

Introduction

The aim of this survey is to help us understand why and how you use our statistics and what you think about the quality of the products and services we provide. It also asks for your feedback on the Office for National Statistics (ONS) more generally and how we might develop and enhance the way we engage with you.

It's an important part of our commitment to understanding the needs of our customers so that we can continually improve.

Completing the survey

This survey takes approximately 10-15 minutes to complete, though it may take longer if there are particular areas you want to respond to in detail. Once you have completed your response, please save and send it to ons.communications@ons.gsi.gov.uk.

Your response

The survey asks you to provide your contact details so that we can follow up on your responses if we need more information. We plan to publish a summary of responses on our website. This will describe some of the key findings, but will not include verbatim quotes or identify individual respondents by name. We will only share your response if required to do so under the Freedom of Information Act.

Contact

If you have any queries concerning this survey, please email ons.gsi.gov.uk.

The survey will close on Wednesday 5 March 2014.

Thank you for taking part.

Information about you									
*	*Please enter your personal details below.								
Ple	ase note, you i	must complete this section to proceed.							
Nam	е								
Orga	nisation								
Emai	il address								
Tele	phone number								
Wh	ich sector do y	you primarily work in?							
Ple	ase select ONI	IE answer only.							
<u>Pul</u>	blic sector								
0	Central government d	department or agency							
0	Local or sub-national	I government							
0	Financial public corpo	poration							
0	Non-financial public c	corporation							
0	School or college								
0	University								
0	Health								
<u>Pri</u>	vate sector								
0	Financial corporation	n							
0	Non-financial corpora	ation							
0	School or college								
0	University								
0	Health								
0	Manufacturing								
0	Service industry								
<u>Otł</u>	ner sectors								
0	Voluntary/community/	y/non-profit							
0	Other								
(Ple	ase specify)								
			_						
			$\overline{\mathbf{v}}$						

Your use of ONS statistics	
The following questions ask you about the statistics you use, and the different products and services that ONS provides. For the purposes of this survey, 'statistics' means all data and analyses produced by ONS.	
Which ONS statistics do you use most often?	
Take a look at our <u>diagram</u> for more information on each of these options.	
Please select ALL that apply.	
☐ Business, industry and trade	
☐ Economy	
Employment and labour market	
People, population and community	
□ Other	
(Please specify)	
Approximately how often have you used ONS statistics during the last year?	
Approximately how often have you used ONS statistics during the last year? Please select ONE answer only.	
Please select ONE answer only.	
Please select ONE answer only. O Daily	
Please select ONE answer only. O Daily O Weekly	
Please select ONE answer only. O Daily O Weekly O A few times a month	
Please select ONE answer only. Daily Weekly A few times a month A few times a year	
Please select ONE answer only. Daily Weekly A few times a month A few times a year Once a year	
Please select ONE answer only. Daily Weekly A few times a month A few times a year Once a year	
Please select ONE answer only. Daily Weekly A few times a month A few times a year Once a year	
Please select ONE answer only. Daily Weekly A few times a month A few times a year Once a year	
Please select ONE answer only. Daily Weekly A few times a month A few times a year Once a year	
Please select ONE answer only. Daily Weekly A few times a month A few times a year Once a year	
Please select ONE answer only. Daily Weekly A few times a month A few times a year Once a year	
Please select ONE answer only. Daily Weekly A few times a month A few times a year Once a year	

Your use	e of ONS statistics
What do	you/your organisation use ONS statistics for?
Please s	elect ALL that apply.
☐ Monitor	ing or formulating policy
☐ Service	planning
Prepari	ng legislation
☐ Busines	ss/financial planning/funding bids
Market	analysis
Region	al/local comparisons
☐ Modelli	ng and forecasting
☐ Educati	on projects
☐ Media ເ	ise
Researc	ch
☐ Other	
(Please spec	ify)
	▼
How imp	ortant, if at all, are ONS statistics to your work?
Please s	elect ONE answer only.
They ar	e very important to my work
They ar	e fairly important to my work
They a	e of minor importance
They a	e not at all important to my work
O Don't kr	now

Your use of ONS statistics

Thinking about the statistics that you use, how satisfied or dissatisfied are you with the extent to which they...

Please hover over each option for more information.

Please select ONE answer only on each row.

Business, industry and trade

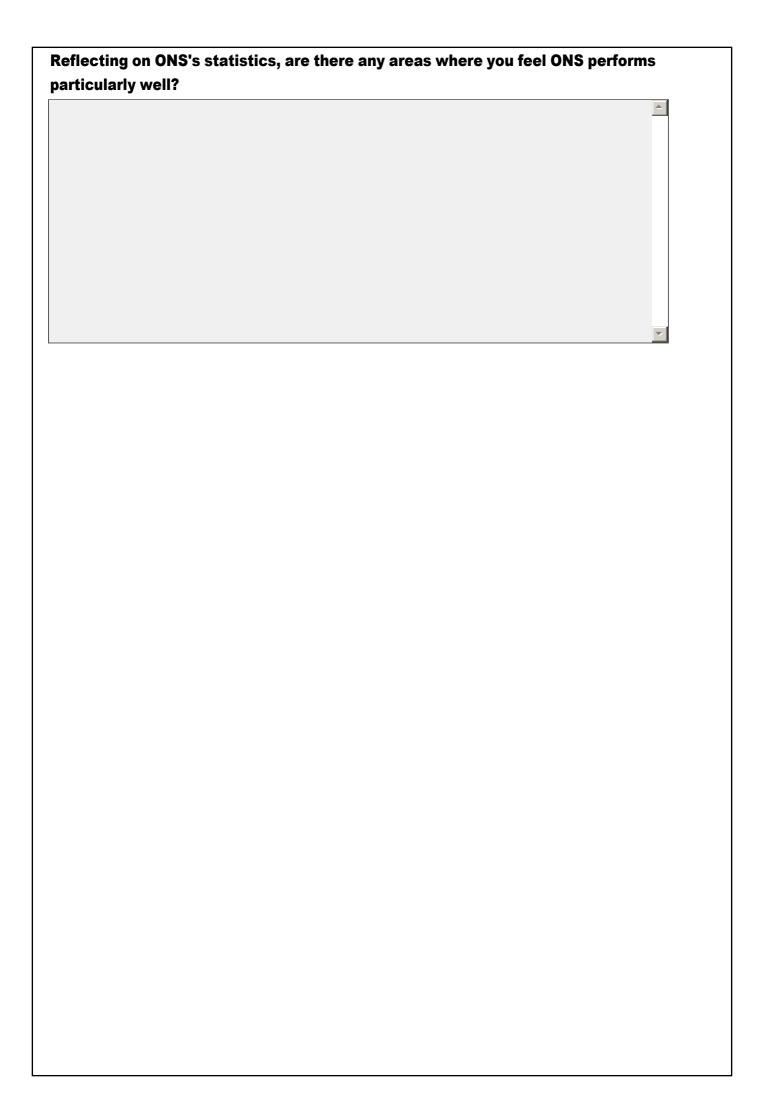
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use
Meet your needs.	0	0	0	0	O	0
Are accurate	0	0	O	0	0	0
Are timely	0	0	0	0	0	0
Are clearly presented	0	0	O	0	0	0
Are punctual	0	0	0	0	0	0
Are easy to find	0	0	O	0	0	0
Enable comparisons with other data	O	O	0	0	O	0
Are complete	0	0	0	0	0	0

Economy

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use
Meet your needs	0	0	0	0	0	0
Are accurate	0	0	O	0	0	0
Are timely	0	0	0	0	0	0
Are clearly presented	0	0	O	0	0	0
Are punctual	0	0	0	0	0	0
Are easy to find	0	0	O	0	0	0
Enable comparisons with other data	0	0	0	0	0	O
Are complete	\circ	0	0	0	\circ	0

Employment and	lahour marke	et				
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use
Meet your needs	0	0	0	O	•	0
Are accurate	0	0	0	0	0	0
Are timely	0	O	0	O	0	0
Are clearly presented	•	0	0	0	0	0
Are punctual	\odot	\circ	0	0	0	\circ
Are easy to find	•	0	0	0	0	0
Enable comparisons with other data	0	0	0	0	0	0
Are complete	0	0	O	\circ	O	0
People, populatio	n and comm	unities				
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use
Meet your needs	0	O	O	O	0	0
Are accurate	0	O	O	O	0	0
Are timely	0	0	O	0	O	0
Are clearly presented	0	0	O	\circ	0	0
Are punctual	0	0	O	0	0	0
Are easy to find	0	0	O	\circ	0	0
				_	•	0
Enable comparisons with other data	O	O	O	0	O	O
	0	0	0	0	0	0
other data Are complete	O					
other data Are complete	O					0
other data Are complete	c tics you use	O	O Neither satisfied	O	O	O
other data Are complete Other ONS statist	C Lics you use	© Satisfied	Neither satisfied nor dissatisfied	© Dissatisfied	C Very dissatisfied	O Not applicable
other data Are complete Other ONS statist Meet your needs	C tics you use Very satisfied	Satisfied	Neither satisfied nor dissatisfied	© Dissatisfied	C Very dissatisfied	Not applicable
other data Are complete Other ONS statist Meet your needs Are accurate	C Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied C	Very dissatisfied	Not applicable
other data Are complete Other ONS statist Meet your needs Are accurate Are timely	Very satisfied	Satisfied C	Neither satisfied nor dissatisfied	Dissatisfied C	Very dissatisfied	Not applicable
other data Are complete Other ONS statist Meet your needs Are accurate Are timely Are clearly presented	Very satisfied C C C	Satisfied C C C	Neither satisfied nor dissatisfied C C	Dissatisfied C C C	Very dissatisfied C C C	Not applicable
other data Are complete Other ONS statist Meet your needs Are accurate Are timely Are clearly presented Are punctual	Very satisfied O O O	Satisfied C C C	Neither satisfied nor dissatisfied C C C	Dissatisfied C C C	Very dissatisfied C C C	Not applicable C C C C

Very satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Wery dissatisfied Very dissatisfied Trust them greatly Tend to trust them Neither trust nor distrust them Distrust them greatly Don't know What changes, if any, would you like ONS to make to improve its statistics to better
Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Neither trust do you have in statistics produced by ONS? Vease select ONE answer only. Trust them greatly Tend to trust them Neither trust nor distrust them Distrust them greatly Don't know Very dissatisfied Very dissatisfied Neither trust nor distrust them Distrust them greatly Don't know Very dissatisfied Neither trust do you have in statistics produced by ONS?
 Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied How much trust do you have in statistics produced by ONS? Please select ONE answer only. Trust them greatly Tend to trust them Neither trust nor distrust them Tend not to trust them Distrust them greatly Don't know What changes, if any, would you like ONS to make to improve its statistics to better
 Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied How much trust do you have in statistics produced by ONS? Please select ONE answer only. Trust them greatly Tend to trust them Neither trust nor distrust them Tend not to trust them Distrust them greatly Don't know What changes, if any, would you like ONS to make to improve its statistics to better
C Dissatisfied How much trust do you have in statistics produced by ONS? Please select ONE answer only. Trust them greatly Tend to trust them Neither trust nor distrust them Tend not to trust them Distrust them greatly Don't know What changes, if any, would you like ONS to make to improve its statistics to better
C Very dissatisfied How much trust do you have in statistics produced by ONS? Please select ONE answer only. C Trust them greatly C Tend to trust them C Neither trust nor distrust them C Tend not to trust them C Distrust them greatly C Don't know What changes, if any, would you like ONS to make to improve its statistics to better
How much trust do you have in statistics produced by ONS? Please select ONE answer only. C Trust them greatly C Tend to trust them C Neither trust nor distrust them C Tend not to trust them C Distrust them greatly C Don't know What changes, if any, would you like ONS to make to improve its statistics to better
Please select ONE answer only. C Trust them greatly Tend to trust them Neither trust nor distrust them Tend not to trust them Distrust them greatly Don't know What changes, if any, would you like ONS to make to improve its statistics to better
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 Neither trust nor distrust them Tend not to trust them Distrust them greatly Don't know What changes, if any, would you like ONS to make to improve its statistics to better
 Tend not to trust them Distrust them greatly Don't know What changes, if any, would you like ONS to make to improve its statistics to better
 Distrust them greatly Don't know What changes, if any, would you like ONS to make to improve its statistics to better
O Don't know What changes, if any, would you like ONS to make to improve its statistics to better
What changes, if any, would you like ONS to make to improve its statistics to better
What changes, if any, would you like ONS to make to improve its statistics to better meet your needs?



ONS statistical products
These questions ask you about the statistical products ONS provides to help you use its statistics. Which ONS statistical products do you use?
Please hover over each option for more information.
Please select ALL that apply.
☐ Statistical bulletins
Summaries
Short stories
Reports
☐ Articles
Release calendar
☐ Data tables
☐ Data graphics
Theme and topic pages on the ONS website
☐ Key figures
☐ YouTube videos
☐ Other
(Please specify)

How satisfied or dissatisfied are you with the quality of ONS's statistical products?								
Please hover over each option for more information.								
Please select ONE answer only on each row for the products you use.								
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use/not applicable		
Statistical bulletins	0	0	О	0	0	0		
Summaries	0	0	O	0	0	0		
Short stories	0	0	О	0	O	0		
Reports	0	0	O	0	0	0		
Articles	0	0	O	0	0	0		
Release calendar	0	0	0	0	0	0		
Data tables	0	0	0	0	0	0		
Data graphics	0	0	0	0	0	0		
Theme and topic pages on the ONS website	О	O	O	O	O	О		
Key figures	0	O	0	O	O	0		
YouTube videos	0	0	O	0	O	0		
Other products you use	0	0	0	0	0	0		
Reflecting on ONS		l products	s, are there an	y areas wh	nere you feel	ONS		
						_		
						V		

How we communicate with you
These questions ask about the way in which ONS communicates with you and the services you use to access information about ONS and its products.
How well informed, if at all, do you feel about ONS's work?
Please select ONE answer only.
○ Very well informed
○ Fairly well informed
O Not very well informed
O Not at all well informed
C Don't know
How do you currently access information about ONS and its products?
Please select ALL that apply.
ONS e-alerts
ONS Twitter
ONS Facebook
ONS website
Direct contact with ONS statisticians
ONS customer helplines (telephone and email)
NOMIS website
NeSS website
ONS events/conferences
Other services provided by ONS
Other services not provided by ONS
(Please provide details of other services you have used)

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How we	communic	cate wi	th vou

How satisfied or dissatisfied are you with the quality of ONS services?

Please select ONE answer only on each row for the services you use.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't use/not applicable
ONS e-alerts	0	0	0	0	0	0
ONS Twitter	0	0	0	0	0	\circ
ONS Facebook	0	0	0	0	0	0
ONS website	0	0	0	0	0	0
Direct contact with ONS statisticians	O	O	0	O	O	0
ONS customer helplines (telephone and email)	0	O	0	0	O	0
NOMIS website	0	0	0	0	0	0
NeSS website	0	0	0	0	0	0
ONS events/conferences	0	0	0	0	0	0
Other services provided by ONS	0	O	0	O	O	0
Other services not provided by ONS	0	0	0	0	0	0

Would you like to receive more information from ONS than you currently receive?

Please se	lect ON	= answer	only
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0	Yes -	l would	welcome	more	regular	undates
•	169 -	i would	weicome	HIULE	reduiai	upuates

How can ONS improve its communication with you and/or the services it provides to help you access information about its products?

	<u> </u>
	▼

O No - I'm happy with the amount of information I receive

W	 views	ONG
n 4		

These questions ask about your views of ONS, how it operates and the impact it has on your work and, more generally, on public debate and policy making in the UK.

Professionalism

Looking at the following statements about how ONS works, to what extent do you agree or disagree that ONS is...

Please hover over each option for more information.

Please select ONE answer only on each row.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Professional in the way it works	0	0	0	0	0	O
Innovative and flexible in its approach	0	0	0	0	0	0
Independent	0	0	C	0	0	0



<u>Engagement</u>						
To what extent do you agre	e or disagre	e that C)NS			
Please hover over each opt	ion for more	inform	ation.			
Please select ONE answer (only on eacl	h row.				
	Strongly agree	Agree	Neither agree	Disagree	Strongly disagree	Don't know
Takes the time to understand my needs/the needs of my organisation	• 0	O	0	0	O	0
Gives me/my organisation opportunities to share views on its work	0	0	O	0	0	0
Listens and responds to my/my organisation's feedback	0	O	O	O	O	0
Is collaborative in its approach to working with customers	0	0	0	0	O	0
Please add any comments t	that you wo	uld like	to make abo	ut the wa	ny ONS en	gages
with you.						
mpact						~
						~
	only on eacl	h row.	Neither agree		Strongly	Don't know
Please select ONE answer of the Help improve the quality of decision	_			Disagree	Strongly disagree	Don't know
Please select ONE answer of the provest the quality of decision making in my work/organisation Inform public debate on issues affecting	Only on each	h row. Agree	Neither agree nor disagree	Disagree	disagree	
making in my work/organisation	Strongly agree	Agree	Neither agree nor disagree	Disagree C	disagree	

Please add any comments that you would like to make about how ONS statistics impa	ct
on your work or on society more generally.	

Your views of ONS

Taking into account everything you know about ONS, overall, how satisfied are you

with the performance of ONS as a national statistics institute?				
Ple	ase select ONE answer only.			
0	Very satisfied			
0	Satisfied			
0	Neither satisfied nor dissatisfied			
0	Dissatisfied			
0	Very dissatisfied			
Wh	ich of the following statements best reflects your views of ONS?			
Ple	ase select ONE answer only.			
0	I would speak highly of ONS, without being asked			
0	I would speak highly of ONS, if someone asked my opinion			
0	I would be neutral about ONS, if someone asked my opinion			
0	I would be critical of ONS, if someone asked my opinion			
0	I would be critical of ONS, without being asked			

Thank you!

Thank you for taking part in this survey. Your views and comments will help us to improve our products and the services we provide.

If you have any queries concerning this survey, please email ons.gsi.gov.uk.

Join us on social media











