briefing |  |
| For personal interest |  |
| Other (please specify) |  |

Please use text box for further information/explanation

1. **To what extent does the statistical information within the data tables and statistical summary meet your needs? Please consider timeliness and clarity in your answer**

|  |  |
| --- | --- |
| Completely |  |
| Mostly |  |
| Partly |  |
| Not at all |  |

To help DWP understand your needs as a user, please explain your needs which are not met by the current suite of statistics:

1. **Is there sufficient information available on the methodology and data quality, including any limitations or caveats?**

|  |  |
| --- | --- |
| Yes |  |
| No (please explain) |  |
| Don’t know |  |

1. **Does the commentary and charts in the statistical summary assist in your understanding of the statistics?**

|  |  |
| --- | --- |
| Yes |  |
| No (please explain) |  |
| Don’t know |  |

1. **Are you satisfied with the accessibility of the statistical release?**

|  |  |
| --- | --- |
| Yes |  |
| No (please explain) |  |
| Don’t know |  |

 If no, how would you like to see accessibility improved?

1. **Are you satisfied with the way that DWP engages and consults with you as a user?**

|  |  |
| --- | --- |
| Yes |  |
| No (please explain) |  |
| Don’t know |  |

 If no, what other engagement channels would you like from DWP?