

#57

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)

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

Monitoring or formulating policy,

Service planning, Regional/local comparisons,

Modelling and forecasting

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	Neither satisfied nor dissatisfied
Are released quickly	Satisfied
Are clearly presented	Very satisfied
Are released on time	Satisfied
Are easy to find	Dissatisfied
Enable comparisons with other data	Satisfied
Are complete	Satisfied

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	Neither satisfied nor dissatisfied
Short stories	Satisfied
Methodology articles	Satisfied
Release calendar	Satisfied
Data tables	Satisfied
Infographics and data visualisations	Satisfied
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	Neither satisfied nor dissatisfied
ONS e-alerts	Satisfied
ONS Update	Satisfied
ONS website	Dissatisfied
NOMIS website	Very satisfied
NeSS Website	Dissatisfied
ONS Data Explorer	Don't use/not applicable
Application Programming Interface (API)	Don't use/not applicable
ONS customer helplines (telephone and email)	Satisfied
Direct contact with ONS statisticians	Satisfied
ONS events/conferences	Very satisfied

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
Use of Census data/population estimates and projections have been made to provide contextual input to service delivery and the impact of budget reductions to the local authority.

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

Yes,

Please provide examples and further comments
Use of Census data has been made to look at trends and performance.

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

Clear, easy-to-understand methodological papers for non-statistical users to use. Release calendar with expected dates, even if subject to change.

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

Very 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)	Agree
Gives me/my organisation opportunities to share views on its work	Strongly agree
Listens and responds to my/my organisation's feedback	Agree
Informs public debate on issues affecting the UK's economy and society	Agree

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.
Population CLiP; Census CLiP; road shows, LIRP meetings are all useful ways of 2-way communication plus email alerts for times of interest and data releases.

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

Communicating with users

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

Listening to users responses; making more use of the CLiP group members for views. Improve methodology to get a more accurate local view (ie at ward or LSOA geography) rather than a formulaic, one-size-fits-all approach.

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

Respondent skipped this question

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 speak highly of 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

Manchester City Council

Email address

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

Local or regional government / public organisation