

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?

- Very important
- Fairly important
- Of minor importance
- Not at all important
- Don't know

2. Approximately how often have you used ONS data and statistics during the last year?

- Daily
- Weekly
- A few times a month
- A few times a year
- Once a year
- Not used in the last year

3. How much trust do you have in statistics produced by ONS?

- Trust them greatly
- Tend to trust them
- Neither trust nor distrust them
- Tend not to trust them
- Distrust them greatly
- 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

5. What do you/your organisation use ONS statistics for? Please select all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Monitoring or formulating policy | <input type="checkbox"/> Modelling and forecasting |
| <input type="checkbox"/> Service planning | <input type="checkbox"/> Education projects |
| <input type="checkbox"/> Preparing legislation | <input type="checkbox"/> Media use |
| <input type="checkbox"/> Business/financial planning/funding bids | <input type="checkbox"/> Research |
| <input type="checkbox"/> Market analysis | <input type="checkbox"/> Other |
| <input type="checkbox"/> Regional/local comparisons | |

Other, please specify

6. Which ONS statistical products do you use? Please select all that apply.

- | | |
|--|---|
| <input type="checkbox"/> Statistical bulletins | <input type="checkbox"/> Data tables |
| <input type="checkbox"/> Summaries | <input type="checkbox"/> Data graphics |
| <input type="checkbox"/> Short stories | <input type="checkbox"/> Theme/topic pages on the ONS website |
| <input type="checkbox"/> Reports | <input type="checkbox"/> Key figures |
| <input type="checkbox"/> Articles | <input type="checkbox"/> YouTube videos |
| <input type="checkbox"/> Release calendar | <input type="checkbox"/> Other |

Other, please specify

7. How do you currently access information about ONS and its products? Please select all that apply.

- | | |
|---|---|
| <input type="checkbox"/> ONS e-alerts | <input type="checkbox"/> NOMIS website |
| <input type="checkbox"/> ONS Twitter | <input type="checkbox"/> NeSS website |
| <input type="checkbox"/> ONS Facebook | <input type="checkbox"/> ONS events/conferences |
| <input type="checkbox"/> ONS website | <input type="checkbox"/> Other services provided by ONS |
| <input type="checkbox"/> Direct contact with ONS statisticians | <input type="checkbox"/> Other services not provided by ONS |
| <input type="checkbox"/> ONS customer helplines (telephone and email) | |

Other, please specify

8. Looking at the following statements about how ONS works, to what extent do you agree or disagree that ONS is...

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Independent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional in the way it works	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gives me/my organisation opportunities to share views on its work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listens and responds to my/my organisation's feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informs public debate on issues affecting the UK's economy and society	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helps improve the quality of decision making in my work/organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Taking into account everything you know about ONS, overall, how satisfied are you with the performance of ONS as a national statistics institute?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

And finally...

13. And finally... what are we doing well?

14. What could we do better?

15. Do you feel informed about what ONS does? How could we improve our communication with you?

16. Which of the following statements best reflects your overall view of ONS?

- I would speak highly of ONS, without being asked
- I would speak highly of ONS, if someone asked my opinion
- I would be neutral about ONS, if someone asked my opinion
- I would be critical of ONS, if someone asked my opinion
- I would be critical of ONS, without being asked

17. Please can you tell us a bit about you:

Your name

Organisation

Email address

* 18. What sector do you work in?

- Academic / research
- Voluntary
- Business
- Journalists / Media
- Local or regional government / public organisation
- National government department / organisation
- International organisation

Other (please specify)

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.communications@ons.gsi.gov.uk.

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