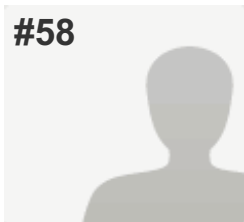


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COMPLETE

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**

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,  
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 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 Very satisfied

Enable comparisons with other data Very 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	Very satisfied
Short stories	Very satisfied
Methodology articles	Very satisfied
Release calendar	Very satisfied
Data tables	Very satisfied
Infographics and data visualisations	Very satisfied
YouTube videos	Very satisfied

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

ONS Twitter	Very satisfied
ONS Facebook	Neither satisfied nor dissatisfied
ONS e-alerts	Satisfied
ONS Update	Neither satisfied nor dissatisfied
ONS website	Satisfied
NOMIS website	Neither satisfied nor dissatisfied
NeSS Website	Neither satisfied nor dissatisfied
ONS Data Explorer	Neither satisfied nor dissatisfied
Application Programming Interface (API)	Neither satisfied nor dissatisfied
ONS customer helplines (telephone and email)	Neither satisfied nor dissatisfied
Direct contact with ONS statisticians	Very satisfied
ONS events/conferences	Neither satisfied nor dissatisfied

**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  
Decision to send briefing to all local authorities pointing out unexplained infant deaths in their area

**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  
Focus on disadvantaged families Production of "easy read card"

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

Bulletin on wider infant mortality which includes stillbirth, neonatal deaths, accidental and non accidental deaths and explained deaths

**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**

Extremely 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)

Strongly 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

Strongly agree

Informs public debate on issues affecting the UK's economy and society

Strongly 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.  
ONS is a responsive organisation and communicates well

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

Enjoy Twitter feed

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

Explain who does what and let us know about internal changes so we can contact the right person

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

Offer free seminars on what ONS does and can offer - aimed at non-statisticians

**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**

Very 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**

Organisation

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

Your name

Organisation

The Lullaby Trust

Email address

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

Voluntary