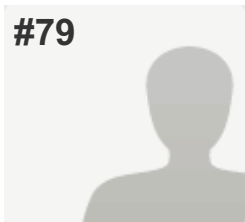


#79



COMPLETE

PAGE 2: Your use of ONS statistics and analyses

Q1: How important, if at all, are ONS statistics and analyses to your work? Please select one answer only

Very important

Q2: Which ONS statistics and analyses do you use? Please select all that apply

Labour Market (e.g. employment, productivity and earnings)

,

Business (e.g. construction, production, retail sales and business demography)

,

Population (e.g. population estimates),

Health (e.g. life expectancy, cancer statistics),

Social (e.g. marriages, divorces, births, deaths and ethnicity)

,

Travel and tourism

Q3: What do you/your organisation use ONS statistics and analyses for? Please select all that apply

Monitoring or formulating policy,

Service planning,

Business/financial planning/funding bids,

Regional/local comparisons,

Modelling and forecasting, Research

PAGE 3: Your opinion of ONS statistics and products

Q4: To what extent do you trust statistics and analyses produced by ONS? Please select one answer only

Tend to trust them

Q5: How satisfied or dissatisfied are you with the extent to which the statistics and analyses you use..Please select one answer per row

| | |
|------------------------------------|------------------------------------|
| Meet your needs | Satisfied |
| Are accurate | Satisfied |
| Are released quickly | Dissatisfied |
| Are clearly presented | Neither satisfied nor dissatisfied |
| Are released on time | Neither satisfied nor dissatisfied |
| Are easy to find | Very dissatisfied |
| Enable comparisons with other data | Neither satisfied nor dissatisfied |
| Are complete | Neither satisfied nor dissatisfied |

Q6: How satisfied or dissatisfied are you with the quality of ONS statistics and analyses?
Please select one answer only

Satisfied

Q7: How satisfied or dissatisfied are you with the quality of the following ONS products?
Please select one answer per row

| | |
|--------------------------------------|--------------------------|
| Statistical bulletins | Don't use/not applicable |
| Short stories | Don't use/not applicable |
| Methodology articles | Don't use/not applicable |
| Release calendar | Don't use/not applicable |
| Data tables | Satisfied |
| Infographics and data visualisations | Dissatisfied |
| YouTube videos | Don't use/not applicable |

Q8: How satisfied or dissatisfied are you with the quality of the following ONS services? Please select one answer per row

| | |
|--|------------------------------------|
| ONS Twitter | Don't use/not applicable |
| ONS Facebook | Don't use/not applicable |
| ONS e-alerts | Don't use/not applicable |
| ONS Update | Don't use/not applicable |
| ONS website | Very dissatisfied |
| NOMIS website | Neither satisfied nor dissatisfied |
| NeSS Website | Very satisfied |
| ONS Data Explorer | Dissatisfied |
| Application Programming Interface (API) | Don't use/not applicable |
| ONS customer helplines (telephone and email) | Very dissatisfied |
| Direct contact with ONS statisticians | Dissatisfied |
| ONS events/conferences | Neither satisfied nor dissatisfied |

PAGE 4: Impact of ONS statistics

Q9: Have ONS statistics and analyses helped to inform any decisions you or your organisation has made over the last year? Please select one answer only

Yes,

Please provide examples and further comments
We commonly use population figures, MYE's etc as background for strategic decision making, as well as feeding into to local pop projections, school place planning etc.

Q10: Have ONS statistics and analyses helped inform your policies over the last year? Please select one answer only

Yes

Q11: What information, advice or services could we provide to help inform your decision making and policies?

Respondent skipped this question

Q12: To what extent have ONS statistics, analyses and advice been helpful in providing an evidence base for your decision making and policies over the last year? Please select one answer only

Moderately helpful

PAGE 5: Your view of ONS

Q13: Looking at the following statements about how ONS works, to what extent do you agree or disagree that ONS...Please select one answer per row

| | |
|---|----------------------------|
| Is independent (e.g. our statistics are free from political influence) | Agree |
| Is innovative in the way it works (e.g. using new technologies, methods and data sources) | Disagree |
| Gives me/my organisation opportunities to share views on its work | Neither agree nor disagree |
| Listens and responds to my/my organisation's feedback | Disagree |
| Informs public debate on issues affecting the UK's economy and society | Neither agree nor disagree |

Q14: How well informed, if at all, do you feel about the work of ONS?Please select one answer only.

Fairly well informed,
Please provide any comments on how ONS communicates with you.
Seldom. Which is fine, up to a point.

Q15: Please tell us what you think we are doing well.

ONS produces a lot of useful data. The NeSS and Nomis sites are particularly useful BUT not well integrated into the whole.

Q16: Please tell us what you think we could do better.

- 1) The search is not very helpful- so many references it's hard to see the wood for the trees. It doesn't seem to reference data on NeSS or NOMIS, which is silly (or if it does, it's not clear it does). Should be possible to filter by type of resource, and by granularity of data-wherever it's stored. So if I want to find datasets on ethnicity to LSOA level, the central search should lead me to the right places.
- 2) Helpdesk support is poor. They don't have in-depth knowledge, and it can be difficult to reach the right person. Especially as you keep reorganising and often the team referenced no longer exists. Some sort of legacy referencing system would be helpful.
- 3) Could be better at supporting new issues and datasets. Still annoying that after the initial work on personal debt, and excellent recommendations, CCJ data isn't freely available or analysed. Makes no sense.
- 4) Population forecasting could be improved...we have ongoing concerns about some elements of the forecasts.
- 5) Would be good to have one excellent census data tool rather than millions of different ones (including some in academia, saspac for local authorities etc) when all our needs overlap.

Q17: Please tell us if there is anything we don't currently do which you would like us to.

See 16.

Q18: Taking into account everything you know about ONS, overall, how satisfied or dissatisfied are you with the performance of ONS as a national statistics institute?Please select one answer only

Satisfied

Q19: Which of the following statements best reflects your overall view of ONS? Please select one answer only

I would be neutral about ONS, if someone asked my opinion

PAGE 6: And finally... a bit about you!

Q20: Are you answering this questionnaire on behalf of an organisation or as an individual? Please select one answer only

Individual

Q21: Please tell us a bit about you. We do not plan to publish any personal information.

Your name

Organisation

Oldham council

Email address

Q22: What sector do you work in? Please select one answer only

Local or regional government / public organisation