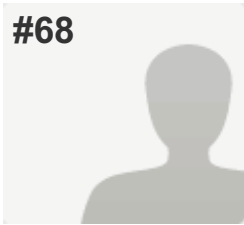


#68



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

Of minor importance

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)

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

Market analysis, Media use, 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

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	Neither satisfied nor dissatisfied
Are accurate	Very satisfied
Are released quickly	Dissatisfied
Are clearly presented	Dissatisfied
Are released on time	Satisfied
Are easy to find	Dissatisfied
Enable comparisons with other data	Dissatisfied
Are complete	Don't know

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

Neither satisfied nor dissatisfied

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	Neither satisfied nor dissatisfied
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	Don't use/not applicable
ONS e-alerts	Don't use/not applicable
ONS Update	Don't use/not applicable
ONS website	Neither satisfied nor dissatisfied
NOMIS website	Don't use/not applicable
NeSS Website	Don't use/not applicable
ONS Data Explorer	Don't use/not applicable
Application Programming Interface (API)	Don't use/not applicable
ONS customer helplines (telephone and email)	Don't use/not applicable
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

No

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

No

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

Market estimates to set context for market research/benchmark our customer numbers

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)	Neither agree nor disagree
Gives me/my organisation opportunities to share views on its work	Agree
Listens and responds to my/my organisation's feedback	Don't know
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.

Not very well informed,

Please provide any comments on how ONS communicates with you.

I find it difficult to find the statistics I need from the website - a better search facility which looks for entire phrases not key words would help. Also I tend to require statistics not stories, so a means of filtering out one or other would be helpful.

Some of my colleagues ASK ME to access what they need from the ONS website because they 'don't know where to start looking'.

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

Sound research techniques, well written documents.

Now using infographics/short stories making outputs more digestable.

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

Better search facility on website - maybe separate page for people who want stats/numbers/data from those who want outputs/stories?

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

Would like to see search facility so I can look specifically for information about the business population (as opposed to individuals/households) as this is my key audience. I find I either have to search by business or by the other information I want (e.g. growth).

Also a means of filtering out subnational data, so I don't have to wade through lots of regional reports to get to one figure.

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

Barclays Corporate Banking

Email address

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

Business