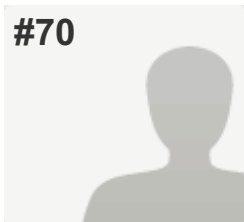


#70



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

Prices (e.g. Consumer Price Index, House Price Index)

,

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, Market analysis,

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	Satisfied
Are accurate	Satisfied
Are released quickly	Neither satisfied nor dissatisfied
Are clearly presented	Neither satisfied nor dissatisfied
Are released on time	Dissatisfied
Are easy to find	Very dissatisfied
Enable comparisons with other data	Satisfied
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	Very satisfied
Short stories	Neither satisfied nor dissatisfied
Methodology articles	Satisfied
Release calendar	Very dissatisfied
Data tables	Neither satisfied nor dissatisfied
Infographics and data visualisations	Satisfied
YouTube videos	Satisfied

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

ONS Twitter	Satisfied
ONS Facebook	Don't use/not applicable
ONS e-alerts	Neither satisfied nor dissatisfied
ONS Update	Neither satisfied nor dissatisfied
ONS website	Dissatisfied
NOMIS website	Satisfied
NeSS Website	Satisfied
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	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
Population data routinely used to help plan key decisions around development and planning issues.

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
Strategies, policies and plans use a wide variety of ONS data. Both as context e.g. population trends or substantive content e.g.

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

The ONS website is difficult to use. It tries to do too much. I think it should focus more on telling the story of key trends - with links away to the detail/data. Specific websites like NESS and NOMIS do data much more effectively. All data should be available this way

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	Neither agree nor disagree
Listens and responds to my/my organisation's feedback	Neither agree nor disagree
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

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

Respondent skipped this question

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

Respondent skipped this question

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, without being asked

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

ONS Customer Satisfaction Survey 2014/15

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

Local or regional government / public organisation