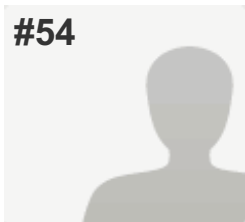


#54



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**

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**

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**

Trust them greatly

**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

Very satisfied

Are accurate

Very satisfied

Are released quickly

Very satisfied

Are clearly presented

Very satisfied

Are released on time

Very satisfied

Are easy to find

Satisfied

Enable comparisons with other data

Satisfied

Are complete

Very satisfied

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

Very satisfied

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

Statistical bulletins	Satisfied
Short stories	Don't use/not applicable
Methodology articles	Satisfied
Release calendar	Satisfied
Data tables	Very 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	Don't use/not applicable
ONS e-alerts	Don't use/not applicable
ONS Update	Don't use/not applicable
ONS website	Satisfied
NOMIS website	Satisfied
NeSS Website	Satisfied
ONS Data Explorer	Satisfied
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	Don't use/not applicable

<b>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</b>	Yes,  Please provide examples and further comments The definition of infant mortality rate (based on registration date or date of occurrence) in various publications has lead to uncertainty as to which definition should be used. After consultation with ONS we are happy to continue using registrations in the reports we publish.
<b>Q10: Have ONS statistics and analyses helped inform your policies over the last year?Please select one answer only</b>	No
<b>Q11: What information, advice or services could we provide to help inform your decision making and policies?</b>	<i>Respondent skipped this question</i>
<b>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</b>	Very helpful

**PAGE 5: Your view of ONS**

<b>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</b>	
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	Neither agree nor disagree
Listens and responds to my/my organisation's feedback	Don't know
Informs public debate on issues affecting the UK's economy and society	Don't know
<b>Q14: How well informed, if at all, do you feel about the work of ONS?Please select one answer only.</b>	Fairly well informed
<b>Q15: Please tell us what you think we are doing well.</b>	<i>Respondent skipped this question</i>
<b>Q16: Please tell us what you think we could do better.</b>	<i>Respondent skipped this question</i>

## ONS Customer Satisfaction Survey 2014/15

**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.**

*Respondent skipped this question*

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

National government department / organisation