



Office for
National Statistics

Mini-Presentation: Office Administrative and Support Activities (ISIC 821)

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Market conditions

- Just **0.1%** of UK economy
- Majority of companies have <10 employees
- Majority of turnover generated by companies with >300 employees

Employees	Companies	Turnover	Companies %	Turnover %
0-9	4765	739,222	92.6	25.8
10-49	310	466,099	6.0	16.3
50-99	41	178,065	0.8	6.2
100-299	24	264,231	0.5	9.2
>300	8	1,217,790	0.2	42.5
Total	5148	2,865,407	100	100

UK SPPI

- Covers 'Secretarial Services'
- Developed c.1995
- Six product groups:
 - Response management (weight 5.0%)
 - Laser personalisation (weight 15.1%)
 - Fulfilment solutions (weight 7.1%)
 - Polythene mailing solutions (weight 2.3%)
 - Paper enclosing & mailing services (weight 30.0%)
 - Other (weight 40.6%)
- Collected via business survey

Pricing mechanism & methods

- Pricing mechanisms
 - Unit value eg price per 1,000 letters
 - Contract pricing eg price for ongoing Fulfilment Services contract
 - Time-based eg price per hour
- Pricing methods
 - Direct use of repeated services
 - Contract pricing
 - Time-based methods

UK Experience

- Index is 20 years old and has not been well maintained
 - Current structure not fully aligned to classification
 - ‘Other’ category represents 40% of turnover
 - At 0.1% of the economy, how much do we care?!
- No apparent problems with the regular collection of data

Summary

- Very small part of UK economy
- Unit value, captured as direct use of repeated services, most common pricing mechanism
- Regular price collection, via business survey, poses no real problems
- Maintenance, in light of changing classifications and industry structure, poses main challenge.