About this survey

We want to improve our service, but we need your help to know which areas to target. Please spare five minutes to complete this survey and help us to make things better for you.

We have kept this survey short so that we don't take up too much of your time - just 18 questions over three pages.

If you don't have an opinion about something, just leave the question blank.

The survey closes on 12 March 2014. Your answers will be analysed anonymously, and we will only share your specific response if required to do so under the Freedom of Information Act. If you have any queries concerning the survey, please email ons.communications@ons.gsi.gov.uk.

Your use of ONS data and statistics
1. How important, if at all, are ONS statistics to your work?
O Very important
C Fairly important
Of minor importance
Not at all important
O Don't know
2. Approximately how often have you used ONS data and statistics during the last
year?
O Daily
C Weekly
C A few times a month
C A few times a year
Once a year
O Not used in the last year
3. How much trust do you have in statistics produced by ONS?
C Trust them greatly
C Tend to trust them
Neither trust nor distrust them
C Tend not to trust them
O Distrust them greatly
O Don't know
4. Which area of ONS data and statistics do you use often? Please select all that apply.
☐ Business, industry and trade
☐ Economy
☐ Employment and labour market
People, population and community
Other
Other, please specify

	Monitoring or formulating policy		Modelling and forecasting	
	Service planning		Education projects	
	Preparing legislation		Media use	
	Business/financial planning/funding bids		Research	
	Market analysis		Other	
	Regional/local comparisons			
Othe	r, please specify			
	Vhich ONS statistical products o	do y	ou use? Please select all t	 ▼
app —	Statistical bulletins		Data tables	
П	Summaries			
	Short stories		Data graphics Theme/topic pages on the ONS website	
	Reports		Key figures	;
	Articles		YouTube videos	
	Release calendar		Other	
045-	r, please specify		Oulei	
	low do you currently access info		ation about ONS and its	V
	ONS e-alerts		NOMIS website	
	ONS Twitter		NeSS website	
	ONS Facebook		ONS events/conferences	
	ONS website		Other services provided by ONS	
	Direct contact with ONS statisticians		Other services not provided by ONS	
	ONS customer helplines (telephone and email)			
Othe	r, please specify			
				<u> </u>

			is			
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Independent	0	0	0	0	0	0
Professional in the way it works	0	0	0	0	0	0
Gives me/my organisation opportunities to share views on its work	0	0	0	0	0	0
Listens and responds to my/my organisation's feedback	0	O	O	0	O	0
Informs public debate on issues affecting the UK's economy and society	0	0	0	O	0	0
Helps improve the quality of decision making in my work/organisation	0	0	0	0	0	0
). Taking into account ever	ything y	ou kno	ow abou	t ONS.	overal	l, how s
D. Taking into account every with the performance of ONS				•		l, how s
vith the performance of ON				•		l, how s
vith the performance of ONS O Very satisfied				•		l, how s
vith the performance of ONS O Very satisfied Satisfied				•		l, how s

are you

Your opinion of ONS

Below are three questions that ask for your opinion on various ONS products and services. This is the page that takes a bit of time, but then you're just about finished!

10. How satisfied are you with the extent to which the data and statistics that you use...

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use
Meet your needs	0	0	0	0	0	0
Are accurate	0	0	0	0	0	0
Are timely	\odot	0	\circ	0	\circ	0
Are clearly presented	O	0	0	0	0	0
Are punctual	\odot	0	\circ	0	\circ	0
Are easy to find	O	0	0	0	0	0
Enable comparisons with other data	0	O	0	O	O	O
Are complete	0	0	0	0	0	0

11. How satisfied are you with the quality of the following ONS products?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use/not applicable
Statistical bulletins	0	0	0	0	0	0
Summaries	0	0	0	0	0	0
Short stories	0	0	0	0	0	0
Reports	0	0	0	0	0	0
Articles	O	0	0	0	0	0
Release calendar	0	0	0	0	0	0
Data tables	O	0	\circ	O	\circ	0
Data graphics	0	0	0	0	0	0
Theme and topic pages on the ONS website	0	0	О	О	O	О
Key figures	0	0	0	0	0	0
YouTube videos	0	0	0	0	0	0
Other products you use	0	0	O	0	0	0

12. How satisfied are you with the quality of the following ONS services?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use/not applicable
ONS e-alerts	0	0	\odot	0	\odot	0
ONS Twitter	0	0	0	0	0	0
ONS Facebook	0	0	0	0	0	0
ONS website	0	0	0	0	0	0
Direct contact with ONS statisticians	0	0	0	0	0	0
ONS customer helplines (telephone and email)	0	O	0	O	0	O
NOMIS website	0	0	0	0	0	0
NeSS website	0	0	0	0	0	0
ONS events/conferences	O	0	0	0	0	0
Other services provided by ONS	0	O	O	0	0	0
Other services not provided by ONS	O	0	0	О	0	O

J.	And finally what are we doing well?	
	And many what are we doing wen:	A
		▼
14.	What could we do better?	
		<u> </u>
		V
15.	Do you feel informed about what ONS does? How	could we improve our
:01	mmunication with you?	
		_
		v
16.	Which of the following statements best reflects yo	our overall view of ONS
0	I would speak highly of ONS, without being asked	
0	I would speak highly of ONS, if someone asked my opinion	
0	I would be neutral about ONS, if someone asked my opinion	
0	I would be critical of ONS, if someone asked my opinion	
0	I would be critical of ONS, without being asked	
17 .	Please can you tell us a bit about you:	
	name	
our/		
	nisation	
orga Ema	11	
Orga Ema Iddre	il ess	
Orga Ema addre	18. What sector do you work in?	
Orga Ema addre	18. What sector do you work in? Academic / research	
O O	18. What sector do you work in? Academic / research Voluntary	
	18. What sector do you work in? Academic / research Voluntary Business	
Drga Ema ddre	18. What sector do you work in? Academic / research Voluntary Business Journalists / Media	
Drga Ema addra *	18. What sector do you work in? Academic / research Voluntary Business Journalists / Media Local or regional government / public organisation	
Orga	18. What sector do you work in? Academic / research Voluntary Business Journalists / Media	

Thank you!

Thanks so much for taking part in this survey. Your views and comments will help us to improve our products and the services we provide.

If you have any queries concerning this survey, please email ons.gsi.gov.uk.

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